North Yorkshire
Care and Support Services Directory 2019/20

• Staying independent • Support in your community
• Home care • Care homes

In association with

North Yorkshire County Council
Independent Care Group

www.carechoices.co.uk
If you think we can help your family then please call us for more information or to organise a visit...

033 0041 5488

THE CHOCOLATE WORKS CARE VILLAGE

Kind and Compassionate Residential, Nursing and Dementia Care in the heart of the community.

Our carefully designed spaces allow us to offer a range of residential, nursing and dementia care services.

Our experienced and professional staff deliver compassionate, dignified and life enhancing care in a place which is truly unique.

Breakfast at the café, lunch in the pub, stunning views from the roof terrace, walks alongside the river, the possibilities are endless...

The Chocolate Works Care Village is an unrivalled care community.

Recently a relative wrote:

"Each one of your team contributed in making Mum feel special, which she really appreciated, this was not isolated to just one area, this was a continuous theme which shone throughout each department in the home."

If you think that we can help your family then please call us for more information or to organise a visit...

033 0041 5488

The Chocolate Works | Bishopthorpe Road | York | YO23 1DE

e: info@chocolate-works.co.uk
w: www.chocolate-works.co.uk

Springfield Healthcare Company
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The listings in this publication of care homes, care homes with nursing and home care providers are supplied by the Care Quality Commission (CQC) and neither North Yorkshire County Council nor Care Choices can be held liable for any errors or omissions. The inclusion of advertisements for homes and agencies in this Directory does not act as an endorsement or recommendation by North Yorkshire County Council.
Welcome from North Yorkshire County Council

Welcome to the eighth edition of North Yorkshire’s Care and Support Services Directory. This 2019/20 edition will provide you with information on health and social care across the County. North Yorkshire County Council is pleased to be working with the Independent Care Group on this Care and Support Services Directory.

We want people in North Yorkshire to maintain their independence for as long as possible and enjoy the best possible quality of life. Fundamental to enabling you to make the right decisions about care and support is high-quality information and advice. This Directory is one way of providing information, but we will continue to work with our partners to improve the range of information available. We are working closely with our health colleagues to join up health and social care services to give the best community-based care when it is needed.

We also work closely with the Care Quality Commission’s (CQC’s) inspectors and with care providers to make sure we maintain high-quality standards in the care provided to people in North Yorkshire. New regulations for registered residential, nursing and domiciliary services focus very much on improving outcomes for adults who need support. These changes will underline the importance of people who use care services having a say and being able to make decisions about how to keep healthy and get the right care and support. We will also continue to have a strong commitment to safeguarding those adults who may be at risk of experiencing abuse or exploitation.

Even though the whole country is having to make some difficult financial choices, we remain committed to providing good, quality help and care. Whatever your circumstances, whether you pay for your own care or not, you can contact North Yorkshire County Council for information, advice and guidance. Where it is appropriate, we will ask our own social care staff to help you or to contact other services which may be of assistance.

We know that making decisions about social care can be daunting, particularly if you have not been involved with social care before. This Directory provides clear, easy to understand guidance so that you can be confident you are making the right decisions.

County Councillor Michael Harrison
Executive Member for Health and Adult Services, including Health and Wellbeing board, Health Integration, Extra Care

County Councillor Caroline Dickinson
Executive Member for Public Health and Prevention

Richard Webb
Corporate Director, Health and Adult Services

The Independent Care Group

On behalf of The Independent Care Group (ICG), I am delighted to support this latest edition of the Care and Support Services Directory and hope that you find the information in it useful.

If you are beginning your journey towards finding a care package that is right for you or your loved one, the good news is that you will have the choice of quality care of all kinds and in all combinations.

We are so fortunate that the local area can boast a whole army of exceptional, warm and dedicated people with the motivation and enthusiasm to help you and your family go on enjoying life together.
We have an ever-changing landscape in social care, and it can be hard for those looking to use services to keep up. That is why this Directory is such an invaluable tool in helping find the care package that is right for your family. It sets out all the different types of care available in this area, as well as how to access that care and how to fund it.

With people’s care needs becoming ever more complex and the services offered by providers changing to meet those demands, it has never been more important to look at all your options when considering the care you need. Once you have identified your choices, always pay a visit to the care services to help you to decide. Don’t forget you can also find important information about care providers by looking at their latest inspection report from the regulator, the Care Quality Commission (CQC).

For our part, the ICG is the regional body responsible for representing and supporting local independent care providers, both private and voluntary. For over a decade, we have been helping providers to offer top-quality care to older and vulnerable people. Around 80% of social care in this area is provided by the independent sector. That includes residential care, care provided to people in their own home, supported living, extra care housing and day care. We work with North Yorkshire County Council, City of York Council, the local Clinical Commissioning Groups and the CQC, to try to ensure that the care provided matches the care required.

We’re here to help so, if you’re a provider, please do get in touch or visit our website at: www.independentcaregroup.co.uk or call: 07949 971010.

We are proud of the care provided by the independent care sector in this area and hope that, with the help of this Directory, you will find the support you and your family need.

Mike Padgham
Chair
Independent Care Group
(York and North Yorkshire)

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

The information in this Care and Support Services Directory has been compiled in conjunction with Health and Adult Services Directorate of North Yorkshire County Council. We used to be known as ‘social services’.

When the words ‘we’ and ‘us’ are used in the Directory it means Health and Adult Services. Lots of people will pick up this Care and Support Services Directory looking for advice and information about adult social care. The Directory aims to give an overview of all aspects of adult social care to everyone who is looking for care and support.

If you are thinking about care and/or support, either for yourself or a loved one, it can be a challenging task. Making any change in your life will require major decisions and we are trying to provide you with the basic information and guidance you will need in this Directory and give you the details of other organisations that may be able to help. In the first instance, you can always call North Yorkshire County Council’s Customer Service Centre for advice on: 01609 780780 or email: social.care@northyorks.gov.uk

We have launched a new community directory which you may find useful. North Yorkshire Connect: www.northyorks.gov.uk/community-directory-north-yorkshire-connect offers local information from community and voluntary organisations that can provide advice and support. It also lists activities and things to do.

Finding care in your area

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

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

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

The website includes detailed information for each care provider, including the address, phone number and the service’s latest CQC inspection report and rating (see page 60), indicating the quality of care provided.

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

Keeping you independent

There is growing evidence that small improvements to your life or circumstances can improve your health, wellbeing and independence. Evidence suggests that increasing your confidence, developing links with your local community and having access to good, quality advice and information will prevent, reduce or delay your need for long-term health and social care support.

Living Well in North Yorkshire

As part of our wider prevention programme, we have invested in a new Living Well team. Living Well aims to improve the health, wellbeing and independence of adults. Living Well Co-ordinators work with individuals and their carers who are isolated, vulnerable, bereaved, lacking confidence or perhaps on the borderline of needing health and social care services.
Instead, the Living Well team helps individuals and their carers to access the local community and supports them to find their own solutions to health and wellbeing goals. This helps to reduce loneliness and isolation and helps to prevent or resolve issues including the need for hospitalisation.

Living Well works alongside our other teams such as Public Health and Stronger Communities, as well as NHS clinical commissioning groups, GP practices, district councils and voluntary, community and social enterprise organisations.

The core principles of the service are to:

• Provide free, time-limited, targeted support where appropriate.
• Promote independence and self-help.
• Work with individuals, not do things for them.
• Facilitate self-assessments and make referrals where appropriate.
• Complement existing services.
• Provide practical advice, information and support.

Living Well is a personalised service; co-ordinators spend time with individuals on a one-to-one basis to:

• Identify what is important to you, what potential networks of support you have and what your priorities are. Co-ordinators will work with you to achieve the outcomes that are important to you.
• Help you make simple changes to your lifestyle and your home environment, for example, providing basic advice to help you be more active, improve your mobility and, therefore, increase your independence and reduce the risk of falling.
• Identify barriers and challenges to maintaining or improving your wellbeing and independence and help to remove those barriers. For example, finding ways for you to attend a local community group.

As well as supporting you to maximise your own health, wellbeing and independence, Living Well Co-ordinators have excellent knowledge of local services and initiatives and, where necessary, will support you to access those services.

This might range from access to home adaptations, such as a grab rail to prevent you having a fall in your home, or support to access a local friendship club to stop you feeling isolated, to providing advice on healthy living and signposting to lifestyle services.

Who can benefit?
Living Well can support adults who are currently not eligible for ongoing social care support and who:

• Are lonely and/or socially isolated.
• Have had a recent loss of a support network; including bereavement.
• Have had a loss of confidence due to a recent change or event.
• Need support with finding information, advice and guidance.

This may be older people or people with physical or learning disabilities, sensory impairments or mental health needs.

How do you access the service?
When you contact us, an adviser will refer you to the Living Well team if you meet the requirements for the service.

Please call our Customer Service Centre on: 01609 780780 or email: social.care@northyorks.gov.uk

Health and wellbeing

Looking after our health and wellbeing is key to ensuring that we feel good, live well and enjoy life. There is a range of services and support to help you to make changes to your lifestyle.

The Public Health team at North Yorkshire County Council provides a range of information on health and wellbeing on the Staying Healthy webpages:

Drugs, alcohol and smoking
Find advice and support about stopping smoking, drug and alcohol misuse: www.northyorks.gov.uk/article/24085/Drugs-alcohol-and-smoking

Visit www.carechoices.co.uk for further assistance with your search for care
Healthy lifestyles
Find out about eating healthily and maintaining a healthy weight, sleeping well and good oral health: www.northyorks.gov.uk/article/24084/Healthy-lifestyles

Health and the environment
Find out about skin awareness and sun exposure risk, the risks to health from climate change and avoiding infection: www.northyorks.gov.uk/article/24087/Health-and-the-environment

Long-term conditions
Find out about reducing the risks of developing cancer, diabetes or heart disease as well as treatments for these conditions. You can also find out how to help yourself to stay healthy: www.northyorks.gov.uk/article/24088/Long-term-conditions

Dementia
Find out how organisations across different sectors work together to support people living with dementia and their carers. You can also find out about preventing the risk of dementia and useful links to information about dementia: www.northyorks.gov.uk/do-i-have-dementia

Older people
Find out about winter health, fuel poverty, falls prevention and healthcare for older people: www.northyorks.gov.uk/article/24089/Older-people

Sexual health and contraception
Find out about sexual health, chlamydia screening, HIV and contraception: www.northyorks.gov.uk/article/24086/Sexual-health-and-contraception

Mental health
Find out about maintaining your mental health through an awareness of potential issues and how to prevent them developing: www.northyorks.gov.uk/article/28018/Mental-health-promotion

Learning disabilities
Find information and support if you have a learning disability: www.northyorks.gov.uk/article/28226/Learning-disabilities

NHS Health Checks
Find out how to reduce your risk of developing health problems with an NHS Health Check: www.nhs.uk/conditions/nhs-health-check

Useful websites
The NHS Website: www.nhs.uk
NHS Health Checks: www.nhs.uk/Conditions/nhs-health-check
Change4Life: www.nhs.uk/change4life

Getting out and about

Community transport schemes
There is a wide range of schemes available across North Yorkshire to help you get out and about so that you can access services in the community.

For more information, visit our community transport page on the North Yorkshire County Council website, which provides an A-Z of the community transport operators across North Yorkshire, broken down by geographical area.

Further details regarding transport in North Yorkshire are available at: www.northyorks.gov.uk/public-transport

Demand responsive transport
Demand responsive transport is pre-booked transport that uses taxis or minibuses to provide transport to areas that are not served by conventional bus services.

We are working closely with community transport operators to increase the availability of these lifeline services where public transport is not available. Details of the demand responsive services that operate in the county can be found at: www.northyorks.gov.uk/demand-responsive-transport

Bus passes
There are two main types of bus pass available:

Senior person’s bus pass
Older people of pensionable age are entitled to free
Disabled person’s bus pass

Disabled people are entitled to free off-peak travel on local bus services anywhere in England.

You must meet one or more of the following criteria:

• Be blind or partially sighted.
• Be without speech.
• Not have arms or have long-term loss of the use of both arms.
• Be profoundly or severely Deaf.
• Have a learning disability.
• Have a disability or have suffered an injury which has a substantial and long-term adverse effect on your ability to walk.
• Have been refused an application for a driving licence due to physical fitness, not including the misuse of drugs or alcohol.

Companion bus passes for disabled people

You can apply for a bus pass for a companion to travel with you if you are disabled and meet the eligibility criteria. Your companion need not travel with you on every journey or be the same person each time. They cannot use the pass without you.

Applying for a bus pass

You can check whether you are eligible for a bus pass, and apply or renew your bus pass, by visiting the ‘Bus Passes’ section on the North Yorkshire County Council website: www.northyorks.gov.uk/bus-passes

Blue Badge parking permits

The national Blue Badge scheme helps people with severe mobility issues who travel as drivers or passengers to park close to their destinations. For more information about the scheme, including how to apply or renew a badge, visit: www.northyorks.gov.uk/blu...
We will talk to you about what services, facilities and resources are already available in the area (for example, local voluntary and community groups), and how these might help you. We will ask you how you’re managing everyday tasks like washing, dressing and cooking. We will go at a pace that suits your personal circumstances. If you are worried about having your assessment all in one go, let us know and we can split it into smaller visits.

Anyone can request an assessment, even if you are likely to have to pay for the full cost of your care. We recommend you have an assessment before purchasing the care you think you might need as there may be solutions that enable you to remain independent for longer. For more information, visit: www.northyorks.gov.uk/new-adult-social-care

All our assessments are completed through a supported assessment process, with you leading the process, as you are the best judge of your needs and how they can be met.

Eligibility for long-term support

There is a national eligibility threshold, which is the same across England. It consists of three criteria, all of which must be met for your needs to be eligible. The eligibility threshold is based on finding out:

- Whether your needs are due to a physical or mental impairment or illness.
- To what extent your needs affect your ability to achieve two or more outcomes.
- Whether and to what extent this impacts on your wellbeing.

After your assessment, we will explain whether you are eligible for care and support. If you have eligible needs and want our help to arrange services to meet them, we can discuss this with you.

If you are eligible for support

If you are eligible for social care support, we will complete a financial assessment to understand whether you will need to pay towards some or all of the cost of the support. This will depend on your income and any savings you may have. See page 51 for more information on financial assessments.

Promoting your wellbeing

We can help to promote your wellbeing in several ways. There is no set approach, and how this happens will depend on your needs, goals, wishes and how these impact on your wellbeing. We will consider each case based on you as an individual and, during the assessment process, will consider with you the most relevant aspects of your wellbeing and how your needs impact on this.

Will there be a charge for services provided?

There may be a charge for services; for a full description about charging for services, see page 51.

You can start the assessment process by completing the Care and Support Initial Assessment online at: www.northyorks.gov.uk/needsassessment or, if you are unable to go online, please contact the Customer Service Centre on: 01609 780780.

If you are not eligible

If your level of needs means you are not eligible for support from us, we will offer free advice and information and put you in touch with other organisations and services in your community that may be able to help you. Many people find that seeking advice from us is helpful in finding their own solutions because it provides an opportunity to discuss their situation with a social care professional. You may find useful services and organisations at: www.northyorkshireconnect.org.uk
Carers’ eligibility
Just like adults with care and support needs, we will offer carers an assessment to see whether they have eligible needs.

A carer may have eligible needs if they meet the following criteria:
• Their needs are caused by providing necessary care for an adult.

As a result:
• Their health is at risk.

Or:
• They are unable to achieve specified outcomes.

And:
• As a consequence, there is, or is likely to be, a significant impact on their wellbeing.

Again, if a carer does not meet the eligibility criteria, we will offer free advice and information and put them in touch with other organisations and services in the community that may be able to help, including services specifically aimed at supporting carers.

For a full list of the specified outcomes for both adults with care and support needs and carers, please see the Department of Health’s guidance at: www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance

If your needs change
If your needs change, you can always ask us for a reassessment. Simply speak to your social care worker or contact our Customer Service Centre by emailing: social.care@northyorks.gov.uk or calling: 01609 780780.

For further information, visit: www.northyorks.gov.uk

You’re in charge

Personal Budgets
If you or your carer are eligible for ongoing social care support, you may be entitled to a Personal Budget based on an assessment of your eligible social care needs. You may need support or help to manage day-to-day activities and everyday tasks such as washing and dressing, help with eating and drinking or getting out into the community.

A Personal Budget is the amount of money it would cost to meet your eligible care and support needs. You may need to make a financial contribution towards your Personal Budget depending on your circumstances, see page 51. Your Personal Budget allows you to choose what services you use, and when and how you receive them.

Your Personal Budget can be taken in several ways:
• Managed Personal Budget – you ask us to arrange and buy services on your behalf.
• Individual Service Fund – you ask a provider to hold and manage your Personal Budget and work with them to plan how it is spent.
• Direct Payment – you (or your nominated person) hold and manage the Personal Budget yourself. You have full choice and control over how it is spent.

Direct Payments
Direct Payments are financial payments made to people who have been assessed as eligible to receive support from North Yorkshire County Council. We can make a Direct Payment to most people who are eligible for our support, including:
• People who have been assessed as needing care and support (including those with mental health
needs) aged 16 and over, incorporating short- as well as longer-term needs.

- Carers over 16 for carers’ services.
- Parents of disabled children, for children’s services.

Instead of us arranging or providing services directly, you could use these payments, either by yourself or with assistance, to purchase support that is considered most appropriate to meet your assessed social care needs. Carers could also receive an element of financial support to help them to continue in their caring role.

You do not have to take your whole Personal Budget as a Direct Payment, you can choose to combine a Direct Payment with a Managed Personal Budget or Individual Service Fund to have services purchased or provided by us or an external service provider.

**Why would I want a Direct Payment?**

Direct Payments allow more control over the decisions that affect your life. They provide more flexibility and choice, as you can buy appropriate support tailored to your individual needs.

