Northamptonshire
Care Services Directory 2019/20

The essential guide to choosing and paying for care and support
The Beeches is a family run, 24-bed Care Home, where excellence of care is the standard. Our care manager has several years’ care experience and leads a team of highly trained, professional, dedicated and caring staff.

Providing care for the elderly and those with dementia, the home is set in half an acre of pretty, secluded and secure gardens where our residents have the space for quiet reflection while being close to local amenities.

The house has two sitting rooms, a conservatory and a separate dining room. Offering in-house cooks producing a varied range of freshly made meals, with special diets catered for.

Our Services Include:

- Permanent, Long Stay, Respite and Day Care
- Wide range of activities and functions provided by our full-time activities co-ordinator
- Hair-dressing, chiropody and motivation therapy
- Freshly made meals
- Second floor accessed by lift with wheelchair access throughout
- All rooms have wireless nurse-call points and are decorated to a high standard
- Large secluded gardens giving a safe and quiet area to relax
- Close to local shops and public transport
- Registered with the CQC and Northamptonshire County Council

We welcome visits at any time to come and meet the staff and residents and to have a tour of the grounds and facilities

Tel: 01933 318498 • www.thebeechescare.co.uk
12 Higham Road, Rushden, Northamptonshire NN10 6DZ


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To obtain extra copies of this Directory, free of charge, call the Customer Service Centre on 0300 126 1000.

Alternative formats

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

Visit www.carechoices.co.uk for further assistance with your search for care
Areas covered by this Directory

Home care providers

Care home listings

Corby
- Care homes
- Care homes with nursing

Daventry
- Care homes
- Care homes with nursing

East Northamptonshire
- Care homes
- Care homes with nursing

Kettering
- Care homes
- Care homes with nursing

Northampton
- Care homes
- Care homes with nursing

South Northamptonshire
- Care homes
- Care homes with nursing

Wellingborough
- Care homes
- Care homes with nursing

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

The Care Services Directory has been designed to provide information on the care and support services available in Northamptonshire.

It is hoped that the Directory will assist you in making the right choices and provide useful information and advice when making decisions about the right adult care services to meet your needs.

The Directory has also been designed in a way which is hopefully easy to understand, but should you need further information it can be viewed both electronically, using compatible software, and listened to through Recite Me by visiting the Care Choices website www.carechoices.co.uk

For more information about the range of services delivered by Northamptonshire Adult Social Services, you can visit our website at www.northamptonshire.gov.uk/adultsocialcare

Councillor Sandra Naden-Horley
Cabinet member for Adult Social Care
Northamptonshire County Council

How can I get support from Adult Social Care?

If you feel you need support, you should have an assessment of your needs to establish what you might need help with and if you have eligible support needs.

Your first step should be to visit www.northamptonshire.gov.uk/adultsocialcare where you will find information to help you understand how adult social care works and how to request an assessment. Alternatively, you can contact the Customer Service Centre.

One Angel Square, 4 Angel Street, Northampton NN1 1ED
Monday to Friday, 8.00am to 6.00pm
Tel: 0300 126 1000
Email: adultcarenc@northamptonshire.gcsx.gov.uk

If you are in hospital, you should ask a nurse on your ward to refer you to the Hospital Assessment Team based in the hospital.

Your assessment is about you and you can be supported to complete it. It involves you answering some questions about your life, what you can do and what you feel you need help with so you can live as independently as possible. With your agreement, we may also talk to other people who know you, or support you, including your doctor or nurse if you have one.

How do I request an assessment?
You can request an assessment via our website. We may need to visit you to perform your assessment. If this is the case, the Customer Service Centre will pass your information to the social care team based in your local area. An assessment worker will then visit you at home to carry out an assessment.

Please see page 40 for details of financial assessments, which may also be required.

How quickly will you do my assessment?
This will depend on how urgent your needs are and to what extent your difficulties are affecting your independence. We will endeavour to complete your assessment within 28 days but, if your situation is urgent, we will complete your assessment as soon as possible.
Am I guaranteed to receive support directly from the council?
Your assessment will give us the information we need to decide whether you are entitled to support from Adult Social Care. Not everyone who has needs will be entitled to support from us, but we will always supply you with information and advice to help you. We may direct you to other professionals, for example your GP, an occupational therapist for equipment or the Housing department if they could be better placed to meet your needs.

How do you decide if I am entitled to support?
To decide whether you’re eligible for care and support, we use the national eligibility criteria as set out in the Care Act 2014. During your assessment, we will look at the difficulties you are facing and how much this affects your independence and wellbeing. If your assessment shows that you have eligible needs, i.e. your independence or wellbeing is being significantly affected, we may be able to help you.

What happens after my assessment if I am eligible for support?
If your assessment shows that you have unmet eligible needs, you are likely to be entitled to support from us. We will discuss with you what options and services are available to help you and you will receive help to plan the best way to manage your support. You will also receive a financial assessment to identify whether you will have to contribute towards the cost of your care.

Will I have to pay for the help I get?
Your assessment and all of our advice is free, but it is likely that you will need to pay towards the cost of any support services you receive. During your assessment, we will discuss this with you and will ask you to complete a telephone financial assessment to determine how much you should contribute towards any services you receive. Further information about contributions and charges can be found on page 40.

What happens if I am not eligible for support from the council?
If your assessment has shown that your needs are not eligible for support from the council, we will provide you with information and advice to enable you to arrange assistance for yourself. We provide funding to many voluntary sector organisations that can support you with advice, information and services designed to help you stay independent in your own home. There may be a charge for these services. See the list of organisations on page 57.

Personalised care and support

Personal Budgets
A Personal Budget is an allocation of money from the council that you can use to meet your eligible needs. It gives you choice and control to ensure that the support and services you receive meet your individual needs.

Who is eligible?
Personal Budgets are available for anyone over the age of 18 who is assessed as being eligible for Adult Social Care support.

How much do I get?
The amount you receive as a Personal Budget will depend on the outcome of your needs assessment and your financial assessment.

How can I receive my Personal Budget?
If you are eligible for a Personal Budget, you have a choice of how you would like to receive it. The choices include:

- the money going straight to a bank account, building society, Post Office or National Savings account in the form of a Direct Payment (a cash payment);
- the money going to someone who agrees to administer it on your behalf;
- having an Individual Service Fund, where a service provider administers the Personal Budget on your behalf; or
• the council managing your Personal Budget and purchasing services on your behalf in consultation with you.

What can I use a Personal Budget for?
You can use your Personal Budget on things which help you meet your eligible needs; this will be agreed with us in a support plan. The limitations of using a Personal Budget are that it must be safe, legal, healthy and not used for any form of gambling.

Please visit www.northamptonshire.gov.uk/adultsocialcare for further information.

CASE STUDY

Joan is in her early 80s, lives in a village in the south of the county and has developed dementia, so needs some help to keep her daily routines going. She used to have a care agency and go to a local day centre but found that she was more confused by the different people coming into her home. Joan didn’t get on so well at the day centre either, because she would forget who people were and why she was going.

Joan’s family don’t live locally but they worked together with Joan and spoke to people around her, such as friends and neighbours. They found out that there were two neighbours who wanted to do a little bit of work but also had young families that made it difficult to get work that fitted around school times.

Joan is now helped by those neighbours with her daily routines. Joan pays for their support out of her Personal Budget. Joan knows them as her neighbours in the street, this means she doesn’t get so confused when they come to see her. They also pop in and check on her in their own time and Joan enjoys it when they bring their children along to say hello.

Joan also had a retired friend who was happy to take her into town to do a bit of shopping and go to a coffee shop or sometimes go to watch a film at the cinema, which she had always enjoyed in her younger years. Joan’s friend doesn’t get paid for this, but Joan pays for petrol costs and will buy her friend some flowers every now and again to say thank you for her help.

Personal Health Budgets

A Personal Health Budget is an amount of money to support a person’s identified health and wellbeing needs, planned and agreed between the person and their local clinical commissioning group, if certain eligibility criteria are met.

Personal Health Budgets are designed to give you as much control over your healthcare as you wish.

They are intended to be used in a range of ways to meet your identified health needs.

Search for care in your area

www.carechoices.co.uk

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

Visit www.carechoices.co.uk for further assistance with your search for care
Moving on from hospital – planning your discharge

Most people will return home from hospital without support, however it is recognised that some people may require some short-term additional support.

Should the ward consider you will require additional support on returning home on discharge, you will be referred through the Discharge to Recover process. This could mean you return home with a period of reablement in your own home (see the information below about the START Team) and you will also receive an assessment of your possible ongoing care needs.

For the more complex discharges, you may be referred to Adult Social Services for a comprehensive assessment of your possible ongoing care needs.

**Short Term Assessment and Rehabilitation Team (START)**

START offers support to help you regain confidence and skills to live independently. This support is provided for a very short time, anything from a few days up to a maximum of six weeks.

You may already be at home, or about to return home from a specialist care centre or a hospital, are ill, or have had some kind of accident or change in your life. Some people will only need a little support, others a great deal. The team will support you to either get back on your feet or identify how much support you may need in the future.

This service is not chargeable for up to six weeks as long as you are making progress. However, if after a period of reablement, START thinks that you are going to need homecare in the long-term, the service then becomes chargeable.

START Teams are based in the north and south of the county. For further information on each of the START Teams, call the Customer Service Centre on 0300 126 1000.

**Reablement**

Reablement is a method of short-term support designed to help you become as independent as possible. Perhaps you need support with personal care or to prepare a meal. The reablement service will work with you to make it as easy as possible to manage these tasks on your own.

In traditional home care, someone would visit and do these tasks. With reablement, the support staff will work with you so that you can learn or re-learn important tasks needed for everyday life.

Many people who participate in a reablement programme find that afterwards they can cope very well on their own, without the need for ongoing social care support.

Reablement can be provided in your own home from the START Team or the Health Intermediate Care Team (HICT) or on a short-term residential basis at one of three specialist care centres across the county. Contact the Customer Service Centre for more information.

**Intermediate care**

Intermediate care aims to give recovery and rehabilitation support to enable you to regain your independence when you come out of hospital or, just as importantly, prevent you going unnecessarily into hospital. Intermediate care may be provided by care staff, occupational therapists and physiotherapists, with additional support provided by the local GP surgery, social workers and community nurses. It is usually provided for up to six weeks. In Northamptonshire, this service is provided jointly by NCC’s Crisis Response Team (CRT) and NHFT’s Intermediate Care Team (ICT).
Support at home

Care and repair agencies

Care and repair services are offered by Home Improvement Agencies (HIAs). They offer a wide range of practical support and advice about improving your home. For example, HIAs know who can help with major adaptations covered by a Disabled Facilities Grant.

Most HIA services are for older and/or disabled people living in private sector housing (owner-occupiers and tenants of private landlords).

Care and Repair (Northamptonshire) Ltd provides a handyperson service across Northamptonshire for carers and people they care for (regardless of age and who owns the property). The service includes assessment, advice, supply and fitting as well as a traditional handyperson service for:

- small repairs and home improvements, e.g. fitting keysafes, light bulbs, curtain tracks and blinds; flat pack furniture assembly; shelving; and installation of white goods;
- minor adaptations and falls prevention, including grab rails, stair rails, handrails and half steps;
- major adaptations, including modular ramping and handrail systems, low-level access showers and wet-rooms;
- home safety assessments and remedial measures to address hazards;
- home security: door chains and mirrors, locks, door viewers, wireless intercoms, security grilles, shock alarms, security lighting, mail-safe boxes, window locks and restrictors;
- carpentry, electrical and plumbing works, including taps and showers;
- mobility scooter storage and access solutions;
- specialist child safety measures;
- gardening, fencing, gating and minor landscaping;
- house and garden clearance and disposal;
- home warmth measures: including draught exclusion to doors and windows, letterbox brush seals, radiator reflector panels, secondary glazing; and
- hardship funding and free services, subject to availability and eligibility.

The handyperson service is registered with Northamptonshire Trading Standards’ Buy with Confidence Scheme; some of its charges are subsidised (low cost rates, please ring for a quotation). Feasibilities and quotations are free.

Tel: 01604 782250
Email: office@careandrepairnorthamptonshire.org.uk

Major adaptations

If you require a major adaptation such as a stair lift, through-floor lift, walk-in shower, or wheelchair accessible extension, you need to contact us for an assessment, see adjacent for contact details.