**What can Direct Payments be used for?**

If you receive a Direct Payment, the money is used to arrange support to meet your eligible needs. You may choose to employ someone directly, to buy services from an independent or voluntary sector provider or purchase equipment to help you live more independently.

With Direct Payments, people or agencies employed are accountable to you and not to North Yorkshire County Council. Anyone you employ should first be checked by the Disclosure and Barring Service (DBS) to ensure your safety. Please see page 56 for more information about DBS checks.

You can use your Direct Payment creatively, as long as the money is spent to meet your needs and is used lawfully. The flexibility that these payments allow means it is impractical to outline what the money can be spent on. However, there are certain things on which these payments cannot be spent, for instance:

- Services that should be provided by the NHS.
- Routine living expenditures, such as utility and household bills.
- Permanent or long-term residential or nursing care.
- Employing a spouse, partner or other close relative, if that person lives with you in the same household.
- Anything that does not meet your agreed needs.

Most Direct Payments are made to meet regular ongoing support needs, however they can also be made as a single payment, for example, to purchase equipment or a short respite break.

**What do I do next?**

If you are interested in Direct Payments, you can call our Customer Service Centre on: 01609 780780 or email: social.care@northyorks.gov.uk

It is important to know that, as well as an assessment to determine your care and support needs, a financial assessment will need to be undertaken to determine whether a Direct Payment could be offered to you (for more information on financial assessments, see page 51).
What care is available?

This section is about the guidance, support and care that we can provide.

It describes all parts of the social care process, from someone who might be leaving hospital worried about how they are going to cope at home, to advice about specialist care for someone who might have very complex needs but wants to stay at home.

Leaving hospital

Within North Yorkshire, we work very closely with the NHS to ensure that people in hospital are discharged safely and can return to home life as quickly as possible. Our social care staff are available to help with information and advice when you are ready to leave hospital.

No matter which hospital you are in, you can request an assessment of your needs to help you stay independent and confident when you return home. An assessor will come and speak to you to arrange an assessment which can be completed whilst you are still in hospital, once you return home, or in interim/temporary facilities if you are not able to return home straight away when you leave hospital.

The assessment involves asking you about your needs, the outcomes you want to achieve and how we can support you to maximise your independence to help you live safely and independently at home. There will also be an explanation of any charges that may be made.

If there is a cost, the exact amount will be determined based on a financial assessment. A relative, carer, or a member of the hospital staff may also approach the hospital social care team and ask them to carry out an assessment, but this will not go ahead unless you agree.

If you already have a social care service in place, we will assess any other needs you may have and review these against the outcomes you want to achieve after your stay in hospital.

If you have a carer, they can also be offered an assessment and advice and support. A social care worker can discuss any issues and give details of carers’ support groups. We can also introduce you to local voluntary organisations that can help with a variety of services such as laundry and domestic cleaning or sitting services.

Home from Hospital Service

Home from Hospital is for people aged 18 and over living in North Yorkshire who are being discharged home and would benefit from some support.

How does the service help?
The Home from Hospital team and volunteers ease the process of settling back home by helping to resolve potential issues, such as anxiety. Support can be provided for up to six weeks, depending on an eligibility assessment. Over this period, the team can assist in re-building confidence and independence. Visits are usually weekly and last up to one hour.

The team can make an initial home visit to discuss any immediate concerns and needs. The support provided will vary according to individual circumstances.

For more information, please visit: www.carersresource.org/home-from-hospital

Visit www.carechoices.co.uk for further assistance with your search for care
Independence and Reablement team

“A service to help you become more independent.”

The Independence and Reablement team provide short-term support in your own home that is designed to help you become as independent as possible. It does not replace any medical or nursing support you may need and may not be suitable for everyone.

A Reablement worker will work with you so that you can learn (or re-learn) important tasks needed for everyday life. They will assist and encourage, rather than do things for you. For example, you may need support to independently manage your personal care or to prepare a meal – the Reablement service will encourage and enable you as much as possible to do things for yourself.

Many people who receive Reablement find that afterwards they can cope very well on their own, without the need for ongoing social care support. If they do need ongoing support, they may find that they need less.

How do I get Reablement?
For many people, Reablement will be discussed when you first have contact with us. This may be if you are living at home but finding that you are no longer managing as well as you did, or if you are returning home from treatment in hospital.

The Reablement plan will not normally last longer than six weeks and can be significantly less; even days. Progress will be reviewed with you every week by your Lead Worker.

How do I find out what skills will help me?
A member of the Independence team will complete an independence assessment with you to establish what you would like to achieve. This information will be used to create your personalised Reablement Plan, detailing how the Reablement team will work with you to achieve your goals.

How will Reablement work for me?
The Reablement Plan is tailored to meet your assessed needs and to meet the outcomes that have been agreed with you. As you make progress, your visits, or length of visits, may reduce and this will be reflected in the Reablement Plan.

Will I need any special equipment?
Reablement workers may suggest that you carry out some tasks in a slightly different way to make them easier for you to do on your own and, if Assistive Technology is identified as a potential aid to independence, this will be explored with you. You may have to purchase small pieces of equipment to make certain tasks easier. Reablement workers will be able to show you a catalogue of equipment and will also provide you or your carer with information about specialist shops in the area.

We may also provide some equipment, but this would be fully discussed with you. We encourage everyone to take up the use of Assistive Technology and Lifelines (see page 15 for more information).

What happens when Reablement is finished?
Once you have reached your optimum independence, the service will cease. Or, if you require ongoing support, the service becomes chargeable and we will carry out a financial assessment to determine any contribution you and/or we will make. We will let you know the date that the charges will commence. For more information on financial assessments and paying for care, see page 51.

A social care professional will discuss with you how to meet any ongoing needs, and any Personal Budget that might be available to support and manage this.

If you do not need or want ongoing services, the Reablement worker will discuss with you whether you wish for a referral to be made to our Income Maximisation team. They will help to ensure that you are receiving all the financial benefits you are entitled to.
Staying at home

We want people to stay in their homes for as long as possible and we know that many people want to be surrounded by their possessions, near to their family and friends. This applies to anyone, whether they are older, recovering from an illness or addiction, have a physical or learning disability, have a mental health condition or are living with dementia.

The following section gives you some information about the support available to you in your home.

Assistive Technology

Assistive Technology uses a range of remote equipment matched to your personal needs, to help you continue to live as independently and safely as possible. These items are often linked to a monitoring centre, family and friends or to other technology devices in the home. It is used in a variety of circumstances to help people with a broad range of challenges.

The Assistive Technology service in North Yorkshire aims to provide a high-quality, innovative service that uses technology, monitoring and support to:

- Enable you to live a healthier, independent life for longer.
- Enable you to live safely at home.
- Prevent or delay unnecessary hospital or care home admissions.
- Support you to return home from hospital or care settings where possible.
- Provide technology-based solutions to complement other community services.

North Yorkshire County Council’s Assistive Technology services are delivered in several ways:

- A financially-competitive, private pay Assistive Technology offer is available to all people within the county. This includes Assistive Technology equipment, monitoring and a community responder service.
- Assistive Technology can also be provided as part of our reablement services for a short period of time.
- Assistive Technology can form part of your long-term support plan and Personal Budget dependent upon assessment and eligibility.

Some examples of how Assistive Technology can be used are:

- To raise a call to a monitoring centre which can keep a phone line open to you in an emergency.
- To raise an alert when the temperature in your property becomes too high or too low. For example, if the cooker hob has been left on, or if you forget to use your central heating.
- To remind you to carry out an action like locking your door.
- To alert family or friends if you leave your property at unusual times of the day.
- To allow you to remain independent whilst knowing that you have technology to keep you safe, or to allow you to complete tasks and activities.
How can Daily Living Aids keep you independent for longer in North Yorkshire?

Daily living aids allow you to perform a task easily and safely with little or no assistance. From making a hot drink to enabling easier access to your bath, we offer a wide range of products to help you everyday.

Medequip work with North Yorkshire County Council and the NHS to provide assistive living equipment in your area. Medequip also provide a retail service for those who wish to purchase or rent equipment themselves.

To purchase equipment visit our partner stores:

- **Eden Mobility**
  - 13 Hull Road, York, North Yorkshire YO10 3JL - 01904 234 980
  - Mon - Fri: 9.00am - 5.00pm
  - Saturday: 9.00am - 4.00pm
  - www.eden-mobility.co.uk

- **Millercare**
  - 11 Newborough, Scarborough, North Yorkshire YO11 1NA - 01723 336 069
  - For free, impartial advice and for sales please call:
  - Freephone 0800 8400 411 or call 0161 7859898
  - Mon - Fri: 9.00am - 5.00pm
  - Saturday: 10.00am - 4.00pm
  - www.millercare.co.uk

- **Yorkshire Care Equipment**
  - Yorkshire Care Equipment, Linkside House, Forest Lane Head, Harrogate, HG2 7TE
  - Mon - Fri: 8.30am - 4.30pm
  - 01423 799960
  - www.yorkshirecareequipment.com

Please note: prices and product ranges may vary at our partner stores.

Or you can visit the Medequip retail website:

Manage@home

Manage At Home's range of products are designed to promote independence at home and manage daily living more easily. We stock a wide selection of over 3,000 mobility and disability aids to help you stay safe and independent at home.

ORDER BY PHONE
Freephone: 0800 910 1054

FREE DELIVERY
When you spend over £50.00

SELF HELP GUIDE
Find solutions to your problems

www.manageathome.co.uk

Help & Advice from 8am to 5pm Monday to Friday

0800 910 1054

Keeping people **independent for longer**

www.medequip-uk.com
Assistive Technology works 24-hours a day, 365 days per year by providing real-time alerts or calls when equipment is activated.

Assistive Technology typically alerts a call centre where operators are trained and dedicated to this service. Operators can speak to you, will have your details and know who to call in an emergency. This could be family, friends, carers, a community response service or the emergency services if required.

For further information about Assistive Technology, or to refer for an assessment where applicable, please contact our Customer Service Centre on: 01609 780780 or visit: www.northyorks.gov.uk

Other equipment available

We and our partners help people to manage everyday living more safely and independently.

Occupational therapists and other specially-trained staff can give you advice and assess your needs and the needs of carers.

There are many types of equipment that can help you to live independently at home. It may be as simple as fitting a grab rail in the right place to help you get up and down steps safely and easily, or you may need equipment to help you with daily living tasks, such as getting in/out of bed or using the toilet.

Depending on your individual circumstances, our occupational therapy service can recommend equipment that enables you to more easily manage daily living activities such as bathing, washing, dressing and getting around your home. See page 21 for more information.

You will also find several mobility aid/specialist shops in your local community which can discuss basic equipment with you.

North Yorkshire County Council also has a tool on the AskSARA website, which is an online self-assessment tool to look into ways of helping you with daily activities in your home. It is an alternative option to contacting us directly for an independence assessment. To find out more, visit: www.northyorks.gov.uk/article/28938/AskSARA-for-advice-and-support-to-help-daily-living

It is important to get the right advice before you buy any equipment so that you can ensure your money is well spent.
Making life easier at home

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

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

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

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

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

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

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

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

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

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

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

Is it becoming **difficult to get dressed**? If so, specially adapted clothing is available, or you could buy a long-handled shoe horn, a dressing stick or a button hook. If you are having a lot of difficulty, consider home support, see page 23.

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

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

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

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

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

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

If you think you need an assessment, please call our **Customer Service Centre** on: 01609 780780 or email: social.care@northyorks.gov.uk

If you would like some advice and guidance to help you make informed choices about how to meet your care and support needs, you can complete an initial assessment online at: www.northyorks.gov.uk/article/33058/New-to-adult-social-care

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

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

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

Suitability

Does the equipment support your specific needs?

Are you willing to use it?

Will it fit into your everyday life and routine?

Have you tried a demo of the equipment?

Do you understand what the equipment is for?

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

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

Will it work alongside any assistive technology you already have?

Usability

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

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

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

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

Is it portable?

Will it need to be installed by a professional?

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

Reliability

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

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

Can you speak to someone who already uses it?

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

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

Cost

Do you know how much it costs?

Will you need to pay a monthly charge?

Are there alternative solutions that might be free?

Is there a cost associated with servicing the equipment?

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

If you have difficulty accessing areas within your home or have a permanent disability and need an adaptation to your home to help you stay independent, you may qualify for a grant from your borough or district council (called a Disabled Facilities Grant). The grants are made according to need and you can qualify whether you are a homeowner or a tenant. However, even if you are eligible for a grant, you may still have to pay a contribution towards the cost of the adaptation.

A financial assessment may be completed to determine this. Our care and support teams can provide you with more information.

Home Improvement Agencies

**Home Improvement Agency (HIA) handyperson service** – The HIA handyperson service for your area can be contacted directly to carry out small jobs and basic maintenance such as:

- **Odd jobs** – such as replacing light bulbs, securing loose carpet or putting up shelves or flat-pack furniture.
- **Adaptations** – providing and fitting grab rails and external hand rails, fitting of second bannister rails and larger jobs such as building a step to improve accessibility.
- **Security** – fitting window locks, security chains, doorbells and door bolts. The service also supplies and installs key safes or replacement door locks.

Whether you own or rent your property, you may qualify for funding for some or all of the adaptations dependent upon an assessment.

**Larger work or extensions** – A technical service to support people making use of Disabled Facilities Grants is available. This includes drawing plans; submitting planning and building regulation applications; obtaining quotes; overseeing work; and ensuring work is completed to the required standard. The agency can carry out the work or project manage the contractors you choose.

Disabled Facilities Grant adaptations are only provided to meet an assessed need, when the Local Authority deems the works as ‘necessary and appropriate’.

**Home Improvement Agencies** – HIAs work with us to provide:

- Support to prevent accidents at home.
- Help with accessing benefits or grants to fund work.
- Energy efficiency advice.
- Free access to our 'safe traders' list of approved contractors, helping you to avoid rogue traders.

**Your local HIAs**

Improvements for homes in the Craven, Hambleton, Richmondshire, Harrogate and Selby areas are the responsibility of the **Yorkshire Housing Home Improvement team**, call: **0345 366 4406**.

Improvements for homes in the Scarborough and Ryedale areas are the responsibility of the **White Rose Home Improvement Agency**, call: **01723 232323**.

Occupational therapy

Occupational therapy provides practical support to facilitate recovery and overcome barriers preventing people from doing the activities (or occupations) that matter to them. This support can increase people’s independence and satisfaction in all aspects of life (RCOT, 2019).

The way you access these services in North Yorkshire will depend on why you need occupational therapy.

**Health Occupational Therapy**
If you have a short-term condition, for example, if you need support following an operation, you will
access services through the NHS, and you should speak to one of the healthcare professionals treating you. They will discuss your needs with you and decide if you would benefit from occupational therapy and, if so, will arrange an assessment with an occupational therapist as part of your care.

The health occupational therapy service covers hospital stays and returning home. It provides a specialist therapeutic service, including assessment, treatment and ensuring a safe discharge back home after hospital admission.

**Council Occupational Therapy**
For ongoing difficulties unrelated to your health, occupational therapy can be accessed through your local council. You should contact us via the Customer Service Centre on: **01609 780780** to arrange an assessment with an occupational therapist, or you can be referred to another health or social care professional.

**Private Occupational Therapy**
If you do not want to access occupational therapy through the NHS or North Yorkshire County Council, you could contact an occupational therapist directly. If you decide to see a private occupational therapist, make sure they are fully-qualified and registered through the Health and Care Professions Council and are a member of a recognised body, such as the Royal College of Occupational Therapists: [www.rcotss-ip.org.uk/find](http://www.rcotss-ip.org.uk/find)

Only healthcare professionals who are registered with the Health and Care Professions Council can use the title of ‘occupational therapist’. You can see if your occupational therapist is registered by checking the Health and Care Professions Council online register: [www.hcpc-uk.org](http://www.hcpc-uk.org)

An occupational therapist can carry out an assessment to identify what areas of your everyday life are causing problems. They will discuss your needs with you and explain what help is available. An assessment and any advice or information they give you should be free.

Visit: [www.northyorkshireconnect.org.uk](http://www.northyorkshireconnect.org.uk) for community and voluntary organisations that can provide advice and support.
Access to food and drink services

We no longer have direct involvement in arranging, delivering or subsidising meals on wheels services. However, we have identified several organisations across the county which can provide meals to people in their own homes.

You will be able to discuss directly with providers the type and number of meals per week that you would like. Payment is agreed directly with the meal providers.

Age UK North Craven
Tel: 01729 823066

Sherburn Visiting Service
Tel: 01977 681828

Getting help in your home

Help in your home is also known as ‘home care’ or ‘domiciliary care’ and is usually arranged according to need. All service providers, except those delivering domestic support only, must be registered by the Care Quality Commission (CQC) which publishes reports and quality ratings on providers, following an inspection.

It is important to be assured that all care workers have Disclosure and Barring Service checks, have received necessary training, are properly referenced, and are eligible to work in the UK prior to them visiting your home. Check CQC reports and quality ratings at: www.cqc.org.uk or call: 03000 616161.

Getting help in your home can take many forms, the list of providers in North Yorkshire beginning on page 27 may offer:

Practical support – This may be to assist with household chores such as shopping, cleaning and assistance with food preparation. Calls from care workers can be flexible and can last as little as 15 minutes when you need it.

Domiciliary care – In addition to practical support, this involves personal care (assistance with washing, dressing etc), and/or one or more care workers to assist with mobility. You may wish to have a care worker sleep in your home overnight for security and reassurance.

Live-in care – A care worker lives in your home, is allowed time off each day and must have a night’s sleep. Live-in care can be arranged as a short respite for your main carer or a permanent arrangement to suit your needs.

24-hour care – This is required when you need assistance or monitoring through the day and night and differs from live-in care in that care workers work on a rota to ensure that someone is awake and working both day and night.
Your home is where you feel the most comfortable and the happiest.

It’s the place you know the best. Why would you move away from the place you love if you are faced with needing some extra care and support when you age? If you want to stay living comfortably at home, we can help you make that choice an informed one.