You will also be required to complete a means-test and, once this is completed, you may be referred for an occupational therapy assessment.

If you require a new or replacement stair lift, you need to contact your local district or borough council.

Borough Council of Wellingborough
Swanspool House, Doddington Road,
Wellingborough NN8 1BP
Tel: 01933 229777

Corby Borough Council
The Corby Cube, George Street, Corby NN17 1QG
Tel: 01536 464000

Daventry District Council
Lodge Road, Daventry NN11 4FP
Tel: 01327 871100

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

There are lots of examples of equipment that you could use around your home to help you with day-to-day tasks. If you are not sure which items might help you, AskSARA is an online self-help guide that could be useful. Visit www.asksara.org.uk

Community occupational therapy
If you need adaptations or equipment to help you manage at home, you will need to contact the Occupational Therapy Team.

The team will carry out an assessment to get a clearer picture of the difficulties that you are having (e.g. bathing, climbing stairs, or transferring from a chair to a bed) and advise you whether you are eligible for help from them. If you are, they may provide items of equipment that could help you.

If you are not eligible, you will be given information about other services that may be available.

Referrals to the team can be made through the Northamptonshire County Council website. Visit www.northamptonshire.gov.uk/cot where there is an easy-to-use online form that will go directly to the Customer Service Centre before being sent to Olympus Care Services. Alternatively, you can contact the Customer Service Centre on 0300 126 1000.

How do I get my equipment?
If your occupational therapy assessment shows that you are eligible for equipment, the equipment service will make an appointment with you to deliver and fit it. If you wish to return or repair a piece of equipment that belongs to Millbrook Healthcare, which provides equipment on behalf of the council, please call 0845 894 0650.

Assistive Technology Team
Olympus Care Services’ Assistive Technology Team enables you to improve your independence and safety at home by providing access to a wide range of sensory equipment and assistive technology.

The Assistive Technology Team works closely with you to manage risks to health and safety in the home environment, finding new ways that everyday activities can be confidently and independently completed.

The Assistive Technology Team can provide:

- assessment and reassurance;
- equipment to support you to live at home;
- 24-hour response technology so you can contact someone in an emergency; and
- specialist equipment to help people with hearing loss.

If you have identified that a piece of equipment could help with your needs, the checklist opposite can help you choose the right product for you.

For more information, please contact the Customer Service Centre on 0300 126 1000, email customerservices@northamptonshire.gov.uk or go to www.olympuscareservices.co.uk
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?

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?

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?

Cost

Do you know how much it costs?

Will you need to pay a monthly charge?

Are there alternative solutions that might be free?

Is there a cost associated with servicing the equipment?

Notes

Visit www.carechoices.co.uk for further assistance with your search for care
Finding it difficult to get in and out of chairs? Try putting a block of foam in the chair base or buy chair raisers, a higher chair or an electric riser chair. Ensure your feet are flat on the floor when you’re sat down, otherwise the chair is too high.

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

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

If you have trouble using light switches, think about replacing your switches for ones that are easier to use. Consider handi-plugs or light switch toggles, or there’s 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 hearing equipment? Request an assessment from your council.

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

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

If you are having problems with preparing food, consider a chopping board with spikes. There are also long-handled pans, teapot tippers and lid grippers that could help. A food processor might be a solution and meal delivery services are also available.

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

Using taps can be made easier by fitting tap turners. You could also consider repositioning your taps or buying a new tap that is easier for you to use.
Do you **struggle to get in and out of bed**? You could purchase a leg lifter or install grab rails. If the bed is the issue, you could buy an electric adjustable bed or raise the bed to the correct height to ensure both feet are flat on the floor when you sit at the bedside.

If **moving whilst in bed** is a problem, have you thought about using an over-bed pole? You might also want to buy a pillow raiser or change your bedding so it’s lighter.

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

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

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

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. You could buy a raised toilet seat if it’s **hard to use your toilet**. If you decide to purchase a raised seat, make sure that both of your feet are flat on the floor when you’re sat down.

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

For more information on technology that could make your life easier, contact your council. They might refer you to an occupational therapist (OT) or you could contact an OT privately.

**Northamptonshire County Council**
Tel: 0300 126 1000 • Email: customerservices@northamptonshire.gov.uk
Web: www.northamptonshire.gov.uk/adultsocialcare
Do you have a family member, friend or neighbour that:

- is frail
- has a disability
- has a chronic illness

Then we are here to help

We provide a range of flexible care and support services to meet your needs throughout East Northamptonshire and surrounding areas.

These include:
- Dementia & Elderly Care
- Community Support & Escort Services
- Home from Hospital & Convalescence
- Personal Care Services
- Carers Breaks
- Day or Night 7 days a week

About Serve...

Our aim is to provide the highest quality of health and social care to enable people to remain living independently within their own home. We understand the needs of an individual aren’t just those at face value and we deliver a service to a wide range of adults, who need care and support.

Providing Quality Care and Support in the community

If you would like to find out more, please contact us and we will be happy to help:

19 Church Street, Rushden, Northamptonshire NN10 9YU
Email: info@serve.org.uk
01933 315555
Are you looking after someone?

You may not see yourself as a ‘carer’—you may see yourself as a spouse, son, daughter, partner, friend or neighbour. But if you regularly support and care for someone who could not manage without you, then you are a carer. There is help available to support you to carry on with your caring role.

If you provide, or intend to provide, regular unpaid support to someone who could not manage without your support, the law says you have the right to have your own needs assessed, even if the person you care for has refused support services or an assessment of their own needs. This assessment is called a ‘carers’ assessment’.

A carers’ assessment gives you the chance to discuss your caring role and how it affects your life with a Carers Assessment and Support Worker. This is not a test to see if you are able to care; it is a way of finding out what your needs are as a carer and of finding ways to support you. The discussions are confidential, and you will not be committed to anything that you are not happy with. Discussions may include:

- any concerns you may have about the person you care for;
- how caring affects your own health and wellbeing;
- what help and support is available;
- how to get a break from your caring role and have time to yourself;
- what would happen in an emergency;
- help with balancing caring with employment and support to return to either paid or voluntary work;
- training and leisure needs;
- the possibility of a Direct Payment as a carer;
- access to Sitting Services; and
- any other questions, issues or concerns you have.

Voluntary organisations that provide carers’ services in partnership with Northamptonshire Carers include:

- **Nene Valley Community Action** – provides social activities and opportunities, and training for carers across Northamptonshire.

- **Carers Trust East Midlands** – provides an emergency and planned breaks service. The aim of this service is to provide emergency breaks and rapid response support to carers at short notice, to deal with emergency situations or to prevent a crisis from occurring. The service also provides support for one-off appointments and events to offer the carer more support and flexibility to deal with life’s unexpected events. The services operate 24-hours a day, 7 days a week.

- **Alzheimer’s Society** – believes passionately that life doesn’t end when dementia begins. It is there for anyone affected by dementia and aims to keep people with dementia connected to their lives and the people who matter most. Alzheimer’s Society has a host of factsheets, a helpline and an online forum where people can talk to others in a similar situation. These resources can also be useful for carers.

Services for people living with dementia and their carers include Memory Matters Groups, Singing for the Brain, Side by Side and a Northampton Day Centre. See page 47 for further details.

**Resource for those supporting disabled children**

My Family, Our Needs is an online resource providing impartial information for parents, carers and practitioners supporting children from birth to 25 years with additional needs. As well as guidance, policy and signposting, there is a lifestyle section for parents covering topics such as health and wellbeing, work, family and relationships. Visit www.myfamilyourneeds.co.uk or email hello@myfamilyourneeds.co.uk

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Carers’ assessments can be requested through **Northamptonshire Carers**.

123 Midland Road, Wellingborough NN8 1LU

Tel: 01933 677837 • Helpline: 01933 677907

Email: carers@northamptonshire-carers.org

Web: www.northamptonshire-carers.org

Visit www.carechoices.co.uk for further assistance with your search for care
Young Hearts Care is a family run business, priding ourselves on quality domiciliary care tailored to your individual needs.

Our company originated due to a personal need for care for a family member. Our aim is to provide our clients with affordable home care and support with a standard of care we would expect for our own loved ones.

We work together with families to enable each person to stay at home in an environment that is familiar, reducing stress and allowing him or her to maintain the level of independence they are accustomed to. Each of our care plans are person centred and customised to fit an individual and can be altered as their needs change.

We ensure continuity of care and a small staff pool allocation. No agency staff used.

T: 01604 858643
E: youngherstcare@hotmail.com
www.youngheartscaresforyou.com

CARE ADVICE CENTRE

The Care Advice Centre was established in 2011 to provide advice on care planning. We can help you to navigate the social care maze or help you find appropriate support if you are self-funding. Our services:

- Advising, assessing for and arranging care and support in the community or residential placements.
- Support with hospital discharges.
- Support with benefit applications.
- Visiting services.
- Certificate providers for Lasting Powers of Attorney and mental capacity assessments.
- Applications for NHS and Continuing Healthcare and support with appeals.

Call: 07764 480 565   Email: info@care-advice-centre.co.uk
Web: care-advice-centre.co.uk

Search for care in your area

www.carechoices.co.uk

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

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

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

Home care services aim to help those struggling to cope in their own homes with daily activities such as getting in and out of bed, washing, dressing or going to the toilet. They can also help with daily living or domestic tasks like laundry, shopping and some meal preparation. Care in your own home is often referred to as either ‘domiciliary’ or ‘home care’. The majority of home care that is funded by the council is contracted out to private companies, rather than being a local authority home care service.

The amount of support you receive will depend on your assessed eligible needs. The care workers delivering your support must be specially trained in areas such as manual handling (lifting and moving people) first aid and food hygiene, and background checks must have been carried out with the Disclosure and Barring Service.

Care in your home is dependent upon your specific needs.

**Low-level home care**

This may be to assist you with household chores such as shopping, cleaning and assistance with food preparation. It may also involve a care worker accompanying you on trips out and even holidays.

**Medium-level home care**

In addition to low-level care this will normally involve personal care (assistance with washing, dressing etc), and/or a care worker to assist with mobility.

**High-level home care**

This involves visits by two or more care workers who assist people with high dependency needs, such as being transferred from a bed to a chair etc. Care workers may also require specific training to understand any health needs.

**Live-in care**

Live-in care involves a care worker living in your home. They must be 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 a person needs assistance or monitoring through the day and night; it differs from live-in care as care workers work on a roster to ensure that a care worker is on duty and awake both day and night.

Some care agencies are also registered as nursing agencies which means they can provide registered nurses if required.

All service providers delivering personal care must be registered and inspected by the Care Quality Commission (CQC). You can check a service’s latest CQC report at www.cqc.org.uk or call the CQC on 03000 616161. For more information on the CQC, see page 51.

Listings of home care providers start on page 21.

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**Paying for home care**

If you are eligible, home care can be funded in part or whole by the local authority, depending on the result of your needs and financial assessments. Alternatively, you could make private arrangements directly with home care providers. If you receive Attendance Allowance or Personal Independence Payments, you may choose to use this towards your home care support.

Although the local authority is committed to supporting people to remain living at home wherever possible, it will seek to meet the assessed needs of people who are eligible for funding support in the most cost-effective manner. For more information on paying for care, see page 40.
At Harlestone and Holmby Home Care (H&HHC) our key purpose is to deliver reassuring, compassionate and supportive care and companionship. H&HHC enables the people that we work with to maintain their individuality and independence in their own home. Each branch of our company remains intentionally small to maintain that family feel for both clients and staff throughout each company.

All services are tailored to suit the wants and needs of each person that we work with, providing an individual package bespoke to their needs. We are able to provide home care to anyone over the age of 18 though most of our clients are over 65 years of age.

We specialise in dementia and end of life care. Our staff are hand picked and receive thorough and in-depth training in order to provide the highest quality service. No matter how small or complex your needs, we have a service that suits you.

Our services include:
- Personal Care
- Dementia Care
- Friendship
- Home Help
- Medication Assistance
- End of life care

Tel: 01604 419600
Email: enquiries@harlestonehomecare.co.uk
www.harlestonehomecare.co.uk

Tel: 07949 829515
Email: enquiries@myhhc.co.uk
www.myhhc.co.uk
Home care agency checklist

Agency 1 ..................................................................................................................................................
Agency 2 ..................................................................................................................................................
Agency 3 ..................................................................................................................................................