Our care
✓ Home help
✓ Companionship
✓ Personal care
✓ Dementia care

Contact us for more information
York: 01904 690884
Ripon: 01765 530400
Thirsk: 01845 440510
Malton: 01653 272272
Harrogate: 01423 774490
Easingwold: 01347 722722
Northallerton & Richmond: 01609 801650
Wetherby & North Leeds: 01937 220510

www.homeinstead.co.uk

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Home care agency checklist

Agency 1

Agency 2

Agency 3

Fees per week

£

£

£

Quality rating*

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?  □ □ □

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?  □ □ □

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?  □ □ □

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 60.

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.
Caring for all your needs
• Companionship
• Palliative care
• Meal, snack or drink preparation
• Cleaning
• Ironing
• Support for showering/bathing
• Overnight support
• Escorts for hospital and social appointments.
• Shopping

Tel: 07587 091422
Email: careservicesthirskltd@outlook.com
www.careservicesthirskltd.co.uk

Search for care in your area

www.carechoices.co.uk

Care and support in your own home
• All aspects of personal care • Dementia care
• Light meal preparation and help with daily nutrition
• Live-in care and overnight support
• General companionship • Respite care
• Shopping, accompanying to hospital, GP etc.
...and much more

Competitive rates, fully vetted, trained, skilled staff

Caremark (Harrogate), Claro Court Business Centre,
Claro Road, Harrogate HG1 4BA
T. 01423 521289
www.caremark.co.uk/harrogate
Home care provider listings

Acorn Community Care  
Malton  
Tel: 01653 699922  

Arch Healthcare Ltd  
Knaresborough  
Tel: 07515 726408  

Avalon Services  
Harrogate  
Tel: 01423 530053  

Avon Lodge and Avon Lodge Annex  
Harrogate  
Tel: 01423 562625  

Blossom Home Care Ltd  
Northallerton  
Tel: 01609 751644  

Bottown Village Domiciliary Care Group  
Whitby  
Tel: 01287 661366  

Care and Case Management Services Ltd  
Middlesbrough  
Tel: 01642 713720  

Care Designed For You  
Harrogate  
Tel: 01443 206868  

Care For All  
Scarborough  
Tel: 01723 584647  

Care Services Thirsk Ltd  
Thirsk  
Tel: 07587 091422  

Carefound Home Care (Harrogate)  
Harrogate  
Tel: 01423 774070  

Caremark (Harrogate)  
Harrogate  
Tel: 01423 521289  

Castle Care Teesdale Ltd  
Richmond  
Tel: 01833 690415  

Clarity Homecare  
Scarborough  
Tel: 01723 582888  

Coastal Carers  
Scarborough  
Tel: 01723 581334  

Comfort Call – Scarborough  
Scarborough  
Tel: 01723 585355  

Continued Care from Oakville Ltd  
Harrogate  
Tel: 01423 871003  

Visit www.carechoices.co.uk for further assistance with your search for care
Dales Community Care
Supporting Your Independence

Based in Grassington, **Dales Community Care** offers high quality, person-centred care within your own home. We achieve this thanks to our team of highly trained, experienced and dedicated carers.

Through a genuine desire to succeed we have created a service, which is continually striving to achieve excellence through our commitment to the development of our staff.

To discuss your requirements and find out more about Dales Community Care please telephone 01756 753303.

Tel: 01756 753303 Mob: 07739 207366
Email: info@dalescommunitycare.co.uk
www.dalescommunitycare.co.uk
Sig Barn, Wood Lane, Grassington, Skipton
North Yorkshire BD23 5LU

**At the heart of caring**

**Esteem Homecare Services CIC**

Esteem Homecare is a Flexible & Caring social enterprise with a mission to support people to live an independent life in their own home. We do all we can to adjust our service to match your unique needs. With Esteem you are guaranteed that your rights and choices will be respected.

**We offer:**
- Flexible home visits based on the demand posed by your needs
- Live-in service
- 24 hour care for complex needs and End of Life Care
- Fast response to emergency visits in-between visits if you make a request
- We can cover your main carer so they can have a break
- Support to promote Socialising and outing activities
- Fast track hospital discharge home
- Non-Regulated Practical based services

Call us today on 01947 844104
E: esteemhomecareservices@gmail.com

**Exclusive Therapies Ltd**

Providing you with all your care needs to support you in your own home.

Exclusive Therapies Ltd covers Whitby and surrounding villages, extending into East Cleveland. We are passionate about giving our most vulnerable local residents the extra support they require to remain in their own home. We will consider any request as all care is tailored individually to meet the clients requirement.

Our services include:
- All aspects of Personal care
- Meal preparation
- Assistance with medication
- Sit in service
- Escorting to appointments
- Respite care
- Overnight stays
- Cleaner

We offer:
- All aspects of Personal care
- Meal preparation
- Assistance with medication
- Sit in service
- Escorting to appointments
- Respite care
- Overnight stays
- Cleaner

Call us today on 01947 844104
E: exclusivetherapies@mail.com

**At the heart of caring**

Search for care at [www.carechoices.co.uk](http://www.carechoices.co.uk) to find support in your area.
<table>
<thead>
<tr>
<th>Home care provider listings continued</th>
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</table>
| **Creative Support – Whitby, Stockton and Redcar and Cleveland**  
Whitby  
Tel: 01947 825091 |
| **Croft Community**  
Malton  
Tel: 01653 602721 |
| **Dales Community Care Ltd**  
Advert page 28  
Skipton  
Tel: 01756 753303 |
| **Deeper Care Solutions Ltd Harrogate**  
Harrogate  
Tel: 01423 542558 |
| **Diamond Care Company Ryedale**  
Malton  
Tel: 01653 691952 |
| **Disability Action Yorkshire**  
Harrogate  
Tel: 01423 561911 |
| **Easby Healthcare**  
Richmond  
Tel: 01748 905030 |
| **Eldercare – Malton**  
Malton  
Tel: 01653 695549 |
| **Eldercare – Pickering**  
Pickering  
Tel: 01751 475128 |
| **Elderflower Homecare**  
Boroughbridge  
Tel: 01423 324325 |
| **Emmaculate Care Services Selby Office**  
Selby  
Tel: 01757 335158 |
| **Empowered Living Ltd**  
Harrogate  
Tel: 07708 925930 |
| **Esk Moors Caring Ltd**  
Whitby  
Tel: 01287 669357 |
| **Esteem Homecare Services**  
York  
Tel: 01347 821224 |
| **Eve Home Care**  
Ripon  
Tel: 01765 647165 |
| **Exclusive Therapies Ltd**  
Advert page 28  
Cleveland  
Tel: 01947 844104 |
| **Ferndale Farm**  
Whitby  
Tel: 07773 4770449 |
| **First Call Community System**  
T/A SureCare Scarborough  
Scarborough  
Tel: 01723 585215 |
| **Foresight Residential Ltd – 66 Leeds Road**  
Harrogate  
Tel: 01423 815555 |
| **Franklin Domiciliary Care Agency**  
Harrogate  
Tel: 01423 569306 |
| **Gladstone Care Ltd – 54 Gladstone Street**  
Scarborough  
Tel: 01723 501683 |
| **Greenfield Court HNHA**  
Harrogate  
Tel: 01423 888777 |
| **Guardian Care & Support Ltd**  
Tadcaster  
Tel: 01937 833514 |
| **Happy Futures Support Specialists Ltd**  
Scarborough  
Tel: 01723 586633 |

**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  

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

Helping you to stay at home

Our Aim
Helping Hands are here to help with those chores you find difficult to do yourself. Our aim is to keep you in your own home, where you feel most comfortable for as long as possible.

We can help with :-
Personal Care • Meal Preparation • Medical Reminders • Domestic Chores • Emotional Support
Companionship • Travel to Social Appointments • Medical Alerts • And much more

Contact Us
Tel: 01653 498007
Email: admin@helpinghandscare.co
Visit us on the web: www.helpinghandscare.co

JANE CARESS LTD Assistance for disabled or elderly people

Services Include
• Help with getting up and putting to bed, washing and dressing
• Ensuring medication is taken
• Sitting service
• Daily tasks including washing, cleaning, meal preparation and shopping
• Social visits
• 1 hour to full 24 hour support

We can help you to remain in control
01677 460051
07786 924264
Jane@janecaress.co.uk

Appletree House, Leyburn Road, Ellington,
Masham HG4 4PF

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

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

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

Tell us what you think
Share your feedback
Take our five minute survey

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

www.carechoices.co.uk/reader-survey
<table>
<thead>
<tr>
<th>Service User Bands</th>
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</thead>
<tbody>
<tr>
<td>OP Older people (65+)</td>
</tr>
<tr>
<td>MH Mental health</td>
</tr>
<tr>
<td>SI Sensory impairment</td>
</tr>
<tr>
<td>YA Younger adults</td>
</tr>
</tbody>
</table>

Advertisers are highlighted

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
An experienced, trained and highly motivated team of carers can assist you with

- Domestic duties
- Dressing / Undressing
- Activities of daily living
- Meal preparation
- Rising and Retiring
- Shopping and Errands
- Escorting to appointments
- Sitting service

From a half hour pop-in to 24 hours per day, tailoring a package of care and companionship to meet your individual needs.

Security, Confidentiality and Personal Safety are a priority with this service.

All of our staff have been checked with the Safeguarding Authority

**Tel: 01423 560903**

Fax: 01423 529236
Email: hhc66@aol.com
www.harrogatehomecare.co.uk

For over 35 years we have been providing a level of care and support for our clients that we expect for our own family.

We will work with you and your family to deliver a service that responds to your needs and adapts to your life.

We provide a wide range of services to enable our clients to enjoy their life at home and to ensure that loved ones can be assured that their family are being well cared for.

Our carers use the latest technology providing us with immediate feedback during care calls.

This means that we respond very quickly to any problems and our clients are kept safe at all times.

Please contact us or visit our website for more information about how we can help.

**01423 608 760**

www.radfieldhomecare.co.uk
harrogate@radfieldhomecare.co.uk
Unit 39, Flexspace, Hartwith Way, Harrogate, HG3 2XA
Martin Grange  
Harrogate  
Tel: 01423 532960

Meadow Lodge Home Care Services LLP  
Leeds  
Tel: 01977 689011

Mickle Hill  
Pickering  
Tel: 01751 467430

Moor and Coast Care Ltd  
Whitby  
Tel: 07867 790487

Moorview House  
Whitby  
Tel: 01947 880490

New Concept Care Selby  
Selby  
Tel: 01757 705567

On The Spot Homecare Service  
Skipton  
Tel: 01756 703715

Pathways Supported Living (IntegraCare)  
Harrogate  
Tel: 01423 509267

Plaxton Court Domiciliary Care Agency  
Scarborough  
Tel: 01723 340290

Premiere Care  
Leyburn  
Tel: 01969 752573

Prospect House Community Care Office  
York  
Tel: 07538 115313

Radfield Home Care  
– Harrogate, Weatherby & North Yorkshire  
Harrogate  
Tel: 01423 608760

Rainbow Outreach and Healthcare Solutions Ltd  
Northallerton  
Tel: 07476 217941

Ribble Care Ltd  
Settle  
Tel: 01729 822511

Riccall Carers Ltd  
York  
Tel: 01904 720700

Ripon and District Homecare  
Ripon  
Tel: 01765 609712

Ryedale Homecare  
Malton  
Tel: 01653 699360

Ryedale Special Families  
Malton  
Tel: 01653 699000

Safehands Homecare  
Scarborough  
Tel: 01723 376215

Sanctuary Home Care Ltd – Scarborough  
Scarborough  
Tel: 01723 330168

Visit www.carechoices.co.uk for further assistance with your search for care
Sova Healthcare provides a large number of specialist health care services to an extensive range of clients across the UK. This ranges from private home care services, to care within established health institutions, and all of which are delivered to the very highest of standards.

We pride ourselves on going the extra mile for our clients, to deliver care which is entirely tailored to the needs of each individual.

Choosing the right healthcare for yourself or a loved one can be a challenging process, but at Sova, we make it our duty to help you overcome these challenges by providing a broad variety of options to suit you. Our care services range from Domiciliary Care and Social Companionship to more specialist services, such as Dementia and Alzheimer’s Care and Palliative Care. We are also one of only a handful of companies to provide a unique Appointeeship Programme, which enables us to assist vulnerable adults with their financial matters, while allowing them to remain independent.

As our healthcare is designed with the client in mind, we take a holistic approach when assembling a client’s support plan, meaning we are able to accommodate special requirements and personal needs that other care providers cannot.

Our services are accessible to a wide client group, from private individuals to Clinical Commission Groups, Local Authorities, Private and NHS Hospitals, Care Homes and individuals living in supported housing.

To find out more please contact us and discover the difference we can make to your life.

Need specialist care? Contact us:

01423 813 595

harrogate@sovahealthcare.co.uk
www.sovahealthcare.co.uk
Hartwith Way, Harrogate HG3 2XA
### Home care provider listings 

**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

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<table>
<thead>
<tr>
<th>Provider Name</th>
<th>Location</th>
<th>Contact Details</th>
<th>Service Bands</th>
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<tbody>
<tr>
<td>Scarborough &amp; District Mencap</td>
<td>Scarborough</td>
<td>Tel: 01723 374819</td>
<td>OP LDA YA</td>
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<td>Selby Domiciliary Care Agency</td>
<td>Selby</td>
<td>Tel: 0808 808 1111</td>
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<td>Skipton Care at Home</td>
<td>Skipton</td>
<td>Tel: 01756 791860</td>
<td>OP YA</td>
</tr>
<tr>
<td>Sova Healthcare Harrogate</td>
<td>Harrogate</td>
<td>Tel: 01423 813595</td>
<td>OP D PD LDA MH SI YA AD</td>
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<td>Springboard Business Centre</td>
<td>Cleveland</td>
<td>Tel: 07736 109161</td>
<td>OP YA</td>
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<td>Springfield Healthcare (North Yorkshire &amp; York)</td>
<td>Knaresborough</td>
<td>Tel: 01423 868330</td>
<td>OP D PD LDA MH SI YA AD</td>
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<td>St Annes Community Services – Northallerton</td>
<td>Northallerton</td>
<td>Tel: 07583 678545</td>
<td>LDA SI</td>
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<tr>
<td>St Cecilia’s Nursing Home</td>
<td>Scarborough</td>
<td>Tel: 01723 353884</td>
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<tr>
<td>St Margaret’s Homecare Harrogate</td>
<td>Harrogate</td>
<td>Tel: 01423 876397</td>
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<td>Supporting Choice</td>
<td>Scarborough</td>
<td>Tel: 01723 269158</td>
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<td>Thirsk Community Care</td>
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<td>OP LDA YA</td>
</tr>
<tr>
<td>Time Together</td>
<td>Harrogate</td>
<td>Tel: 01423 883992</td>
<td>OP PD LDA MH SI YA</td>
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<td>Town and Country Care (Whitby) Ltd</td>
<td>Whitby</td>
<td>Tel: 01947 606187</td>
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<td>UBU – Harrogate</td>
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<td>United Response – Leeds – Harrogate DCA</td>
<td>Knaresborough</td>
<td>Tel: 01423 867109</td>
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<td>Walsingham Support – North Yorkshire</td>
<td>Scarborough</td>
<td>Tel: 0333 405 1030</td>
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<td>West Park Care Harrogate</td>
<td>Harrogate</td>
<td>Tel: 01423 876339</td>
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<td>Wilf Ward Family Trust Domiciliary Care Harrogate and Northallerton, The</td>
<td>Ripon</td>
<td>Tel: 01765 602678</td>
<td>OP D PD LDA YA</td>
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<td>Wilf Ward Family Trust Domiciliary Care Ryedale and whitby, The</td>
<td>Pickering</td>
<td>Tel: 01751 474740</td>
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<td>Wilf Ward Family Trust Domiciliary Care Scarborough, The</td>
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<td>Tel: 01723 588030</td>
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<td>WrightChoiceCare</td>
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<td>YELL SOS</td>
<td>Scarborough</td>
<td>Tel: 01723 377343</td>
<td>OP D PD LDA MH SI YA</td>
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<td>Your Life (Northallerton)</td>
<td>Northallerton</td>
<td>Tel: 01609 779393</td>
<td>OP PD SI</td>
</tr>
</tbody>
</table>

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

Adult carers are people aged 18 or over who offer help on a regular basis to someone who has issues relating to ageing, illness, disability or substance misuse and are not employed to provide such care. We can provide advice and support for adult carers, both for the person cared for and direct to the carer.

Trained staff in our Customer Service Centre will help carers identify what they may require and who to contact. They can put carers in touch with specialist social care staff. These specialists can visit the carer, or the person who is being cared for, to look at what extra help may be needed.

We may also be able to support carers with:

- A carers’ assessment, this can help us to ensure that carers get the support they need. See page 11 for information on carers’ eligibility.
- Access to the North Yorkshire Carers’ Forum, ensuring carers’ views are heard.
- Financial support in the form of a Direct Carers Grant.
- Advice for looking after carers’ own health and wellbeing.
- Help for carers who may need support to continue working and caring from our supported employment service which can also provide support with accessing training and employment.
- A carers’ emergency card which will identify a person as a carer if they have an accident or are unable to identify themselves, so that the person being cared for will receive support in an emergency.

Carers’ Centres in North Yorkshire

Carers’ Centres and Carers’ Resources are organisations whose purpose is to give practical and emotional support to carers locally.

Some of the services offered include:

- Confidential information, advice, emotional support and representation.
- A carers’ assessment on behalf of North Yorkshire County Council.
- Benefits advice.
- Regular information by way of circulars, bulletins or newsletters.
- Referrals to other specialist support organisations.
- Information sessions, courses and other related activities.
- Advice on employment.
- Young carers’ services for young people who care for a relative, offering one-to-one support, clubs and new opportunities (provided by Action for Children in Scarborough, Whitby and Ryedale).

The Carers’ Centres and Carers’ Resources work in partnership with carers, carer groups and other organisations to improve services for carers and promote their needs.