Fees per week
£
£
£

Quality rating

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

About the agency

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

Staff

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

Accommodating your needs

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

Regulation

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

Notes

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*See page 51.

Visit www.carechoices.co.uk for further assistance with your search for care
Care visits at home  
We care passionately

For many people the questions about care don’t arise until suddenly, there is a need.

Home care with Bluebird Care can be anything from a 30 minute care visit to 24 hours live in care, supporting you to remain as independent as possible, living the lifestyle you choose.

Call and talk to one of our friendly team today:

01933 271664  
wellingborough@bluebirdcare.co.uk  
bluebirdcare.co.uk/wellingborough  
We are independently regulated

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 Northamptonshire 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

Are you looking for reliable, compassionate and motivated care staff?

What can we offer?

• ‘Nurse led’ organisation, dedicated to providing staffing solutions to healthcare environments  
• Experienced and skilled healthcare staff  
• Competitive hourly rates  
• Providing the right staff for your organisation

Registered by Care Quality Commission

Putting the Quality back into Healthcare…

To discuss your staffing needs call 01604 556000.  
Or contact Mark McGrath on 07506 019554  
or markmcgrath@dutyofcare24-7.co.uk

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

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

4 Futures
Rushden
Tel: 07809 631802

24/7 Staffing Support Kettering
Kettering
Tel: 01536 527447

ACAH Ltd
Corby
Tel: 01536 443666

ACS Care Services Ltd
Cosgrove
Tel: 01908 565566

Action 2 Care
Wellingborough
Tel: 01933 409487

Active Support Service Ltd
Kettering
Tel: 01536 510545

Age UK Northamptonshire
Northampton
Tel: 01604 611200

Aitop Healthcare Ltd
Corby
Tel: 01536 745546

All Aspects Care Ltd
Daventry
Tel: 01327 700537

Asalina Live In Care Services Ltd
Northampton
Tel: 01604 459567

ASLN
Kettering
Tel: 01536 483614

Authentic Kare Kettering
Kettering
Tel: 01536 527440

Barclay Specialist Care Ltd
Corby
Tel: 07703 802056

Because We Care Northampton
Northampton
Tel: 07834 950339

Becks Homecare Services Ltd
Wellingborough
Tel: 07747 716997

Bethany Homestead
Northampton
Tel: 01604 713171

Better Lives Northants
Northampton
Tel: 01604 591527

Blisworth Home
Kettering
Tel: 07500 806148

Bluebird Care (Northampton/Daventry)
Daventry
Tel: 01327 227084

Bluebird Care (Wellingborough)
Wellingborough
Tel: 01933 271664

Bluebird Care Rugby and South Leicestershire
Daventry
Tel: 01455 207500

Boniface House
Northampton
Tel: 01604 883800

Brackley Road, 11B
Towcester
Tel: 01327 439643

Brampton Care Solutions
Northampton
Tel: 01604 622995

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

Bright Care Agency
Northampton
Tel: 01604 385034

BTTLR Ltd T/A Connecting Hands
Healthcare Services
Rushden
Tel: 0333 577 4494

Bush & Company Rehabilitation Ltd
Daventry
Tel: 01327 876210

C3 Care Ltd HQ
Banbury
Tel: 01491 220020

Care 4 U Services (Lincs) Ltd
Raunds
Tel: 01933 778170

Care Assure Northampton Ltd
Northampton
Tel: 01604 858429

Care Bureau Domiciliary and Nursing Agency
Kettering, The
Kettering
Tel: 01536 414827

Care Bureau Ltd, The – Domiciliary Care (Northampton)
Northampton
Tel: 01604 950997
Wellingborough
Tel: 01933 510010

Care With Compassion
Corby
Tel: 01536 261179

Care4People Ltd
Northampton
Tel: 07443 489766

Carers Trust North Bucks & Milton Keynes
Wicken
Tel: 01908 260444

Carewise Ltd
Northampton
Tel: 01604 628538

Caroline Cares for You Ltd
Banbury
Tel: 07850 880197

Charis Care
Northampton
Tel: 07861 292182

Cherry Care Services Ltd – Northampton
Northampton
Tel: 01604 420410

Christchurch Court – 2 Christchurch Road
Northampton
Tel: 0844 264 0533

Christchurch Court – 4 Christchurch Road
Northampton
Tel: 0844 264 0533

Concept Care Solutions Northampton
Northampton
Tel: 01604 620610

Consensus Community Support Ltd – 55 Headlands
Kettering
Tel: 01536 417195

Consummate Care Ltd
Kettering
Tel: 01536 484142

Content Care Ltd
Kettering
Tel: 01295 768966

Corby Business Centre
Corby
Tel: 0330 043 0005

Cottage Nursing Home Ltd, The
Wellingborough
Tel: 01933 355111

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

User Bands
MH Mental health

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

Crisis Response Team
Northampton
Tel: 0300 777 0002

Cynosure Health Care Ltd
Northampton
Tel: 07565 876510

DarSarno Care Services
Daventry
Tel: 07951 229937

Deep Heart Care Ltd
Northampton
Tel: 01604 670036

Delos – Pyramid Northampton (Creative Support)
Northampton
Tel: 01604 754485

Delos – Pyramid Wellingborough (Creative Support)
Wellingborough
Tel: 01933 677889

Direct Health (Kettering)
Kettering
Tel: 01536 417041

DMC Signature Care Ltd
Northampton
Tel: 07879 994106

Drydale Avenue, 5
Northampton
Tel: 07592 944463

Dunamis Social Care
Wellingborough
Tel: 01933 227135

Duty of Care 24-7 Ltd
Northampton
Tel: 01604 556000

Eastdale Healthcare Ltd
Kettering
Tel: 01536 233091

Eastlea Care Plus Ltd
Corby
Tel: 01536 674044

Ecton Park Road, 22
Northampton
Tel: 01604 319730

EJC Group
Corby
Tel: 07957 723273

Eliona Healthcare Ltd
Market Harborough
Tel: 0800 043 0605

Elite Care
Northampton
Tel: 01604 879345

Elms, The
Northampton
Tel: 01604 947965

Elyon Healthcare
Northampton
Tel: 01604 600609

English Rose Care – Wellingborough
Wellingborough
Tel: 01933 228888

Enhance Wellbeing Domiciliary Service
Corby
Tel: 01536 219528

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

For more info on the services we provide, visit our website

Contact us today to see how we can Enhance your life.