There are six Carers’ Centres and Carers’ Resources in North Yorkshire:

**Craven and Airedale Carers’ Resource**
Ronaldsway House, 36 Brook Street, Skipton BD23 1PP
Tel: 01756 700888
Email: info@carersresource.org
Web: www.carersresource.org

**Harrogate Carers’ Resource**
11 North Park Road, Harrogate HG1 5PD
Tel: 01423 500555
Email: info@carersresource.org
Web: www.carersresource.org

Search for care at www.carechoices.co.uk to find support in your area
Respite care and short breaks for carers

You may have a carer living with you, or perhaps living nearby who helps you on a regular basis. Caring for someone can be a huge undertaking and carers sometimes need a break. This may be provided in several ways. You may wish to go into a care home for a week or two or a specialist short-term break facility. You could have home-based respite care, where another carer (or a trained care worker) moves into your home to care for you, or you could have family-based respite care where you move into another family’s home for a period.

We can also refer carers to carers’ ‘sitting services’. These are short breaks for carers where the cared for person is supported in their own home or out doing something they enjoy, allowing the carer to go out or just take a rest for a couple of hours. These services can be accessed following a carers’ assessment and are designed to be on the day and time that is most suitable for the carer and cared for person.

The best option will depend on your needs, the urgency of the situation and personal choice and cost. If you are thinking about long-term care but have no experience of a care home, you could book in for a short stay to see what it is like. This will give you some experience of residential care to make an informed decision. If you have nursing needs, you may be eligible for a contribution to your fees – see ‘Care homes with nursing’ on page 47 for more information.

However, we would like you to contact us, so that we can help you consider whether this is the best option or whether some of the other types of help in the home would be appropriate for you.

We offer respite care to people who meet our eligibility criteria. To access this, you and your carer will need to have an assessment. The assessment will take your wishes into account, as well as the needs of the carer.

It is still worth having a carers’ assessment even if the carer thinks that they would not benefit from a respite service. The assessment could result in you or your carer receiving different types of support.

The amount of respite available will depend on your individual assessment but it is important to note that resources are limited. Your circumstances will be assessed against the carers’ eligibility criteria described on page 11.

If you would like to arrange a carers’ assessment, you can do so online at: www.northyorks.gov.uk (search for carers’ assessment). You can also contact the Carers’ Resource Centres starting on page 36, or you can email us at: social.care@northyorks.gov.uk or call: 01609 780780.
Independent Living

Offering a home from home environment, whilst keeping your independence within a supported house; with it comes companionship, safety and security.

Abbeyfield Northallerton CIO is a not for profit organisation and has full charity status, providing sheltered housing for older people in the centre of Northallerton.

Your own affordable accommodation combined with a professional, dedicated and caring team. Our house is home to 12 residents, with en suite bedrooms which are privately furnished to your own taste. Two rooms share a kitchen for making breakfast and refreshments. Two home cooked meals each day plus food provided for breakfast.

Elegant communal lounge and dining room, offering a range of social activities and outings. Wifi is throughout the house and we have a visiting hairdresser and chiropodist.

24 hour alarm system is provided, with a door entry system and CCTV for additional security. Cleaning and laundry can be arranged.

The Team at Abbeyfield Northallerton CIO have enhanced their health-care skills through a national award scheme.

Our team all hold Level 2 Certificates in Understanding Dignity and Safeguarding in Adult Health and Social Care, along with First Aid Skills meaning your support team are trained in the most up to date way; keeping your safety and dignity at heart.

The team spent time studying for the course run by The Skills Network in partnership with Stockton Riverside College.

Abbeyfield Northallerton CIO sets the bar very high in terms of the service they provide for their residents and these qualifications increase their skills and capabilities in all the key areas.

Abbeyfield Northallerton CIO, Fir Lodge, 82 South Parade, Northallerton DL7 8SJ
01609 772 337 - admin@abbeyfieldnorthallerton.co.uk
www.abbeyfield.com
Housing with care

Extra care housing

Extra care housing offers a way of supporting you to live independently for as long as possible. It provides the security and privacy of a home of your own, a range of facilities on the premises, combined with access to 24-hour care/support services if required.

Extra care housing is sometimes called ‘very sheltered housing’ or ‘assisted living’. The look of the accommodation varies enormously: some are new purpose-built schemes or retirement villages, others are modernised sheltered housing schemes with extra services on site. Many offer a choice of accommodation such as flats or bungalows for sale or rent. What all residents of extra care housing have in common is the security of owning or renting their own home, control over their finances and the peace of mind that goes with having access to 24-hour care/support available on site.

There is eligibility criteria that a person has to meet to be able to live in extra care housing; usually you must:

• Be over 55 (younger if you have a disability).
• Have a housing or care and support need.
• Already be living in the area where the scheme is, or nearby.
• Have a local connection.

Anyone wanting to live in the scheme will have to fill in an application and be willing to have their care and support needs assessed. An allocations panel decides who is offered accommodation.

Extra care listings

There are 22 extra care housing schemes across North Yorkshire. For the most up-to-date list, visit: www.northyorks.gov.uk/article/24436/Extra-care-housing-schemes-in-North-Yorkshire

Scarborough, Whitby and Ryedale
Cedar Court
Pollard Gardens, Scarborough YO12 5LA
Tel: 01723 361781

Deansfield Court
Furlongs Avenue, Norton, Malton YO17 9DJ
Tel: 01653 604440

Esk Moors Lodge
The Bradbury Centre, Langburn Bank, Castleton, Whitby YO21 2ED
Tel: 01287 669446

Jazz Court
Ashmead Square, Eastfield, Scarborough YO11 3EY
Tel: 01723 330168

Plaxton Court
Woodlands Drive, Scarborough YO12 6QT
Tel: 01723 340290

Mickle Hill
Malton Road, Pickering YO8 7NB
Tel: 01751 245000

Selby
Fernbank Court
Moat Way, Brayton, Selby YO8 9RU
Tel: 01757 702971

Popple Well Springs
1-50 Popple Well Springs, Tadcaster LS24 9FG
Tel: 01937 530933

Harrogate
The Cuttings
164 Station View, Harrogate HG2 7DZ
Tel: 01423 888777

Hill View Manor
Manor Court, Knaresborough HG5 0SJ
Tel: 01423 867768

Sunnyfield Lodge
Fennell Grove, Darnborough Gate, Ripon HG4 2SZ
Tel: 01765 608130
Sheltered housing

Sheltered, retirement or warden-assisted housing are all terms used to describe accommodation provided specifically for older people. Schemes usually have the services of a warden, support worker or scheme manager, though increasingly this person lives off-site, or the service is provided as ‘floating support’, with regular visits from a member of staff.

Each property has an alarm system so that residents can summon help in an emergency. You can get information about sheltered housing in your area from your local district council housing department (see page 61).

Most leasehold sheltered/retirement housing is purchased at full price on the open market. However, some organisations operate arrangements for people to purchase their housing. Typically, these are:

**Shared ownership**
A small number of housing associations offer the option of buying a share of a property and paying rent on the remainder. A service charge may have to be paid in addition to the rent. You may be eligible for Housing Benefit to help with paying your rent. Sometimes, people can purchase a higher proportion and then not have to pay any rent.

All schemes are different but usually, when you leave, the apartment will be sold on the open market (subject to the purchaser being an older person with a need to live at the scheme). Some housing associations do offer a buy back option, but not all.

**Leasehold Schemes for the Elderly (LSE)**
These are run by a small number of housing associations and usually require you to buy 70% of a property, the remaining portion being owned by the housing association. When you sell, you receive 70% of the market value of the property.

**Lifetime lease**
This product offers an arrangement where you buy the right to live in a retirement property for the rest
of your life (or lives in the case of a couple). The price is well below the normal purchase price but once you leave the property it reverts back to the company. Lifetime leases are available to people aged 60 and over. Lifetime leases may also be available for non-retirement properties.

**Interest-only mortgage**

With an interest-only mortgage you borrow a lump sum against the value of a property and your monthly repayments will only pay off the interest of that loan. The original lump sum will need to be paid, in full, at the end of the term or when you sell the property. There are reputable financial organisations that can help you with this type of product.

When considering using this type of organisation, you should ensure the company is regulated by the Financial Conduct Authority (FCA). See page 54 for financial organisations that can offer advice on these and other financial products. You will also find information about how to find an independent financial adviser.

**Close care housing**

Close care is a term used to describe various models of older people’s housing where there is sheltered/reirement accommodation linked to, or on the same site as, a care home. For information on close care housing you can contact your local council housing department or the Elderly Accommodation Counsel (EAC), now part of FirstStop Advice. See page 62.

**Housing options for younger adults with additional needs**

Are you happy living at home? Would you like a little more independence with help when you need it? Would you like to explore alternative housing options? You could:

- **Continue living with your family** – If your home is specially adapted and you receive the practical and emotional support needed, you may prefer to stay at home. It’s also convenient if your college or job is nearby.

- **Move into supported housing** – This offers the chance to live independently. Supported housing is usually for people with disabilities who need housing-related or care-related support. You can have your own tenancy and will live independently but may choose to share with other people. Support and care services will be tailored to your needs. Supported housing is also designed to promote independence and reduce social isolation.

- **Rent a place** – You can apply for council social housing, which is usually more affordable than renting privately. There could be a waiting list and you must fully explain your housing needs and income situation. Local housing associations may also be able to help, you can ask your council housing department for a list of these. If you want to rent privately, look in your local newspaper for ‘To Let’ advertisements or online (there are websites that provide listings of properties available for rent or sale). If you are eligible, you might be able to receive Housing Benefit or Direct Payments to help with the cost of your rent, ask your local authority for details and see page 11.

- **Buy your own home** – This will need careful consideration. Can you afford it? Are you able to live on your own? You could think about ‘part-buying’ and ‘part-renting’ a home from a housing association.
Learning disability

If you have a learning disability, you may have considered moving out of your family home. You may want to have your own home with support or share a property with other people, with support provided for everyone. The support may include learning independent living skills like cooking, cleaning, travel training and money management as well as help with health needs.

Moving into your own home can often give you greater independence and choice and we want more people to have access to these options. There are other alternatives too, such as Adult Placement or Shared Ownership schemes that could be considered and we can help to set these up with you.

For more information on housing options, please contact our Customer Service Centre. Contact details are on page 4.

People with learning disabilities can also use Personal Budgets to pay for their support if they are eligible. For more details, please see page 11.

Our social care workers and NHS community nurses who specialise in learning disability will be able to give you information to support you to make the right choices.

Your local GP or Community Learning Disabilities Team (CLDT) should be your first point of contact if you have health needs. You can ask your GP to refer you or ask someone who knows you to contact the CLDT on your behalf.

Physical disability

Following an assessment of your needs, you may be eligible for help from us, including a Personal Budget, occupational therapy, adaptations to your home, supported housing or help for the person caring for you.

You may want some voluntary work or support to find a paid job. Our employment pathways web page may be able to support you. You can see this information on our website, visit: www.northyorks.gov.uk and search for ‘supported employment’.

The support you require if you have a physical disability or learning disability will be tailored to your specific needs and can be provided by the independent and not-for-profit sectors as well as by North Yorkshire County Council. Where you are eligible for Health and Adult Services’ support, help at home with personal care is available during the day and night, seven days a week if this is needed. There are also private agencies offering help at home with personal care and housework. See page 23 for more information.

Sensory services

The sensory service is made up of sensory social workers, communicator guides for people with dual sensory impairment, rehabilitation officers for people who are visually impaired and a sensory service team manager. All job functions work together closely to provide a comprehensive sensory service. The sensory team is a countywide team covering North Yorkshire. The team’s specialist training and experience means they understand the impact of sensory loss and apply that as they work with you.

If you need equipment to help overcome issues as a result of your sensory loss, there are instances where we can offer advice and information and signpost you to any options available to you.

Supporting the Deaf community

Some of the social care staff within the sensory team are skilled in using British Sign Language (BSL) and understand the cultural differences involved in being a Deaf person in a hearing world. They have
experience working with people who are Deaf and whose first language is British Sign Language.

The team can undertake social care assessments and provide or arrange services for people who are eligible following an assessment.

This may include help with:

- Using local community services.
- Managing practical daily living.
- Making decisions and keeping safe.
- Overcoming communication barriers.
- Work and/or education.
- Social isolation.
- Mental health conditions.

**Supporting people who have a dual sensory impairment**

The term ‘deafblind’ or ‘dual sensory loss/impairment’ means people who have a combined vision and hearing impairment.

We have a dedicated team that provides specialist support for people with a dual sensory impairment. The team is specially trained in dual sensory loss/impairment. They can undertake social care assessments and provide or arrange services depending on eligibility following an assessment.

The support considered will depend on the individual and the outcome of their assessment but will usually aim to help the person to:

- Manage communication with other people, for example at the bank, in shops or on the telephone.
- Use information, for example deal with letters and bank statements.
- Get out and about and be more independent.

**Supporting people with a visual impairment**

If you have been diagnosed with a visual impairment, we will receive notification of this through a certificate of visual impairment from your eye health consultant. We keep a register of these certificates and offer advice, information and support relating to the concessions available once registered. An assessment can be offered to people who are on the register and those who are not, but whose visual impairment has a significant impact on their independence.

We also offer a rehabilitation service, which can help you to develop skills and confidence in maintaining or rediscovering independence, both at home and in the community. Rehabilitation may involve learning to use a long cane; learning skills to work independently in the kitchen; or learning how to use special equipment for reading and tasks such as shopping and paying bills. This service is usually provided to enable people to become as independent as possible before we consider any need for long-term support in response to vision loss. This way, people can remain in control and independent for as long as possible.

**Mental health**

We work in partnership with health trusts and other organisations throughout the county to provide specialist mental health services to support people affected by mental health issues.

Mental health issues can affect anyone at any time and one in four people will experience some form of mental illness during their lifetime. There are many types of mental illness, from mild issues to more severe and enduring conditions. Some examples include: abuse and neglect; addiction; anxiety; depression; eating disorders; stress; and trauma.

Your GP should be your first point of contact if you have mental health issues. Your GP may be able to treat you or refer you to your local Community Mental Health Team (CMHT).

Alternatively, you can contact the North Yorkshire County Council mental health helpline, see page 62.

There are lots of support organisations and charities that can also help people with mental health issues, for example, MIND; contact details are on page 63.
Celebrating Life

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

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

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

Highfield
Barkston Ash,
LS24 9PG
01937 862 952

Meadowbeck
Osbaldwick,
YO10 3SJ
01904 569 037

Mount Vale
Northallerton,
DL7 8UE
01609 801 353

Rivermead
Norton Malton,
YO17 8AA
01653 472 201

Stamford Bridge
Beaumont
Stamford Bridge, YO41 1AJ
01759 401 165

Thistle Hill
Knaresborough,
HG5 8LS
01423 581 197

The Dales
Skipton,
BD23 6DU
01745 274 222

Threshfield Court
Threshfield,
BD23 5ET
01756 611 572

Residential care · Nursing care · Dementia care · Respite breaks
Minibus · En-suite rooms · Landscaped gardens · Salon · Wi-fi
Dementia

Dementia affects everyone differently and can cause a wide range of symptoms. These can include problems 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.

Your GP is usually the first point of contact for memory issues and will support you to get a formal diagnosis. They may also refer you to a memory assessment service to help make a diagnosis.

Following a formal diagnosis of dementia, your GP may refer you to a specialist, like a consultant in old age psychiatry, a community nurse or an occupational therapist with a special interest in dementia care.

As it can be best for a person with dementia to remain living in their own home for as long as possible, a range of community care services is available to facilitate this. Dementia Support Services, funded by us, can help newly-diagnosed people to understand their condition and find support locally. When needed, help can be provided to access home care, meals in the home, sitting services (which provide a break for carers), advice on equipment and adaptations, day care centres and respite care.

These services can be provided directly by registered providers to those who are not eligible for financial help from us. You may have a choice of which agency you receive your care from whether or not we assist with funding your service.

If you are considering moving house, but do not need to move to a care home, extra care housing schemes can cater for people living with dementia, with Limestone View in Settle offering specialist support to people with dementia. For more details regarding extra care housing, go to page 39.

People with dementia can benefit from a range of group or individual therapies involving social interaction and mental stimulation, including reminiscence. The Dementia Support Services can help you find local activities. Activity co-ordinators and occupational therapists can provide people with dementia with different therapies or types of support. Approaches that promote understanding of the behaviour of the person with dementia can also be beneficial and trained staff can offer this service within many care establishments.

Care homes

Many people who currently choose to go into a care home could continue to live in their own home with the right level of support. Anyone who feels they need an assessment to find out what their specific needs are can ask us for one. This includes people who may have sufficient money to pay for their own care. We will work with you to ensure that this is the right option for you.

We can provide advice and information on many
Amarna House
ENHANCING LIFE, EXCELLING IN CARE

Residential, Dementia & Respite Care
A warm and friendly welcome awaits at Amarna House, a real home from home and the best in care - rated as Good in all categories by the Care Quality Commission (CQC).
- Restaurant quality dining with nutritious menus contribute to a healthier lifestyle
- Pop-up beauty salon offers treatments on pamper days
- Spacious and beautifully decorated bedrooms all with en-suite
- Café with tea and freshly brewed coffee for residents and visitors
- Mature landscaped gardens with lawns, raised beds & potting shed
- Stimulating Well-being & Activities Programme including a gardening club, cookery and art courses
- Regular trips to places of interest, chosen by our residents, in our own private minibus

Call 01904 798509 or Search ‘Amarna Care’ online
Rosetta Way | York | North Yorkshire | YO26 5RN

Everyone is involved
At Borrage House care home, we embrace wellness. We support each of our residents as individuals, with their own rich history, skills and abilities and likes and dislikes. Our home is our community and it’s our residents’ life stories combined with our unique expertise in caring for people, that ensures they can express themselves, maintain their dignity and identity and live full and meaningful lives.

Proudly not-for-profit.