01536 219 528 - 07450 606 570
info@enhancewellbeinghealthcare.co.uk
www.enhancewellbeinghealthcare.co.uk
Specialists in providing older people with non-medical care in their own homes

Being able to live at home can be one of the most important comforts in an older person's life and because family and friends can't always be there, Home Instead Senior Care is here to help.

Our Caregivers take great pride in helping our clients to lead a more comfortable and confident life. We offer a variety of services tailored to their individual needs, allowing clients to continue living in their own homes for longer.

For us, nothing is more important than providing a convenient and reliable care solution that works for everyone in your family.

From just a couple of hours a day, to full time care, our service is available 24 hours a day, seven days a week.

East Northants: 01933 678775
3 Regent Park, Booth Drive, Wellingborough, Northamptonshire, NN8 6GR

Northampton: 01604 211190
4 Scirocco Close, Moulton Park Office Village, Northampton, NN3 6AP
<table>
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<tr>
<th>Company</th>
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<tr>
<td><strong>Enlightenment Care Services</strong></td>
<td>Kettering</td>
<td>Tel: 01536 526459</td>
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<td><strong>FARJ Services Ltd</strong></td>
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<td>Tel: 01536 601131</td>
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<td>Tel: 01604 967678</td>
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<td><strong>Flamingo Care Services</strong></td>
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<td>Tel: 07809 428407</td>
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<td><strong>Giant Healthcare Corby</strong></td>
<td>Corby</td>
<td>Tel: 01536 746543</td>
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<tr>
<td><strong>Gogomadu Cares</strong></td>
<td>Burton Latimer</td>
<td>Tel: 07928 667381</td>
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<tr>
<td><strong>Grangefield Homecare</strong></td>
<td>Northampton</td>
<td>Tel: 01604 810137</td>
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<td><strong>Greenhill Support Ltd – Northamptonshire Office</strong></td>
<td>Wellingborough</td>
<td>Tel: 01933 375029</td>
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<tr>
<td><strong>Hallmark Supported Living</strong></td>
<td>Northampton</td>
<td>Tel: 07804 831711</td>
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<td><strong>Harcourt Way</strong></td>
<td>Northampton</td>
<td>Tel: 01604 660663</td>
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<td><strong>Harlestone Home Care</strong></td>
<td>Northampton</td>
<td>Tel: 01604 419600</td>
</tr>
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<td><strong>Harmony HomeCare Ltd – 164 Birchfield Road East</strong></td>
<td>Northampton</td>
<td>Tel: 01604 711009</td>
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<td><strong>Harvlightcare Services Ltd</strong></td>
<td>Wellingborough</td>
<td>Tel: 01933 654244</td>
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<td><strong>Helping Hands Homecare Services</strong></td>
<td>Northampton</td>
<td>Tel: 01604 632040</td>
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<td><strong>Hollyhocks, The</strong></td>
<td>Northampton</td>
<td>Tel: 01327 349752</td>
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<td><strong>Holmby Home Care</strong></td>
<td>Northampton</td>
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<td><strong>Home Instead East Northants</strong></td>
<td>Wellingborough</td>
<td>Tel: 01933 678775</td>
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<td><strong>Home Instead Senior Care – Milton Keynes</strong></td>
<td>Milton Keynes</td>
<td>Tel: 01908 774333</td>
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<td><strong>Home Instead Senior Care – Northampton</strong></td>
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<td>Tel: 01604 211190</td>
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**Enlightenment Care Services**

“Your peace of mind is our priority”

We specialise in supporting and caring for people with physical and/or mental health needs through a wide range of services which include medication, domestic support and social company designed to suit individual circumstances.

**Enlightenment Care Services**

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

<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
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<td>OP</td>
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<td>D</td>
<td>Dementia</td>
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<td>PD</td>
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<td>Learning disability, autism</td>
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<td>SI</td>
<td>Sensory impairment</td>
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<td>Younger adults</td>
</tr>
<tr>
<td>AD</td>
<td>People who misuse alcohol or drugs</td>
</tr>
</tbody>
</table>
Support 4 Independence Ltd

01604 903287
07828 525071
craig.atkin@s4i.me.uk
www.s4i.me.uk
1 Marchwood Close
Northampton
NN3 8PP

At Support 4 Independence Ltd, we have been supporting individuals from the age of 11 and over with learning disabilities, mental health and acquired brain injury since 2009.

We offer 4 bed supported living, where we can support our clients to gain, and then maintain their independence. We also work to support people in the community and their own homes to meet their needs.

COMMUNITY SUPPORT

We build our support around the individual and work to your needs

A chance to join our mixed ability streetdance crew, allowing you to build confidence and coordination

A day opportunity where you can learn new skills, make new friends with a day designed around YOU

The Workshop

NNCA

Your Care, Your Home, Your Choice

Here at NNCA we offer a variety of services to suit your needs, we can tailor your package to suit your lifestyle.

Our services include:
- Personal Care
- Support with Medication
- Meal Preparation
- Laundry
- Companionship
- Days Out
- General day to day requirements

NNCA have a wide range of staff to help look after all ages from children through young adults to the elderly and frail.

All our Staff are criminal record checked and are trained professional care givers.

Unit 7 Ross Road, Weedon Road Industrial Estate, Northampton, NN5 5AX
01604 621030 | info@nnca.co.uk
www.nnca.co.uk

Personalized Homecare Ltd

There’s no place like home

Personalized Homecare Ltd is a family owned and managed in-home care service in Northampton, providing a dedicated and carefully chosen team of carers who promote independence through support for those wishing to remain in their own homes.

Please contact Liz McHugh on 01604 891135 or email info@personalizedhomecare.co.uk
www.personalizedhomecare.co.uk

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

<table>
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<tr>
<th>Service Provider</th>
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<td>Northampton</td>
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<td><strong>Hylton Care</strong></td>
<td>Northampton</td>
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<td><strong>Imperial Court</strong></td>
<td>Rushden</td>
<td>Tel: 01933 315116</td>
<td>OP D PD YA</td>
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<td><strong>Integral Care Solutions Ltd</strong></td>
<td>Northampton</td>
<td>Tel: 01604 600045</td>
<td>OP D PD LDA MH SI YA</td>
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<tr>
<td><strong>JAAN Services</strong></td>
<td>Corby</td>
<td>Tel: 01536 461102</td>
<td>OP D PD LDA MH SI YA</td>
</tr>
<tr>
<td><strong>K.C. Carers Ltd</strong></td>
<td>Daventry</td>
<td>Tel: 01327 226313</td>
<td>OP D PD SI YA</td>
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<td><strong>Live N Care Ltd</strong></td>
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<td><strong>LivingstoneCare Service – ZONE 1</strong></td>
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<td>Tel: 07985 953488</td>
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<tr>
<td><strong>Loving Angels Care (Northampton)</strong></td>
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<td>Tel: 0333 355 3126</td>
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<tr>
<td><strong>Marchwood Close (Support 4 Independence Ltd)</strong></td>
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<td>Tel: 01604 903287</td>
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**Service** | **User Bands**
--- | ---
OP | Older people (65+)
D | Dementia
PD | Physical disability
LDA | Learning disability, autism
MH | Mental health
SI | Sensory impairment
YA | Younger adults
AD | People who misuse alcohol or drugs

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care.
Can we help provide care for you?

We provide **reliable**, **experienced** and **highly skilled** care and support workers

- All our care staff have DBS clearance
- Assistance with personal care; bathing, showering and shaving
- We can ensure prompt assistance for medication
- Light domestic tasks can be undertaken
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For more details ring Karen on:

**01604 635 090 or 07969 689 935**

1 Notre Dame Mews, Northampton, NN1 2BG  karen@nortonnurses.co.uk

**www.nortonnurses.co.uk**

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Our aim is to ensure the care you receive is professional and responsible

Northamptonshire’s fastest growing Care and Support Agency
<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Location</th>
<th>Contact Details</th>
<th>User Bands</th>
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<td>Mega Resources Nursing &amp; Care – Head Office (Northamptonshire)</td>
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<tr>
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<td>Dallington</td>
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<td>Phoenix Professional Home Care</td>
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<td>Precious Hope Health and Home Care</td>
<td>Northampton</td>
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Visit www.carechoices.co.uk for further assistance with your search for care.
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<th>Service</th>
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<th>Premium Care Solutions Ltd</th>
<th>Prestige Nursing Northampton</th>
<th>Primecare – Primary Care – Northampton</th>
<th>PRS Care</th>
<th>Rapid Response &amp; Support Ltd</th>
<th>Red Brick Care</th>
<th>Regional Home from Home – 10 Hedgerow Lane</th>
<th>Richmond Village Northampton DCA</th>
<th>Roses Healthcare</th>
<th>Sanctuary Office, The</th>
<th>Select Care</th>
<th>Selikem Care Options</th>
<th>Serve</th>
<th>Shivas Home-Care</th>
<th>Sincerity Health Care Ltd</th>
<th>Selden Hill House</th>
<th>Specialist Home Care Service for Older People North and South</th>
<th>Specialist Support Services for Younger Adults with Disabilities North</th>
<th>Specialist Support Services for Younger Adults with Disabilities South</th>
<th>SPOT-ON Healthcare</th>
<th>St Crispin Village</th>
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### Home care providers continued

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<td>Swale Drive</td>
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<td>07548 382517</td>
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<td>T. How Homely Ltd</td>
<td>Banbury</td>
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<td>Toller House</td>
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<td>0203 711 1607</td>
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<td>UPSO Healthcare</td>
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<td>Velvet Glove Care Ltd</td>
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<td>01832 785280</td>
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<td>Vogue Future Living Ltd</td>
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<td>Woodbridge Family Centre, The</td>
<td>Northampton</td>
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<td>Xtra Healthcare Ltd</td>
<td>– Head Office</td>
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<td>Young Hearts Care</td>
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<td>01604 712192</td>
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<td>YA Younger adults</td>
<td>AD People who misuse alcohol or drugs</td>
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Health and wellbeing

Research suggests that there are key actions we can take to maintain our physical health and mental wellbeing as we grow older.

By making a few small changes to the way we live, we can make big changes to our own health, and this can have a beneficial impact on the wellbeing of our family members and those we care for. The following are the key ways to maintain our physical health and mental wellbeing.

First for Wellbeing

First for Wellbeing is the delivery arm of Public Health Northamptonshire, leading on programmes with a focus on preventing the onset of disease. First for Wellbeing offer a range of services listed below.

The Supporting Independence Programme (SIP)
Public Health’s new Supporting Independence Programme has welcomed its first 100 customers following a soft launch in October 2018.

The programme provides up to 12 weeks of one-to-one support for people living with mild frailty, those who may have slowed a little, are feeling less confident getting around or need someone to provide help on a regular basis.

Advisors work with customers to identify and address the factors contributing to their frailty. This could be supporting them to increase their levels of physical activity, helping them to access medication reviews or providing emotional or nutritional support and advice. Support can be face-to-face or over the phone depending on the preference of the customer.

With our delicious frozen meals and desserts by award-winning chefs and delivered free by your local team, you’ve more time to enjoy the things you love.

For your free brochure call your local office on 01536 420505 or visit wiltshirefarmfoods.com

SAVOUR EVERY MOMENT

OVER 300 DELICIOUS DISHES
FREE FRIENDLY DELIVERY
TRUSTED LOCAL SERVICE
Referrals to the programme are possible from multiple sources and all adults living in Northamptonshire with mild frailty are eligible whatever their age. The programme was fully launched on April 1st, 2019.

For more information please contact Mary Hall (maryhall@northamptonshire.gov.uk), Sarah Ward (Sarah.Ward@firstforwellbeing.co.uk) or call 01604 365447.

Falls Prevention
Each year, around one in three people over the age of 65 has a fall, resulting in significant injury. Falls are not an inevitable part of growing older and admitting to falling will not mean any loss of independence.

There are lots of things you can do to help reduce the risk of falling. This includes speaking to your pharmacist about the medicines you are taking, making simple changes to the home environment, and doing exercises to improve strength and balance.