Borrage House care home
8 Borrage Lane, Ripon HG4 2PZ
If you’d like to find out more about the choices Anchor care homes offer our residents, please call 0808 102 4443 or visit anchor.org.uk/BorrageHouse
Assistive Technology and alarm systems to help you stay in your own home for as long as possible.

If your assessment shows that a care home is the best option, we can give you information about the range of homes available to meet your assessed needs. If you are not eligible for financial assistance from us, you will need to consider which homes you can afford. If you choose an expensive home and use up all your savings, you may then have to move to a different care home.

**Types of care home**

**Care homes (personal care only)**
If you need someone to look after you 24-hours a day, but don’t need nursing care, a care home offering personal care may be the best option. Personal care includes bathing, feeding, dressing and help with moving.

If you are considering a care home, you may wish to speak to us to ensure this is the best option for you. There may be alternative ways that you can be supported to remain independent in your own home.

**Care homes with nursing**
If you think you may need nursing care in a home, you will need to be visited by a social care worker or a care manager to work out what care you will need. This visit might be in your own home, or in hospital if you’ve been ill, or in a care home. You will be fully involved in planning your care needs.

If a care home providing nursing care is the best way to meet your needs, your social care worker will give you information to help you find a home which meets your care requirements. The cost of the nursing care part of your fees is paid by the NHS to the home directly: You can contact the Nurse Care Management teams for your area at your local clinical commissioning group listed on page 61.

All care providers in the country must be registered and inspected by the Care Quality Commission (CQC), which reports on its findings and awards quality ratings. Inspection reports and quality ratings are available from the provider or from the CQC: [www.cqc.org.uk](http://www.cqc.org.uk) along with the quality ratings. Further information about the CQC can be found on page 60.

**Out of county care**

Sometimes people choose to live in another area of the country as they want to be closer to friends and family. This can be in different types of accommodation, including supported living or simply renting. Each individual situation is different and, therefore, how it is funded will be assessed differently.

If you do require a care home placement to meet your needs and you qualify for local authority financial assistance, the county you lived in before you moved to the care home is responsible for arranging your support. The home you choose must be suitable for your assessed needs and comply with the terms and conditions set by the authority.

You can contact the Care Quality Commission through its website: [www.cqc.org.uk](http://www.cqc.org.uk) where you will find details of all registered care homes in the UK.

Alternatively, this Directory’s website: [www.carechoices.co.uk](http://www.carechoices.co.uk) has details of all registered care providers in England.
The Fisher Care Group is family-owned offering genuine, personalised care in a warm and friendly environment. Families have trusted us to look after their loved ones for over 30 years, and we work hard to create homes where we would be happy to see our loved ones living. Our five care homes across North Yorkshire offer residential and nursing care with ensuite bedrooms ideal for short holidays and respite care. Care that is centred around the individual, appealing surroundings, good food, variety of activities with a real community spirit where older people can enjoy their lives are the hallmarks of our care homes.

Bridge House Care Home is the latest addition to The Fisher Care Group located in Brighouse, West Yorkshire and offering Residential, Nursing and Respite beds. Please direct all enquiries to bridgehouse@fisherpartnership.com or by telephone on 01484 905111.

BRIDGE HOUSE CARE HOME
95 Bracken Road, Brighouse, HD6 4BQ
Tel: 01484 905111

OAK TREES CARE HOME
Main Street, Alne, Near Easingwold, YO61 1TB
Tel: 01347 838262

BEDALE GRANGE CARE HOME
28 Firby Road, Bedale, DL8 2AS
Tel: 01677 422980

ESK HALL CARE HOME
Coach Road, Sleights, Whitby, YO22 5EG
Tel: 01947 810482

GREENWELL HOUSE CARE HOME
Wycar, Bedale, DL8 1ER
Tel: 01677 424012

WHITBY COURT CARE HOME
Waterstead Lane, Whitby, YO21 1PX
Tel: 01947 603347

“We are happy to assist in any way we can”

Please call us on 01423 508917 for more information on any of our care homes or visit our website www.fishercare.com
We suggest that you take paper with you when visiting care homes so that you can make notes. You can download and print this checklist at www.carechoices.co.uk/checklists

Staff

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

Activities

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

Life in the home

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

Personal preferences

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

Catering

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

Fees

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

*See page 60.
Residential dementia care checklist

Home 1
Home 2
Home 3

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

Design

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

Choices

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

Activities

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

Health

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

Staff

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

Approach to care

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

*See page 60.
Paying for care

Most people will have to pay something towards the cost of their care.

Before we talk about paying for care, it is important that we have a discussion with you to identify and establish any care and support needs that you have (see page 9 for more information). This is so that we can help and advise you on a solution that supports you to remain independent and save you from paying for more care than you might need. This section will give you some information so that you can feel more confident when you are thinking about the care options that are right for you or the person you care for.

In most cases, if you are eligible for our support, we will provide you with a short period of intense care and support in your own home. This is the Reablement service which is discussed in more detail on page 14. During this period, we might also provide you with specialist equipment, for example, a Lifeline service.

Deprivation of assets and/or income
When we are asked to consider providing financial assistance towards social care and support services, we will require evidence of your finances. If, as a result of reviewing these, we believe that you and/or your financial representative has deliberately deprived you of any asset and/or capital with the intention of avoiding paying for your care and support, we will assume that this capital or other asset is still available and will charge you accordingly.

How do we work out how much you will need to pay?
To work out how much you will need to contribute to the cost of your non-residential care, we will carry out a financial assessment, sometimes called a ‘means test’ which entails a specialist benefits and assessments officer visiting you at your home, or another agreed location. Sometimes we may be able to complete the financial assessment by post or telephone (in the future we hope to offer an online service as well).

You can arrange for someone to be with you when the assessment is completed if you want to. The officer will ask you to give details of your financial circumstances, including details of your income, outgoings and capital. Examples of these are given below.

Income
This could be your:
• State retirement pension.
• Private pensions.
• Disability benefits and some other benefits.
• Interest from investments.

It does not include any earned income such as wages.

Outgoings
This could be money going out, such as rent, mortgage, council tax and water rates. When we carry out your financial assessment, we will need to see evidence of these costs.

Capital
The capital we look at is the money that you have. This could be:
• In the bank.
• In the building society.
• Shares.
• Investments.
• Equity in your home.

A financial assessment for home care does not include the value of your home. See page 53 for information on paying for residential care.

Our benefits and assessments officer will then use these details to work out your assessable income and the amount of money that you may have to pay for services. The assessable income is the amount you have left after taking away certain outgoings and disability-related costs.
Does everyone have to pay for their services?
As a general guide, you will not have to pay anything for your care or support costs if your income is less than the appropriate level of income set by central Government each year, plus an additional 25%. Most people are likely to need to pay something towards the cost of their services. Contact us for more information.

What if you have savings?
If you have savings below £14,250, they are not taken into account when working out your charge for services. If you have savings over £14,250, these will be taken into account when working out your charge for services.

These figures may change in April every year.

What else do we look at when working out your charges?
During your financial assessment, we will talk to you about any additional expenses that you may have as a direct result of your illness or disability. We will ask you to provide evidence of the additional expenses, for example via receipts. These expenses may then be taken into account when we work out how much you have available to pay towards your services. The benefits and assessments officer will also make sure that you are receiving all of the welfare benefits to which you may be entitled; they will help you to claim these if appropriate.

Paying for non-residential care and support

How much will you pay?
Everyone is likely to be asked to pay for some of the services we provide. For example, meals taken at a day centre or lunch club will be charged for and the amount is dependent upon the service.

The amount you pay for other support services will be calculated from your financial assessment.

You will be asked to pay the full cost of your service(s) if:

- Your capital is over £23,250.
- You decide not to tell us about your financial circumstances.
- You refuse to sign the financial assessment form.

If your capital is less than £23,250, we will look at:

- Your assessable income.
- The level of service you receive.
- Any capital that you have over £14,250.
- Any disability-related costs.

If you own assets with another person, only your share should be taken into account when deciding how much to charge. We should not take into account assets owned by another person.

If you are part of a couple, we may undertake a financial assessment that takes into consideration the circumstance of your partner, to ensure that they are left with a sufficient amount to cover daily living costs. We will consider the facts in each individual case, but we will always be careful to ensure that everyone has a sufficient amount of money to live on. If you have any questions about this or disagree with the amount we ask you to pay, please ask the benefits and assessments officer who completes the financial assessment.

For more information about social care charges, contact your local benefits assessment and charging team.

Central area (Hambleton, Richmond)
White Rose House, Thurston Road, Northallerton DL6 2NA
Tel: 01609 533840

East area (Scarborough, Whitby)
Castle House, Elders Street, Scarborough YO11 1DZ
Tel: 01609 534648

Selby area (Selby & Ryedale)
Sandpiper House, Brook Street, Selby YO8 4AL
Tel: 01609 535333

West area (Harrogate, Ripon and Craven)
Jesmond House, 31/33 Victoria Avenue, Harrogate HG1 5QE
Tel: 01609 532850
Whatever your circumstances, we will not ask you to pay more than the cost of actually providing the services. We will tell you how much your whole service costs when we arrange it for you.

**What happens if your financial circumstances or care needs change?**
If your financial circumstances, care or support needs change, please contact your social care worker so that we can reassess your contribution. If there is a change to your charges, our benefits, assessments and charging team will tell you. If your financial circumstances change and you don’t tell us, we may backdate your charges to the date of that change. A change in financial circumstances could mean a sudden increase in capital, sale of a property or a welfare benefits award that you have not told us about.

**What if you don’t receive services for a while?**
You will only pay for services you receive. If you do not receive any services for a while, for example, if you are in hospital, then you do not pay. It is important that you notify your social care worker if you are not receiving a service to ensure you are charged the correct amount.

**What if you cannot afford to pay?**
If you think that you cannot afford to pay, please contact your local benefits, assessment and charging (BAC) team straight away. They will talk with you to come up with a solution that works for everyone.

**How do you pay for your care?**
We will send you an invoice every four weeks for the services you receive. Charges are usually six weeks behind. This is because we need to wait for information from your provider regarding the services you have received and then work out your charge. We will print the dates of the care you are being charged for on your invoice.

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### Paying for residential care and support

**Will you qualify for assistance with funding your residential care?**
The value of your home is included when assessing capital unless one of the following still lives there:

- Your partner.
- A relative who is over 60 or incapacitated.
- A child under 16 who you or a former partner maintain.

If you have capital or savings in excess of £23,250, arrange for an assessment with us to define your care needs.

If, apart from your property, your savings are less than £23,250, we can help with your care costs for the first twelve weeks. After this time, any money from us will be regarded as a loan and will need to be repaid once your house is sold.

If you have capital or savings of less than £23,250, we will share the costs with you.

To work out how much we will pay and how much you will pay, a meeting will be arranged with a benefits and assessments officer following your initial assessment.

The benefits and assessments officer will review your care needs as laid out in your initial assessment and will assess your financial situation.

If you have capital and savings between £14,250 and £23,250, you will be expected to contribute £1 per week for every £250 you have above £14,250 in addition to your assessed contribution from your income.

**Whatever your circumstances**
Remember, if your partner still lives at home, they will not be means-tested. If you have a private pension, only half will be considered when you are assessed if you are passing this on to your partner. However, you will need to consider the effect this would have on any benefit claim your partner makes, as it may affect their entitlement to other financial help.

Remember to claim:

- Universal Credit (if you are under pension age).
- Pension Credit (if you are over pension age).
- Savings Credit (if you are over 65).
- Attendance Allowance (if you are over 65).
- Disability Living Allowance/Personal Independence Payment (if you are under 65).

As part of your financial assessment, the BAC team will help you to claim the above, if you are eligible. This will help you to pay towards any care and support you receive.

Moving into a nursing home? You may be eligible for the NHS Nursing Care Contribution, see page 55.

You may wish to seek independent financial advice to guide you through your financial options.

There may be a number of solutions to retaining your capital whilst paying for care (further information is available in the following section).

Self-funding advice

We can still support you if you are paying for your own care and support and we will be happy to complete an assessment of your needs. It is beneficial to speak with us about your care and support needs before you decide what care you are going to purchase, as this will ensure that you choose an appropriate option to help you maintain your independence for as long as possible, and at a rate that is affordable.

It is important to know that if you choose a service that you are unable to afford long-term, we may have to discuss alternative options with you, which can sometimes mean you having to change care provider.

There are lots of organisations that can give you advice about funding your care and support costs in the future. You may find the Money Advice Service useful: www.moneyadviceservice.org.uk

You may also benefit from seeking independent financial advice to support your decisions. If you do speak to an independent financial adviser, you need to be aware there may be a charge for this service.

We would recommend that the financial adviser is accredited by the Financial Conduct Authority (FCA) or is accredited with the Society of Later Life Advisers (SOLLA). To find an accredited member, visit: www.societyoflaterlifeadvisers.co.uk

If you are thinking about care options, you may be entitled to some of the following financial assistance and support, subject to a needs assessment.

Twelve-week property disregard
If your former home is included in your financial assessment but your other capital is less than £23,250, and your income is not enough to meet your care home fees, we may help with the costs during the first twelve weeks of permanent care, provided we agree that care is needed. This is called a twelve-week property disregard period.

Deferred Payment Agreements
After the twelve-week property disregard period, any financial help from us will be charged against the value of your home and recovered once your house has been sold or from your estate. This is called a Deferred Payment Agreement.

However, we may limit how much we will pay, and it may affect your entitlement to Pension Credit or Income Support if your property is not seen to be on the market and becomes treated as capital by the Department for Work and Pensions (DWP).

We will charge interest on Deferred Payment Agreements. There are also various other costs involved in setting up an agreement and for settling the agreement. However, these amounts will only ever be charged to cover our costs and not to make a profit.

Attendance Allowance, Disability Living Allowance and Personal Independence Payments
These are examples of benefits that are non-means-tested, non-taxable benefits from the DWP paid at a standard rate for those needing care by day or night, and at a higher rate for those needing care both during the day and night.
Everyone who needs care can, and should, claim these benefits. If we are making a contribution towards the cost of your care for a permanent placement in a care home, then Attendance Allowance will stop being paid.

Disability Living Allowance (DLA) is a tax-free benefit. The rate you get is made up of two parts. How much you get depends on how your disability or health condition affects you. DLA is no longer open to new claimants. Personal Independence Payment (PIP) is replacing DLA for people aged 16 to 64, even for those with an indefinite or lifetime DLA award. If you were 65 or over on 8th April 2013 you can continue to get DLA if you were already receiving it.

For further information, visit: www.gov.uk and search for either ‘Disability Living Allowance’ or ‘Personal Independence Payment’.

**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 NHS Nursing Care Contribution towards the cost of your nursing care. This is paid directly to the home.

**NHS Continuing Healthcare**

NHS Continuing Healthcare is a package of continuing care that is arranged and funded solely by the NHS. This is free of charge, wherever it is delivered. NHS Continuing Healthcare support may be provided in a nursing or residential care home or in a person’s own home.

People eligible for NHS Continuing Healthcare will have been assessed as having a primary health need and are likely to have complex medical needs and substantial or intense ongoing care needs.

National guidance says that the assessment for NHS Continuing Healthcare should be person-centred.

This means that the person being assessed should be fully involved in the assessment process. They should be kept informed and have their views, needs and support taken into account. Carers should also be consulted where appropriate. It’s a good idea for carers to make it clear that they would like to participate fully in the assessment process.

A decision about eligibility should usually be made within 28 days of a referral being made to the NHS clinical commissioning group.

If you are already receiving support from us, your social care worker will be able to give you more information about NHS Continuing Healthcare. They can complete an NHS Continuing Healthcare screening checklist with you, from which a referral for assessment can be made if you are entitled to it. Your GP or community nursing service should be able to give you advice or make a referral with you if you are not currently receiving support from us.

If you are waiting to hear whether you are eligible for NHS Continuing Healthcare, any services provided by us will continue to be charged and must be paid upfront. Any claim refunded by NHS Continuing Healthcare will be paid to you once the refund has been received and processed.

**Running out of money**

If your capital is likely to reduce to £23,250 as a result of paying for care, you must let us know well in advance as we may step in to help with your care fees. We must conduct an assessment of your care and support needs in order to determine whether we could make a contribution.

Understanding your rights before receiving formal care services is essential. There are several financial products and specialist companies who may be able to help. It is important to seek advice before committing yourself. There are details of some organisations that can help you with financial matters on page 54.

**Third party payments**

Fees charged by some homes may be higher than the maximum rates that we can pay. If we are funding your care and the home you choose costs more than the amount we can pay for someone with your level of needs, you will have the choice to ask someone else to make an additional payment.
This means that they will have to pay the difference between our rate and the amount the home charges. This additional payment is often referred to as a ‘top-up’ or ‘third party payment’.

The law says that you, or your spouse/partner, are not allowed to make this additional payment, except in limited circumstances, such as when you have a Deferred Payment Agreement (explained on page 54). Therefore, the additional payment normally has to be made by someone else, for example, a family member or charity.

Before anyone agrees to make additional payments on your behalf, they should be aware that the amount could increase, and they need to be confident that they can sustain the payments for as long as they are required. If the additional payments stop being paid, for any reason, then you should seek help and advice from us via our Customer Service Centre. See page 4 for contact details.

Once it has been established that someone is willing and able to make these payments, they will be asked to sign an agreement to formalise the arrangement.

**Essential information**

**Disclosure and Barring Service**

The Disclosure and Barring Service provides a joined-up, seamless service combining the criminal records checking and barring functions.

The DBS can bar a person unsuitable to work with vulnerable people, including children, from working in regulated activity in the future. If a person is barred, it becomes an offence for an organisation to knowingly engage that person in regulated activity.

Employers and volunteer managers of people working in ‘regulated activity’ have a legal duty to make referrals to the DBS in certain circumstances.

The local authority also has the power to make a referral and should do so where it is necessary.

Regulated activity is work – both paid and unpaid – with children or vulnerable adults that meets certain criteria.

The full up-to-date guidance and definitions must be referred to when deciding whether to make a DBS referral.

For disclosure information and services, visit the DBS homepage: [www.homeoffice.gov.uk/dbs](http://www.homeoffice.gov.uk/dbs)

**Safeguarding adults with care and support needs**

**What is abuse?**

Abuse is when somebody does or says things to a person that harms them or makes them feel upset or frightened. It is mistreatment by somebody or some people that violates a person’s human and civil rights.

This includes adults who are more at risk because they are older or have a sensory impairment, a disability, a mental health condition or a long-term illness. They may have difficulty in making their wishes and feelings known which may put them at risk of abuse or neglect. Also, they may not be able to make decisions or choices without support. A person may also be at risk because of a temporary illness.

An adult at risk is a person aged 18 or over who has needs for care and support (whether or not the local authority is meeting any of those care and support needs), and as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse or neglect.
What is safeguarding?
Safeguarding is defined as ‘protecting an adult’s right to live in safety, free from abuse and neglect’ (Care and Support Statutory Guidance, Chapter 14). Adult safeguarding is about preventing and responding to concerns of abuse, harm or neglect of adults.

Types of abuse
Different types of abuse include:

• Discriminatory abuse.
• Domestic abuse.
• Financial or material abuse.
• Modern Slavery.
• Neglect and acts of omission.
• Physical abuse.
• Psychological abuse.
• Sexual abuse.

Abuse includes neglecting a person’s needs, treating somebody disrespectfully or causing physical harm. It may be an isolated incident or repeated incidents. It may be that the abuse is deliberate, or it may be unintentional; due to ignorance or lack of training and understanding. It may be that a person is at risk of abuse or being abused in several ways.

Where does abuse happen?
It can happen anywhere – at home, a care home, a hospital, in the workplace, at any service you attend, at college, in supported housing or in the street. Adults at risk provide sensitive information and have the right to expect that this information and information obtained from others will be treated respectfully and that their privacy will be maintained.

The challenges of working within the boundaries of confidentiality should not stand in the way of taking appropriate action. Whenever possible, informed consent to the sharing of sensitive personal information should be obtained.

Who might cause abuse?
Anyone may be an abuser. It may be somebody you know well, or it may be a stranger. It may be more than one person. It might be a family member, a friend, a neighbour, a carer or care worker, a nurse, a social care worker, a GP, a visitor to your home or a rogue trader. If you live in a residential setting or receive any other services, it may be another user of that service, a visitor or a care worker.

What should you do if you are worried about abuse?
Doing nothing is not an option. North Yorkshire County Council has a legal duty to protect the rights of adults with care and support needs to live in safety, free from abuse and neglect. Together with other partners, including Health and the police, North Yorkshire County Council operates a zero-tolerance attitude towards all forms of abuse. All adults should be able to live their lives free from fear and harm. Your course of action will depend on the situation.

If you or the person you are concerned about is in danger and immediate action is required, you should ring the emergency services on: 999.

If you or the person you are concerned about is not in immediate danger, you should ring our Customer Services Centre on: 01609 780780. This is a 24-hour service.

You will be able to speak to an experienced adviser who will listen to your concerns and take them seriously. They will offer support and direct your concerns to a specialist worker who will arrange to meet with you.

You may have a relative, friend or independent advocate present if you wish. Together, you will discuss the issues and agree a plan to keep you as safe and independent as possible. You will be able to have a copy of this plan. We will agree whether further contact is needed.

We may involve other agencies to help support you safely, but we will agree this together. Where the abuse is a crime, the police need to be involved to prevent other people from suffering as well. We will jointly help to support you. If you are worried about contacting the police, you can contact us to talk things over first.

Visit www.carechoices.co.uk for further assistance with your search for care
We will listen to your concerns and take them seriously. We will always treat you with dignity and respect. Our main aim will be to help you to live safely whilst maintaining the maximum possible level of independence, giving you choice and control to keep yourself safe. We want to help you reach the outcome you want and will listen carefully, explaining the options available to you and listening to your wishes.

If your concern is about someone who is in a care home, please refer them to us via the Customer Service Centre on: 01609 780780 or, for further details, visit: www.northyorks.gov.uk/safeguardingadults

Advocacy

Advocacy services help people to speak for themselves. They offer a confidential, free and independent service provided by trained advocates. Sometimes, you may need an independent advocate to help and support you through a difficult time in your life, or to support you if you feel you are not getting the services or help you need. The type of advocacy service you may receive will depend on your needs and circumstances.

In accordance with the Care Act 2014, local authorities must arrange an independent advocate to support you to be involved in the assessment process, in making your care and support plan, and in the safeguarding process if you meet both of the following criteria:

- You would have substantial difficulty in being fully involved in these processes.
- There is no appropriate individual available to support and represent your wishes. This person cannot be involved in your care and support in a paid capacity and must be appropriately trained and supported to fulfil this role.

If you meet the above criteria, a referral will be made to our Independent Advocacy Service – Total Advocacy.

There are two specialist advocacy services in North Yorkshire that you may wish to contact directly – see page 61.

Making a comment, compliment or complaint about care services

If you use a home care agency or move into a care home, you should feel able to comment on any aspect of your life which affects your happiness or comfort. This might be anything from the way you are treated by staff to the quality of the food you are served. You should also feel free to make suggestions about possible improvements to your surroundings and the services provided.

Making a comment, compliment or complaint should not be made difficult for you and should not affect the standard of care that you receive, whether in your own home or in a care home or care home with nursing. Care services are required under national Essential Standards of Quality and Safety to have a simple and easy to use complaints procedure. A friend or relative can make a comment on your behalf if we have your agreement to the complaint being made and you give consent for us to share your information with them. Or, you can ask someone, for example an independent advocate, to support you to make the complaint yourself.

If you are concerned about the care that you, a
friend or a relative are receiving, you should contact the registered manager/owner of the service in the first instance as they have a duty to respond to any complaints made about their service. The problem may be resolved quite easily once they are made aware of it.

If you are unhappy with the response from the service provider and your care has been arranged and funded by the local authority, you should discuss your concerns with your social care worker or contact our Complaints team as we may be able to look into your complaint further:

Tel: 0800 515875 (freephone) or: 01609 532638
Email: social.complaints@northyorks.gov.uk
Write to: Health and Adult Services Complaints Manager, NYCC, County Hall, Northallerton, North Yorkshire DL7 8DD

We aim to resolve complaints as quickly and informally as possible. If you are able to talk to the managers who deliver your service, this is often the quickest and best way to get a problem resolved.

If you are unhappy with our response to your complaint, you can contact the Local Government and Social Care Ombudsman for further advice.

If you have arranged and funded your care without our involvement and you are unhappy with the response to your complaint by the service provider, you can contact the Local Government and Social Care Ombudsman for advice. The Local Government and Social Care Ombudsman looks at complaints about councils and some other authorities and organisations including adult social care providers (such as care homes and home care providers). Its helpline is open from 8.30am to 5.00pm, Monday to Friday on: 0300 061 0614. Visit: www.lgo.org.uk

If you have concerns about a breach of regulations by a registered provider, you can contact your local office of the Care Quality Commission which can use the information when looking at individual services to ensure quality and safety standards are being met. See page 60 for more information.

How solicitors can help

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

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

The Court of Protection can issue Orders directing the management of a person’s property and financial affairs if they are incapable of managing their own affairs should they not have an LPA. The Court procedure is presently very slow, and the fees are quite expensive so preparing an LPA is always advisable, providing you have somebody sufficiently trustworthy to appoint as your attorney.

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

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

If you don’t have your own solicitor, ask family or friends for their recommendations. Contact several firms, explain your situation and ask for an estimate of cost and an idea of timescales involved. Many firms will make home visits if necessary and will adapt their communications to meet your needs. It’s important to find a solicitor who specialises in this area of the law. Citizen’s Advice offers an advice service and will be able to recommend solicitors in your area.
Inspecting and regulating care services

Health and social care services must be registered to show that they meet a set of standards. The Care Quality Commission (CQC) is the independent regulator of health and social care in England. It registers care providers and inspects and rates services. When things go wrong, the CQC can also take action to protect people who use services.

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

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

It’s always a good idea to check inspection reports and ratings when choosing a care service. You can find reports and ratings on the CQC’s website (www.cqc.org.uk). Care providers must also display their latest rating at their premises and on their website.

You can also tell the CQC about your experiences of care – good or bad. It can use your information to see where it should inspect next, and what to look out for when it does. If you want to share your experience of care, visit: www.cqc.org.uk/share

Tel: 03000 616161
Email: enquiries@cqc.org.uk
Web: www.cqc.org.uk
Write to: The Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

Palliative and end of life care

Palliative care
Palliative care refers to the services provided for people affected by a life-limiting illness when there is no cure or treatment, to try to make the end of a person’s life as comfortable as possible and to provide dignity at this difficult time. This will include relieving pain and other symptoms whilst providing psychological and social support to the person who is ill and to their carers and family.

Patients can receive palliative care in their own home or a preferred place of care (such as a hospice, care home with nursing or hospital). Patients and their carers should talk to their GP, district nurse or hospital doctor about their needs.

End of life care
End of life care is an important part of palliative care and usually refers to the care of a person during the last year of their life. Some people who are nearing the end of their life will be eligible for funded healthcare called ‘Continuing Healthcare’ and there is a fast-track assessment process to provide a quick response to their needs.

Tell Us Once
Losing a loved one is hard enough without the stress of making endless contacts to inform people. Tell Us Once is a service to make it easier for families to notify some government departments about the changes to their circumstances.

When you make an appointment to register a death in North Yorkshire, you will be offered this service during the death registration, and it will mean that you can just tell us once and we will notify the organisations that participate in the service.

More information, including the contact details you need for our registration offices in North Yorkshire, can be found at: www.northyorks.gov.uk/death or you can contact our Customer Services Centre on: 01609 780780.
Useful contacts

Local useful contacts

Advocacy

**Total Advocacy – Cloverleaf Advocacy 2000 Ltd**
First Floor, 9 Wellington Road, Dewsbury WF13 1HF
Tel: 01609 765355 • Text: 07860 021502
Email: totaladvocacy@cloverleaf-advocacy.co.uk
Web: www.cloverleaf-advocacy.co.uk

Advocacy Alliance
Office 28, The Street, Scarborough YO12 7PW
Tel: 01723 363910
Email: office@advocacyallianceyorkshire.org.uk
Web: www.advocacyallianceyorkshire.org.uk

North Yorkshire Advocacy
A charitable organisation that helps vulnerable people to speak up and to have a voice in the decisions that matter to them.
Suite 11, Evolution Business Centre,
Darlington Road, Northallerton DL6 2NQ
Tel: 07904 061213 • Email: admin@nyadvocacy.org
Web: www.nyadvocacy.org

Carers’ services
For more information about carers’ services in North Yorkshire including contact details, see page 36.

North Yorkshire County Council
Customer Service Centre
Tel: 01609 780780

Adult Social Care complaints
Tel: 01609 532638
Email: social.complaints@northyorks.gov.uk

Emergency duty team
Tel: 01609 780780 • Email: edt@northyorks.gov.uk

Clinical Commissioning Groups (CCGs)

**NHS Vale of York CCG**
West Offices, Station Rise, York Y061 6GA
Tel: 01904 555870
Email: valeofyork.contactus@nhs.net
Web: www.valeofyorkccg.nhs.uk

**NHS Hambleton, Richmondshire and Whitby CCG**
Civic Centre, Stone Cross, Northallerton DL6 2UU
Tel: 01609 767600
Email: hrwccg.patientrelations@nhs.net
Web: www.hambletonrichmondshireandwhitbyccg.nhs.uk

**NHS Scarborough and Ryedale CCG**
Scarborough Town Hall, York House,
St Nicholas Street, Scarborough YO11 2HG
Tel: 01723 343660
Email: scrccg.enquiries@nhs.net
Web: www.scarboroughryedaleccg.nhs.uk

**NHS Harrogate and Rural CCG**
1 Grimbal Crag Court, St James Business Park,
Knaresborough HG5 8QB
Tel: 01423 799300
Email: hardccg.enquiries@nhs.net
Web: www.harrogateandruraldistrictccg.nhs.uk

District Councils

**Craven District Council**
Tel: 01756 700600
Email: contactus@cravendc.gov.uk
Web: www.crandc.gov.uk

**Hambleton District Council**
Tel: 01609 779977 • Email: info@hambleton.gov.uk
Web: www.hambleton.gov.uk

**Harrogate Borough Council**
Tel: 01423 500600
Email: customerservices@harrogate.gov.uk
Web: www.harrogate.gov.uk

**Richmond District Council**
Tel: 01748 829100
Email: enquiries@richmondshire.gov.uk
Web: www.richmondshire.gov.uk

**Ryedale District Council**
Tel: 01653 600666
Web: www.ryedale.gov.uk

Visit www.carechoices.co.uk for further assistance with your search for care
Scarborough Borough Council
Tel: 01723 232323 • Web: www.scarborough.gov.uk

Selby District Council
Tel: 01757 705101 • Email: info@selby.gov.uk
Web: www.selby.gov.uk

Other contacts

North Yorkshire County Council mental health helpline
Open Monday to Thursday, 5.00pm to 8.30am; Friday’s, from 4.30pm; and 24-hours at the weekend, including bank holidays.
Tel: 0333 000 0309
Web: www.northyorks.gov.uk/mental-health

FirstStop Advice
Advice and information on all aspects of care accommodation, housing, finance and rights for older people.
Tel: 0800 377 7070
Email: info@firststopcareadvice.org.uk
Web: www.firststopadvice.org.uk

Healthwatch
Making sure your views on local health and social care services are heard.
Tel: 01904 552687
Email: admin@healthwatchnorthyorkshire.co.uk
Web: www.healthwatchnorthyorkshire.co.uk

Independent Care Group (ICG)
The ICG is the regional body responsible for representing and supporting local independent care providers, both private and voluntary.
Tel: 07949 971010
Web: www.independentcaregroup.co.uk

Northallerton and the Dales Mencap Society
Represents the interests of people with learning disabilities and their carers in the Hambleton and Richmondshire Districts of North Yorkshire.
Mencap Centre, Goosecroft Lane, Northallerton DL6 1EG
Tel: 01609 778894
Email: admin@northallertonmencap.org.uk
Web: www.northallertonmencap.org.uk

Patient Advice and Liaison Service (PALS)
PALS provides information for patients and their families and can help you deal with any concerns around your hospital treatment. Problems can be discussed with the PALS Officer in confidence and you can work together to find a solution.

You can contact the PALS Officer between 9.00am and 4.00pm, Monday to Friday.
The James Cook University Hospital, Marton Road, Middlesbrough TS4 3BW
Tel: 0800 028 2451
Email: stees.pals@nhs.net
Web: www.southtees.nhs.uk/patients-visitors/pals

Yorkshire Ambulance Service: Assistive Technology Assistance Service
Independent is a 24/7 Assistive Technology assistance service that provides help and support whenever you or your loved ones need it, all at the push of a button.

Brought to you by Yorkshire Ambulance Service and delivered by leading national Assistive Technology provider Welbeing. Independent lets you enjoy your independence and gives you the reassurance of knowing that if something goes wrong, you’re not on your own.

It’s not just an Assistive Technology assistance service, it’s the ‘freedom to live without worry’ button.

National useful contacts

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

Alcoholics Anonymous (AA)
AA is concerned solely with the personal recovery and continued sobriety of individual alcoholics who turn to the Fellowship for help.
Tel: 0800 917 7650
Web: www.alcoholics-anonymous.org.uk
Alzheimer’s Society
The charity provides support for anyone concerned about someone experiencing memory loss or dementia.
Tel: 0300 222 1122 • Web: www.alzheimers.org.uk

Care Quality Commission
The independent health and adult social care regulator. Its job is to make sure health and social care services provide people with safe, effective, compassionate, high-quality care and encourage them to improve.
Tel: 03000 616161 • Web: www.cqc.org.uk

Care Choices
A website service allowing you to search by postcode or region for care homes, care homes with nursing and home care providers that meet your requirements across the country.
Web: www.carechoices.co.uk

Cruse Bereavement Care
This is a national organisation providing information and bereavement support.
Tel: 0808 808 1677 • Web: www.cruse.org.uk

Mind
A confidential mental health information service. It will be able to advise you of your nearest local Mind, run by local people, for local people. The service provides support like counselling, advocacy, housing and more.
Infoline: 0300 123 3393 • Web: www.mind.org.uk

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 Drugs Helpline
A confidential helpline for anyone in the UK concerned about drug use
Tel: 0300 123 6600 • Web: www.talktofrank.com

The NHS Website
Information about local health services and health conditions
Web: www.nhs.uk

Relate
Relationship counselling.
Tel: 0300 100 1234
Web: www.relate.org.uk

The Samaritans
Tel: 116 123
Web: www.samaritans.org

SANE Mental Health Helpline
A telephone helpline for people affected by mental illness, available from 4.30pm to 10.30pm every day of the year.
Tel: 0300 304 7000 • Web: www.sane.org.uk

Shelter
Produces a number of guides on housing issues, covering topics such as housing rights, housing benefits, private tenants’ rights, tenancy agreements etc. They also run a free housing advice helpline.
Tel: 0808 800 4444 • Web: www.shelter.org.uk

Stroke Association Helpline
The Stroke Association supports stroke survivors and their family members, friends and work colleagues or people who want to know how to prevent a stroke.
Tel: 0303 303 3100
Web: www.stroke.org.uk

The Silver Line
The Silver Line is the only free confidential helpline providing information, friendship and advice to older people, open 24-hours a day, every day of the year.

The Silver Line aims to combat loneliness in over-65s by providing friendship, information and advice through calls to trained volunteers.
Tel: 0800 470 8090
Web: www.thesilverline.org.uk

Women’s Aid
(National Domestic Violence Helpline)
Women’s Aid is the national charity for women and children working to end domestic abuse.
Tel: 0808 200 0247
Web: www.womensaid.org.uk
Day care centres

This list is a selection of venues offering day care services across the county. For further information, costs and opening times, please contact the individual service. These listings were correct at the time of publication.

Abbey Residential Home, The
Malton Tel: 01653 692256

Alne Hall Day Centre
York Tel: 01347 838295

Alzheimer’s Society Day Centre
Northallerton Tel: 01609 778251
Richmond Tel: 01748 825817

Avalon
Harrogate Tel: 01423 530053

Basics Plus
Scarborough Tel: 01723 863143

Boot Shop, The
Easingwold Tel: 01347 823242

Breathing Space
Hambleton Tel: 01609 779420

Bridge (The)
Catterick Garrison Tel: 01748 832271

Claro Enterprises
Harrogate Tel: 01423 885879

Dales Care
Bedale Tel: 01677 425806

Dalewood Trust Day Centre
Whitby Tel: 01947 600583

Gift People, The
Knaresborough Tel: 01423 864007

Glusburn Institute Community and Arts Centre
Keighley Tel: 01535 630223

Harrogate Skills 4 Living
Harrogate Tel: 01423 593719

Henshaws Arts and Crafts
Knaresborough Tel: 01423 541888

Hillcrest Residential Home
Catterick Garrison Tel: 01748 834444

Horticap, Beckwithshaw
Harrogate Tel: 01423 522876

Jennyruth Workshops
Ripon Tel: 01765 606620

Just The Job Environmental Ent
Richmond Tel: 01748 822815

Later Years Care
Scarborough Tel: 01723 378220

Lister House
Ripon Tel: 01765 694740

Mencap
Scarborough Tel: 01723 374819

MIND
Harrogate (Conservation) Tel: 01423 507227

Northdale Horticulture Day Centre
Northallerton Tel: 01609 770269

Open Arms
Selby Tel: 01757 211214

Open Country PD/LD Activities
Harrogate Tel: 01423 507227

Orb Community Enterprise
Knaresborough Tel: 01423 202028

Purple Patch Arts
Harrogate Tel: 07715 903691

Ripon Community Link Day Centre
Ripon Tel: 01765 233106

Ripon Walled Garden Day Centre
Ripon Tel: 01765 609229
<table>
<thead>
<tr>
<th>Library Name</th>
<th>Address</th>
</tr>
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<tbody>
<tr>
<td>Barlby Library and Community Hub</td>
<td>Howden Road, Barlby, Selby YO8 5JE</td>
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<tr>
<td>Bedale Community Library</td>
<td>2 North End, Bedale DL8 1AA</td>
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<tr>
<td>Bentham Community Library</td>
<td>Pioneer Projects, Looking Well Studios, King Street, High Bentham LA2 7HG</td>
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<tr>
<td>Bilton and Woodfield Community Library</td>
<td>Woodfield Road (in the grounds of Woodfield Primary School), Harrogate HG1 4HZ</td>
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<tr>
<td>Boroughbridge Community Library and Resource Centre</td>
<td>17 St James Square, Boroughbridge, York YO51 9AR</td>
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<tr>
<td>Catterick Community Library</td>
<td>Gough Road, Catterick Garrison DL9 3EL</td>
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<tr>
<td>Colburn Community Library</td>
<td>The Broadway, Colburn, Catterick Garrison DL9 4RF</td>
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<tr>
<td>Crosshills – South Craven Community Library</td>
<td>Main Street, Crosshills, Keighley BD20 8TQ</td>
</tr>
<tr>
<td>Derwent Valley Bridge Community Library</td>
<td>3 Pickering Road, West Ayton, Scarborough YO13 9JE</td>
</tr>
<tr>
<td>Easingwold Community Library</td>
<td>Marketplace, Easingwold, York YO61 3AN</td>
</tr>
<tr>
<td>Eastfield Community Library</td>
<td>High Street, Eastfield, Scarborough YO11 3LL</td>
</tr>
<tr>
<td>Embsay–with-Eastby Community Library</td>
<td>The Institute, Main Street, Embsay–with-Eastby, Skipton BD23 6RE</td>
</tr>
<tr>
<td>Filey Library</td>
<td>Station Avenue, Filey YO14 9AE</td>
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<tr>
<td>Gargrave and Malhamdale Community Library</td>
<td>Gargrave Village Hall, West Street, Gargrave, Skipton BD23 3RD</td>
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<tr>
<td>Grassington Hub and Community Library</td>
<td>Gars Lane, Grassington, Skipton BD23 SAT</td>
</tr>
<tr>
<td>Great Ayton Discovery Centre</td>
<td>105b High Street, Great Ayton, Middlesbrough TS9 6NB</td>
</tr>
<tr>
<td>Harrogate Library</td>
<td>Victoria Avenue, Harrogate HG1 1EG</td>
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<tr>
<td>Hawes Library and Customer Service Centre</td>
<td>The Neukin, Marketplace, Hawes DL8 3RA</td>
</tr>
<tr>
<td>Helmsley Community Library</td>
<td>Town Hall, Helmsley YO62 5BL</td>
</tr>
<tr>
<td>Ingleton Community Library</td>
<td>Ingleborough Community Centre, Main Street, Ingleton, Carnforth LA6 3HG</td>
</tr>
</tbody>
</table>

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
Putting care at the heart of your decision

Residential, nursing and dementia care homes in North and West Yorkshire.

At MHA, we have over 75 years’ experience providing outstanding care and supporting families, so we know what’s important for our residents. As a charity, we’re always reinvesting in our homes to enable people to live later life well.

All our homes offer:
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- A community spirit, supporting independence and fostering friendship
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- Varied activities calendars with dedicated activity coordinators
- Music therapy in dementia care homes

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Dementia nursing & residential dementia care

Berwick Grange Care Home
14 Wetherby Road, High Harrogate HG2 7SA
01423 880194
www.mha.org.uk/berwickgrange

Glen Rosa Care Home
24 Grove Road, Ilkley LS29 9PH
01943 609604
www.mha.org.uk/glenrosa

Priceholme Care Home
Givendale Road, Northstead, Scarborough YO12 6LE
01723 361022
www.mha.org.uk/priceholme

Warde Aldam Care Home
Westfield Lane, South Elmsall, Pontefract WF9 2JX
01977 643697
www.mha.org.uk/wardealdam

Residential care

www.mha.org.uk
Kirkbymoorside Library
Church House, 7 High Marketplace,
Kirkbymoorside, York YO62 6AT

Knaresborough Library
Marketplace, Knaresborough HG5 8AG

Leyburn Community Library
Thornborough Hall, Leyburn DL8 5AB

Malton Library
St. Michael Street, Malton YO17 7LJ

Mashamshire Community Library
Mashamshire Community Office,
Little Market Place, Masham HG4 4DY

Newby and Scalby Library and Information Centre
450 Scalby Road, Newby,
Scarborough YO12 6EE

Nidderdale Plus Community Library
Station Square, King Street,
Pateley Bridge HG3 5AT

Northallerton Library
1 Thirsk Road, Northallerton DL6 1PT

Norton Hive and Community Hub
Commercial Street, Norton,
Malton YO17 9ES

Pickering Library
The Ropery, Pickering YO18 8DY

Richmond Community Library
10A Queen’s Road, Richmond DL10 4AE

Ripon Library
The Arcade, Ripon HG4 1AG

Scarborough Library
Vernon Road, Scarborough YO11 2NN

Selby Library
52 Micklegate, Selby YO8 4EQ

Settle Community Library
Limestone View, Lower Greenfoot,
Settle BD24 9RB

Sherburn And Villages Community Library
Finkle Hill, Sherburn-in-Elmet LS25 6EA

Skipton Library
High Street, Skipton BD23 1JX

Starbeck Community Library
Starbeck Central, 68A High Street, Starbeck,
Harrogate HG2 7LW

Stokesley Community Library – The Globe
Town Close, North Road,
Stokesley TS9 5DH

Tadcaster Community Library
Station Road, Tadcaster LS24 9JG

Thirsk Community Library
Meadowfields, Chapel Street,
Thirsk YO7 1TH

Whitby Library
Windsor Terrace,
Whitby YO21 1ET

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

hello@myfamilyourneeds.co.uk • @WeAreMFON

- Birth to adulthood
- Real life blogs
- Directory
- Ask the experts
- Monthly columnist
Czajka Care Group started in 1983 with a philosophy of care which recognised residents’ rights to independence, choice, privacy and dignity. Today, all of our staff undergo a programme of comprehensive and ongoing training at our dedicated Training Centre to ensure that the same philosophy remains at the forefront of our care provision.

Our longevity is based around this philosophy, our investment in training and our continued commitment to providing the best possible care and attaining quality standards such as Investors in People and the Gold Standard Framework awards. We would like to extend to you an invitation to come see for yourself what services we can offer you.
Craven care homes

Carleton Court Residential Home Ltd
Carleton Road, Skipton BD23 2BE
Tel: 01756 701220 Advert page 72

Coach House Residential Home, The
Carla Beck Lane, Carleton,
Skipton BD23 3BU
Tel: 01756 798097

Cragmere – UBU
Colne Road, Glusburn BD20 8RB
Tel: 01535 635678

Daleholme – St Anne’s Community Services
Station Road, Settle,
Craven BD24 9BN
Tel: 01729 825769

Gills Top
Scar Street, Grassington,
Skipton BD23 5AF
Tel: 01756 752699

Craven care homes with nursing

Anley Hall Nursing Home
Skipton Road, Settle BD24 9JU
Tel: 01729 822268

Beanlands Nursing Home
Colne Road, Cross Hills,
Keighley BD20 8PL
Tel: 01535 633312 Advert page 68

Craven Nursing Home Ltd
Keighley Road,
Skipton BD23 2TA
Tel: 01756 700994 Advert adjacent

Dales, The
Draughton, Skipton BD23 6DU
Tel: 01745 274222 Advert page 44

Ingleborough Nursing Home
1 High Street, Ingleton, Carnforth LA6 3AB
Tel: 01524 241593

Hurstfield
Keighley Road, Cowling, Keighley BD22 0LA
Tel: 01535 634313

Jenkin Lodge – St Anne’s Community Services
New Road, Ingleton, Carnforth LA6 3JL
Tel: 01524 241745

Sutton Hall and Lodge
Cormmill Walk, off Sutton Lane, Sutton-in-Craven,
Keighley BD20 7AJ
Tel: 01535 635793

Thornton Hill
Church Road, Thornton-in-Craven,
Skipton BD23 3TR
Tel: 01282 842023

Townend Close
Victoria Road, Crosshills,
Keighley BD20 8SZ
Tel: 01535 634639

Situated on the outskirts of Skipton with fabulous views overlooking the Aire Valley, Craven provides general nursing, dementia nursing and palliative care for up to 68 residents.

Craven Nursing Home Ltd
The Craven Nursing Home,
Keighley Road, Snaygill, Skipton BD23 2TA
Tel: 01756 700994
Email: manager@cravennursing.co.uk

Email: manager@cravennursing.co.uk

High Quality Nursing Care cravennursinghome.com
A home is more than just bricks and mortar, it is a place you feel safe, well cared for and relaxed.

Ideal Carehomes makes a real difference to the lives of our residents. Offering 24 hour residential and dementia care with an inclusive fee offer, Ideal Carehome’s caring and highly trained staff cherish our residents, assisting them to remain independent and ensuring they enjoy an active lifestyle.

Ebor Court, York
Hambleton Grange, Thirsk
Handley House, York

Contact our friendly team to find out more...
0113 385 3800
hello@idealcarehomes.co.uk
idealcarehomes.co.uk
### Hambleton care homes

- **Hambleton Grange**  
  Station Road, Thirsk YO7 1QH  
  Tel: 01845 573778  
  Advert page 70

- **Leeming Bar Grange Care Home**  
  Leeming Lane, Leeming Bar, Northallerton DL7 9AU  
  Tel: 01677 425594

- **Millings, The**  
  5 North End, Bedale DL8 1AF  
  Tel: 01677 423635  
  Advert page 74

- **Northfield House**  
  Stockton Road, Knayton, Thirsk YO7 4AN  
  Tel: 01845 537964

- **Oaklands**  
  59b Leeming Lane, Leeming Bar, Northallerton DL7 9RR  
  Tel: 01677 988010

- **Royal Mencap Society – 2 Conroy Close**  
  Easingwold, York YO61 3NS  
  Tel: 01347 821488

- **Sowerby House**  
  Front Street, Sowerby, Thirsk YO7 1JP  
  Tel: 01845 525986

For information on different types of care homes, see page 47.

### Hambleton care homes with nursing

- **Alne Hall – Care Home with Nursing Physical Disabilities**  
  Alne, York YO61 1SA  
  Tel: 01347 838295

- **Bedale Grange Care Home**  
  28 Firby Road, Bedale DL8 2AS  
  Tel: 01677 422980  
  Advert page 48

- **Beechwood Care Home**  
  Romanby Road, Northallerton DL7 8FH  
  Tel: 01609 777733

- **Greenwell House Care Home**  
  7-9 Wycar, Bedale DL8 1ER  
  Tel: 01677 424012  
  Advert page 48

- **Leeming Garth**  
  Leeming Bar, Northallerton DL7 9RT  
  Tel: 01677 424014

- **Mount Vale**  
  Yafforth Road, Northallerton DL7 8UE  
  Tel: 01609 801353  
  Advert page 44

- **Oak Trees Care Home**  
  Main Street, Alne, York YO61 1TB  
  Tel: 01347 838262  
  Advert page 48

- **Southwoods Nursing Home**  
  28 Thirsk Road, Northallerton DL6 1PH  
  Tel: 01609 780362

- **St Catherine’s Care Home**  
  1 East Lane, Shipton by Beningborough, York YO30 1AH  
  Tel: 01904 470644

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
Carleton Court Residential Care Home for the elderly and Dementia residents stands in its own spacious grounds with mature gardens and lawns. Built around 1900 as a family home it was for many years Christ Church Vicarage. A beautiful, period home, with many unique original features, it has been recently extensively refurbished to provide comfortable accommodation for twenty-four residents in tastefully decorated and furnished surroundings.

Services Include:

- Long and short stay
- Respite and convalescence
- Local GP service
- Varied menus and special diets
- Personal laundry service
- Regular activities and outings
- Visiting clergy
- No restrictions on visiting
- Visiting hairdresser
- Visiting chiropodist

Community services available on request:

- Dental
- Optical
- Chiropody
- Dietician

Tel: 01756 701220
E: info@carletoncourtskipton.co.uk
www.carletoncourtskipton.co.uk
Harrogate care homes

Aire House
6 Westcliffe Grove, Harrogate HG2 0PL
Tel: 01423 509285  LDA MH YA

Avenue, 1, The – Henshaws Society for Blind People
Knaresborough HG5 0NL
Tel: 01423 865576  PD LDA SI YA

Avon Lodge and Avon Lodge Annex
24-25 Harlow Moor Drive, Harrogate HG2 0JW
Tel: 01423 562625  OP LDA MH YA

Bethany House
3 Margarets Road, Harrogate HG2 0JZ
Tel: 01707 652053  LDA MH

Boroughbridge Manor and Lodge Care Home
Roecliffe Lane, Boroughbridge YO51 9LW
Tel: 01423 326814  OP D PD LDA YA

Boroughbridge Road – St Anne’s Community Services
67 Boroughbridge Road, Knaresborough HG5 0ND
Tel: 01423 869343  LDA

Borage House
8 Borrage Lane, Ripon HG4 2PZ
Tel: 01765 690919 adverts page 46  OP D

Brackenley
33 Forest Lane Head, Harrogate HG2 7TE
Tel: 01423 862230  OP D PD LDA MH SI YA

Briardene
63 East Parade, Harrogate HG1 5LP
Tel: 01423 562667  OP LDA YA

Caxton Lodge
10 North Road, Ripon HG4 1JP
Tel: 01765 604418  PD LDA SI YA

Church Avenue Harrogate, 12 – Henshaws Society for Blind People
Harrogate HG1 4HE
Tel: 01423 531386  PD LDA SI YA

Crescent, The – St Anne’s Community Services
1 The Crescent, Green Hammerton YO26 8BW
Tel: 01423 331440  LDA

Crest Care Home, The
32 Rutland Drive, Harrogate HG1 2NS
Tel: 01423 563113  OP D PD MH YA

Disability Action Yorkshire – 34 Claro Road
Harrogate HG1 4AU
Tel: 01423 561911  PD YA

Doublegates Green, 47 – United Response
Ripon HG4 2TS
Tel: 01765 607381  PD LDA

East Park Road Harrogate, 2
– Henshaws Society for Blind People
Harrogate HG1 5QT
Tel: 01423 561484  PD LDA SI YA

Ellershaw House Ltd
Bramley Grange, Grewelthorpe, Ripon HG4 3DJ
Tel: 01765 658381  LDA

Emmaus House
115 Valley Drive, Harrogate HG2 0JS
Tel: 0300 303 8450  OP D

Fieldhead – St Anne’s Community Services
Langthorpe, Boroughbridge YO51 9BZ
Tel: 01423 325052  LDA

Gables, The
Starbeck, Harrogate HG2 7NW
Tel: 01423 546326  PD LDA SI YA

Gatehouse, The
9 Manor Road, Harrogate HG2 0HP
Tel: 01423 535730  OP

Greenacres – St Anne’s Community Services
62 Harrogate Road, Ripon HG4 1SZ
Tel: 01765 606151  LDA

Heath Lodge
6 Pannal Ash Road, Harrogate HG2 9AB
Tel: 01423 882970  OP D MH

Henshaws Society for Blind People
– 12 Robert Street
12 Robert Street, Harrogate HG1 1HP
Tel: 01423 560597  PD LDA SI YA

Visit www.carechoices.co.uk for further assistance with your search for care 73
RESIDENTIAL, RESPITE & DAY CARE HOMES FOR OLDER PEOPLE IN NORTH YORKSHIRE

The Millings

North End, Bedale, North Yorkshire DL8 1AF
Tel: 01677 423635
www.residential-homes.net

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St Johns House

Parker Lane, Kirk Hammerton, York, North Yorkshire YO26 8BT
Tel: 01423 330480
www.residential-homes.net

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North End, Bedale, North Yorkshire DL8 1AF
Tel: 01677 423635
www.residential-homes.net

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Tel: 01423 330480
www.residential-homes.net

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User Bands

For assistance with finding care and support, call Care Choices on 0800 389 2077
Harrogate care homes continued

Highgate Park, 4 – United Response
Harrogate HG1 4PA
Tel: 01423 504506

Hookstone Chase, 66
– Henshaws Society for Blind People
Harrogate HG2 7HS
Tel: 01423 889962

Hyde Park House
10-12 Hyde Park Road, Harrogate HG1 5NR
Tel: 01423 509267

Kings Road, 61 – Henshaws Society for Blind People
Harrogate HG1 5HJ
Tel: 01423 561408

Knaresborough Two Group
17 Park Way, 21 Fairfield Avenue,
Knaresborough HG5 9DP
Tel: 01423 868555

Larchfield Manor
Leadhall Grove, Leadhall Lane, Harrogate HG2 9NN
Tel: 01423 871077

Leeds Road, 66 – Foresight Residential Ltd
Harrogate HG2 8BG
Tel: 01423 815555

Long Meadow Care Home
60 Harrogate Road, Ripon HG4 1SZ
Tel: 01765 607210

Manor House Harrogate, The
60 Cornwall Road, Harrogate HG1 2NE
Tel: 07789 967030

Manor House Knaresborough, The
1 Hambleton Grove, Knaresborough HG5 0DB
Tel: 01423 797555

Mary Fisher House
66-68 Cold Bath Road, Harrogate HG2 0HW
Tel: 01423 503913

Newhaven – St Anne’s Community Services
Church Lane, Boroughbridge YO51 9BA
Tel: 01423 325053

Norfolk Road – St Anne’s Community Services
28 Norfolk Road, Harrogate HG2 8DA
Tel: 01423 871288

Otley Road, 14 – Foresight Residential Ltd
Harrogate HG2 0DN
Tel: 01423 500700

Park Road, 9 – Foresight Residential Ltd
Harrogate HG2 9BH
Tel: 01423 521014

Riverside Court
Bridge Street, Boroughbridge, York YO51 9LA
Tel: 01423 322935

RNIB – Tate House
28 Wetherby Road, Harrogate HG2 7SA
Tel: 0207 391 4837

Sherburn House
Chain Lane, Knaresborough HG5 0AS
Tel: 01423 789790

Shieling, The
58 Harlow Moor Drive, Harrogate HG2 0LE
Tel: 01423 508948

Skell Lodge
South Crescent, Ripon HG4 1SN
Tel: 01765 602530

Spring Mount Harrogate, 8
– Henshaws Society for Blind People
Harrogate HG1 2HX
Tel: 01423 503580

Spring Mount Harrogate, 16
– Henshaws Society for Blind People
Harrogate HG1 2HX
Tel: 01423 505736

St Johns House
Parker Lane, Kirk Hammerton YO26 8BT
Tel: 01423 330480 Advert page 74

Sunningdale House
103-105 Franklin Road, Harrogate HG1 5EN
Tel: 01423 569191

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

<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>
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<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>

Adverters are highlighted

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North Yorkshire County Council nor Care Choices can be held liable for any errors or omissions.
Castle Grange will have panoramic views of Scarborough Castle & the Sea, landscaped gardens and courtyard, bespoke interior design, and its own coffee shop and beauty salon.

We will be offering residential and respite care with a specialist dementia suite. The rooms will be lavishly appointed with full en-suites.

If you would like more information on placements or would like to work for us then please call on 01723 413164 or email us at info@burlingtoncare.com.

Crystal Court
Pannal Green, Pannal, Harrogate HG3 1LH  •  Tel: 01423 810627

Crystal Court has 60 bedrooms in total, which all have a friendly, family atmosphere. We strive to ensure that residents’ rights to dignity and self-respect are upheld at all times, and that the home maintains quality as a principle pursuit. Crystal Court specialise in nursing care, as well as residential and dementia care.

Maple Court
182 Barrowcliff Road, Scarborough YO12 6EY  •  Tel: 01723 413413

Resident areas of the Home provide a choice of five lounges including quiet lounges and family rooms for more personal gatherings, and two dining rooms. On the ground floor, cinema facilities are provided for film matinees. There are two passenger lifts and two fully equipped hairdressing salons, one on each floor.

For more information please call us on 01262 673457 or visit www.burlingtoncare.com.

Southlands, your local Bupa care home.

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 Southlands, in Harrogate could be something for you to think about, whether you’ve got our insurance or not.

Call us for advice or to arrange a visit
01423 594 825

Look in the listings for Southlands.
Harrogate care homes with nursing

Apley Grange
35 Oatlands Drive, Harrogate HG2 8JT
Tel: 01423 885101

Ashfield Court – Harrogate
3 Tewit Well Road, Harrogate HG2 8JG
Tel: 01423 560175

Belmont House Care Home
High Street, Starbeck, Harrogate HG2 7LW
Tel: 01423 580884

Berwick Grange
14 Wetherby Road, Harrogate HG2 7SA
Tel: 01423 880194

Bilton Hall Nursing Home
Bilton Hall Drive, Harrogate HG1 4DW
Tel: 01423 869131

Coach House Nursing Home, The
Dishforth Road, Sharow, Ripon HG4 5BQ
Tel: 01765 600541

Crystal Court
Pannal Green, Pannal, Harrogate HG3 1LH
Tel: 01423 810627

Granby Rose SDU
Highgate Park, Harrogate HG1 4PA
Tel: 01423 505533

Granby, The
Granby Road, Harrogate HG1 4SR
Tel: 01423 586990

Grosvenor House
39 Duchy Road, Harrogate HG1 2HA
Tel: 01423 523447

Hampden House
120 Duchy Road, Harrogate HG1 2HE
Tel: 01423 566964

Henshaws Specialist College
Bogs Lane, Harrogate HG1 4ED
Tel: 01423 886451

Lister House
Southgate, Ripon HG4 1PG
Tel: 01765 694740

Moors Care Centre, The
155 Harrogate Road, Ripon HG4 2SB
Tel: 01765 604107

Oaklands Country Rest Home
Gilsthwaite Lane, Kirkhammerton, York YO26 8DS
Tel: 01423 330609

Southlands Care Home
9 Ripon Road, Harrogate HG1 2JA
Tel: 01423 593521

Tancred Hall Nursing Home
Brotes Lane, Boroughbridge Road, Whixley, York YO26 8BA
Tel: 01423 330345

Thistle Hill
Thistle Hill, Knaresborough HG5 8LS
Tel: 01423 581197

Vida Grange
Thirkill Drive, Pannal, Harrogate HG3 1FE
Tel: 01423 812760

Vida Hall
Station View, Starbeck, Harrogate HG2 7JA
Tel: 01423 885702

Westfield House Care Home
Ripon Road, Killinghall, Harrogate HG3 2AY
Tel: 01423 506344

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Richmondshire care homes

**Hillcrest Care Home**
Byng Road, Catterick Garrison, Richmond DL9 4DW
Tel: 01748 834444  
[OP D PD]  

**Nightingale Hall**
7 Seagrim Crescent, Richmond DL10 4UB
Tel: 01748 823003  
[OP]

---

**Richmondshire care homes with nursing**

**Maple Lodge Care Home**
Low Hall Lane, Scotton, Richmond DL9 4LJ
Tel: 01748 831000  
[OP D MH]

**Morris Grange Care Home**
Great North Road, Middleton Tyas, Richmond DL10 6NX
Tel: 01748 826266  
[OP]

**Rosedale Nursing Home**
The Old Vicarage, Catterick Road, Catterick Garrison DL9 4DD
Tel: 01748 834948

**Scorton Care Village**
Scorton, Richmond DL10 6EB
Tel: 01748 811971  
[OP D PD MH SI YA]

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**Ryedale care homes**

**Abbey Residential Home, The**
Town Street, Old Malton, Malton YO17 7HB
Tel: 01653 692256  
[OP]

**Alba Rose**
Keld Head Hall, Middleton Road, Pickering YO18 8NR
Tel: 01751 472754  
[Advert below]

**Arden House Residential Home**
Recreation Road, Pickering YO18 7ET
Tel: 01751 473569  
[OP]

---

**Grayling**
Back Lane South, Middleton, Pickering YO18 8NU
Tel: 01751 477209  
[PD LDA]

**Hall Residential Home, The**
Chestnut Avenue, Thornton-le-Dale, Pickering YO18 7RR
Tel: 01751 474789

**Isabella Court**
72a Westgate, Pickering YO18 8AU
Tel: 01751 475787  
[PD LDA YA]

**Omega Oak Barn**
High Lane, Beadlam, York YO62 7SY
Tel: 01439 771254  
[OP D]

**Prospect House Care Home**
Gate Helmsley, York YO41 1JS
Tel: 01759 373607

**Rockingham House**
22 The Mount, Malton YO17 7ND
Tel: 01653 697872  
[OP]

---

Service: **OP** Older people (65+)
User Bands: **MH** Mental health, **SI** Sensory impairment, **YA** Younger adults, **AD** People who misuse alcohol or drugs

All the listings in this publication of care homes, care homes with nursing and home care providers are supplied by the Care Quality Commission (CQC) and neither North Yorkshire County Council nor Care Choices can be held liable for any errors or omissions.

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Ryedale care homes continued

Spring Cottage
Bazley’s Lane, Langton Road, Norton, Malton YO17 9PY
Tel: 01653 695354

Wintrofts Residential Home
Lendales Lane,
Pickering YO18 8ED
Tel: 01751 475233

Ryedale care homes with nursing

Beechwood Place Nursing Home
50-52 Welham Road, Norton, Malton YO17 9DP
Tel: 01653 692641

Rivermead
123 Scarborough Road, Norton-on-Derwent, Malton YO17 8AA
Tel: 01653 472201

Scarborough care homes

Ashurst Residential and Care Home
36-38 Westbourne Park, Scarborough YO12 4AT
Tel: 01723 360392

Esk Hall Care Home
Coach Road, Sleights, Whitby YO22 5EG
Tel: 01947 810482

Briar Dene Retirement Home
73 Burniston Road, Scarborough YO12 6PH
Tel: 01723 361157

Fell Close
4 Fell Close, Newby, Scarborough YO12 6ST
Tel: 01723 364310

Caedmon House
2 Crescent Avenue, Whitby YO21 3EQ
Tel: 01947 600430

George Edward Smart Homes
Combe Hay House, Stepney Drive, Scarborough YO12 5DJ
Tel: 01723 375709

Derwent Cottages
27 Eastgate, Seamer, Scarborough YO12 4RB
Tel: 01723 866146

Gladstone House
28 West Street, Scarborough YO11 2QP
Tel: 01723 373638

Dulverton House
9 Granville Square, Scarborough YO11 2QZ
Tel: 01723 352227

Glencoe Care Home
10-11 Chubb Hill Road, Whitby YO21 1JU
Tel: 01947 602944

Eagle View Care Home
Phoenix Drive, Scarborough YO12 4AZ
Tel: 0208 422 7365

Grosvenor Hall
2a Grosvenor Road, Scarborough YO11 2NA
Tel: 01723 373615

Eden House
14 Station Road, Filey YO14 9AR
Tel: 01723 512790

Hazelgarth Lodge Residential Care Home
62 Stonegate, Hunmanby, Filey YO14 0PP
Tel: 01723 890945

Elsinor Residential Home
5-6 Esplanade Gardens, Scarborough YO11 2AW
Tel: 01723 360736

Holt Retirement Home, The
Main Street, Hutton Buscel, Scarborough YO13 9LN
Tel: 01723 862045

Service
User Bands
Older people (65+)
Mental health
Learning disability, autism
Dementia
Sensory impairment
Younger adults
People who misuse alcohol or drugs
MH
SI
LDA
PD
D
OP
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Advert page 48

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Advertisers are highlighted

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<td>Hudson Street</td>
<td>24-25 Hudson Street, Whitby YO21 3EP</td>
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<td>Hylands Retirement Home, The</td>
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<td>Marina Lodge</td>
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**Service Bands**
- **OP**: Older people (65+)
- **D**: Dementia
- **PD**: Physical disability
- **LDA**: Learning disability, autism
- **MH**: Mental health
- **SI**: Sensory impairment
- **YA**: Younger adults
- **AD**: People who misuse alcohol or drugs

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Scarborough care homes with nursing

**Beechwood Nursing Home**  
41-43 Esplanade Road, Scarborough YO11 2AT  
Tel: 01723 374260  

**Dunollie Nursing Home**  
31 Filey Road, Scarborough YO11 2TP  
Tel: 01723 372836  

**Maple Court**  
182 Barrowcliffe Road, Scarborough YO12 6EY  
Tel: 01723 413413 **Advert page 76**  

**Oakland Nursing Home**  
Whitepoint Road, West Cliffe, Whitby YO21 3JR  
Tel: 01947 602400  

**Pinfold Lodge Nursing Home**  
6 Sheep Dyke Lane, Hunmanby YO14 0PS  
Tel: 01723 891069  

**Rambla Nursing Home**  
374 Scalby Road, Scarborough YO12 6ED  
Tel: 01723 500136  

**St Bernadette’s Nursing Home**  
25-27 Trinity Road, Scarborough YO11 2TD  
Tel: 01723 366522  

**St Cecilia’s Nursing Home**  
19 Filey Road, Scarborough YO11 2SE  
Tel: 01723 353884  

**St Helens**  
41 Victoria Avenue, Scarborough YO11 2QS  
Tel: 01723 372763  

**Treetops Nursing Home**  
12 Ryndleside, Scarborough YO12 6AD  
Tel: 01723 372729  

**Whitby Court Care Home**  
Waterstead Lane, Whitby YO21 1PX  
Tel: 01947 603347 **Advert page 48**  

**Willows Lull**  
22 Weydale Avenue, Scarborough YO12 6AX  
Tel: 01723 373369  

**Woodlands Nursing Home**  
8-14 Primrose Valley Road, Filey YO14 9QR  
Tel: 01723 513545  

Selby care homes

**Abbey Lea Care Home**  
York Road, Barlby, Selby YO8 5JP  
Tel: 01757 213811  

**Denison House Care Home**  
3 Denison Road, Selby YO8 8DA  
Tel: 01757 703884  

**Firth House**  
18 Firth Mews, Millgate, Selby YO8 3FZ  
Tel: 01757 213546  

**Hambleton Court Care Home**  
19-21 Station Road, Hambleton,  
Selby YO8 9HS  
Tel: 01757 228117  

**Heathcotes (Whitley)**  
Whitley Farm Cottages, Doncaster Road,  
Whitley Bridge DN14 0HZ  
Tel: 01977 663476  

**Heathcotes (Whitley House)**  
Garmsway, Doncaster Road, Whitley, Goole DN14 0HY  
Tel: 01977 663591  

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</tbody>
</table>

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For most of our lives we enjoy the security, privacy, independence and the comfort that comes from living in our own homes. Here at Hilltop Manor we specialise in residential dementia care in designed accommodation offering care, privacy, independance and security.

Our staff are our greatest asset, we have a dedicated qualified team whose commitment is to ensure that the residents' wellbeing and comfort is top priority.

HILLTOP MANOR
Specialise in Residential Dementia Care

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Selby care homes with nursing

Grange, The
28 Leeds Road, Selby YO8 4HX
Tel: 01757 210221

Highfield
Scarthingwell Park, Barkston Ash,
Tadcaster LS24 9PG
Tel: 01937 862952 Advert page 44

Lake and Orchard Care Centre
Kelfield, York YO19 6RE
Tel: 01757 248627

Mansion House
164 Main Road, Drax,
Selby YO8 8NJ
Tel: 01757 618659

Osborne House
Union Lane, Selby YO8 4AU
Tel: 01757 212217

Tudor House
12 Leeds Road, Selby YO8 4HX
Tel: 01757 701922

When you love every day, it’s magic.

Every day in The Granby Care Home is sprinkled with ‘Magic Moments’. One day our residents might be out and about visiting local sights, the next, taking part in our exercise classes or alternatively they may just choose to ‘stick to their knitting!’.

When everything is right, bright and beautifully done – it’s a place where you can truly love every day.

Call us on 01423 586990 to find out more.

The Granby Care Home
Granby Road, Harrogate, HG1 4SR
www.brighterkind.com/thegranby

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

Share your feedback – take our five minute survey

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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

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Blossom Home Care is different...

There’s lots of bloomin’ good reasons why you can trust Blossom Home Care to care for an elderly relative, or adult, with home care requirements. Here are just five...

✓ Our online feedback system enables authorised relatives to log on at anytime from anywhere in the world and read the notes our carers upload after every visit. This gives everyone real peace of mind. Accessed via the Internet the system keeps relatives in touch and informed.

✓ We believe in giving the very best care because that’s what you deserve. Our carers are experienced care workers who are rewarded well for delivering above and beyond. Our Carers are also fully vetted as we have a zero tolerance approach to Carers that have a criminal record. Our minimum visit is 50 minutes because we want our carers to be able to spend time with our clients, chatting and doing the things that really matter to the client and us. Often the people we care for want to continue to do things for themselves and participate in the social activities that can make a real difference to their quality of life so we help facilitate this.

✓ Our Qualified Nurse Oversees client care and wellbeing. Our Holistic approach to care means our Nurse is available to help with any worries or concerns identified by the client, the carer or the family. There is no additional charge for this service and the feedback helps prevent deteriorating health issues and consequently reduces hospital admissions.

✓ Our 24-hour, 7 day a week call out service means we’re always there when you need us. Our aim is to meet all appointments. If a client is expecting a visit we will do everything in our power to get there on time. Every Blossom client is given the Directors and Managers mobile numbers and, because we never turn our phones off, we are contactable and accountable all day, every day.

✓ We have Key Carers for each client. Blossom clients have a small team of friendly faces dedicated to them and matched based on client needs and background. This enables trust to develop and bonds to be built. It also increases our ability to spot any changes since our last visit.

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