For advice about reducing the risk of falls visit www.northamptonshire.gov.uk/falls

Specialist assessment and advice is available from a specialist Falls Prevention service to those people who have a high fear of falling or a history of having falls. The Northamptonshire Falls Prevention Service is open to anyone who lives in the county and is made up of a multi-disciplinary team of specialist falls practitioners (including nurses, occupational therapists and physiotherapists, a senior doctor and a podiatrist).

Referrals can be made via Northamptonshire County Council Customer Service Centre or the Supporting Independence Programme. Call 01604 365447.

Local Get Up and Go strength and balance exercise sessions are also available. Visit www.northamptonshiresport.org/find-a-club/otago-northamptonshire

NHS Healthchecks
If you are aged between 40 and 74 years old, you may be offered a free NHS Health Check. Your free NHS Health Check will find out if you are at risk from some health problems, tell you how to look after your health and help you change things in your life to make your health better in the future.

As we get older there is more chance that we will have problems with our health. Some of the most common problems are strokes, heart attacks, high blood pressure, kidney disease and diabetes. A free NHS Health Check will tell you how to give yourself the best chance of avoiding these problems.

The healthcare professional completing the check will test to see how likely you are to get heart disease, type 2 diabetes, kidney disease or a stroke. The appointment will take about 20 to 30 minutes.

The NHS Health Check helps to find out about possible problems early. If you find out about possible problems early, it is easier to stay healthy. If you have a history of heart problems, strokes, type 2 diabetes or kidney problems in your family, you may be more at risk. If you do something now, it could enable you to make better life choices. Even if you are feeling well, it is worth having your NHS Health Check now to improve your chances of avoiding these health problems in the future.

If you would like help with your weight, doing more exercise or to stop smoking, the medical professional will help you. They may also give you medicine to help you depending on your results.

We will ask everyone between the ages of 40 and 74 who does not have one of the conditions mentioned above, to come back for a check every five years.

Drug and Alcohol Support – STAR
If you are concerned about your own or someone else’s drinking or drug use, you can contact STAR.

It’s free and confidential, just call 0808 169 8512 between 9.00am and 4.30pm, Monday to Friday.

STAR, which stands for Support, Treatment, Advice, Recovery is a new partnership between
the following local drug and alcohol services:

- **Aquarius**: offering training on drugs and alcohol to professionals, as well as support for people with gambling difficulties.

- **The Bridge**: peer support project for people who want support to control, reduce or cease their drug/alcohol use.

- **Family Support Link**: work to reduce the physical, psychological and emotional harm caused to families living with, or caring for someone who is addicted to drugs/alcohol.

- **Northamptonshire Domestic Abuse Services**: dedicated to supporting and helping the victims of domestic abuse.

- **NGAGE with Aquarius**: an early intervention drug and alcohol service for young people aged 10-18.

- **Substance to solution**: recovery focused support and treatment for drugs and alcohol.

If you call STAR, your call will be answered by a specially-trained member of staff. They understand the difficulties drug and alcohol misuse can cause and can help you access the right support from different drug and alcohol support agencies.

**Stop Smoking**

You are four times more likely to give up smoking with professional support, compared to doing it alone.

Giving up smoking is the most beneficial thing you can do to improve your health. Within just one year of quitting, you can half the risk of heart disease.

Get in touch to find out more or book an appointment today to start your journey to a better, healthier life. Call **0300 126 5700**.

**Useful websites**

**Health and wellbeing**

Comprehensive advice and information about staying well.

Web: [www.nhs.uk/oneyou](http://www.nhs.uk/oneyou)

**Healthy eating**

Web: [www.nhs.uk/LiveWell/healthy-eating](http://www.nhs.uk/LiveWell/healthy-eating)

**Healthy weight**

Change4life

Web: [www.nhs.uk/change4life](http://www.nhs.uk/change4life)

**Physical activity**

Northamptonshire Sport – Get Active

Web: [www.northamptonshiresport.org/get-active](http://www.northamptonshiresport.org/get-active)

**Walk4life**

Web: [www.walk4life.info](http://www.walk4life.info)

**Walking for health**

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

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**Housing options to consider**

At some point in our lives, many of us will face the prospect of no longer being able to cope on our own at home.

This section lists housing options that you might like to consider if you need to move out of your home, but you do not require residential care.

**Assisted Living, Extra Care and Very Sheltered Housing**

Assisted Living and Extra Care are housing-based services, which allow you to own or rent your own home and access care and support services based on-site. Schemes may provide:

- rented, shared ownership or leasehold tenancy;

- a dedicated staff team to provide services at a level appropriate to the needs of all tenants with maximum flexibility;

- up to 24-hour care provision, 365 days a year for those who need it;

- a philosophy to enable and maintain independence including a commitment to supporting continued quality of life and personal development of tenants;
• activities and social events for residents;
• premises that support independence through high standards of accessibility both in communal areas and in individual flats; and
• specialised facilities such as assisted bathing, dining facilities, office and staff accommodation.

There is usually an allocation process to access this type of housing. Again, this varies from scheme to scheme, but this process ensures that all successful applicants have been assessed as having a housing-related need by the local district or borough council.

Very Sheltered Housing schemes provide support through housing managers, domiciliary care services and emergency alarm systems, however, care and support is not available around the clock in the same manner as in Assisted Living.

There are various Assisted Living, Extra Care and Very Sheltered Housing schemes (beginning below) across Northamptonshire; they provide a quality service and meet the criteria detailed above.

For rented properties, a housing application must be made through the local district or borough council. For shared ownership and private purchase properties, applications can be made direct to the landlord.

Assisted Living and Very Sheltered Housing schemes in Northamptonshire

Autumn Assisted Living Manor House
58-60 Main Street, Middleton,
Market Harborough,
Leicestershire LE16 8YU
Tel: 01536 771722

Candleford Court
Candleford Close,
Springfield Way,
Brackley NN13 6JW
Tel: 01280 843905

Eleonore House
Buttermere Close,
Eastfield Estate,
Northampton NN3 2BG
Tel: 01604 785848

King Richard Court
Wootton Brook Close, East Hunsbury,
Northampton NN4 0XU
Tel: 0800 389 9384

Leeson Court
Leeson Road, Hicks Road,
Towcester NN12 6HS
Tel: 01327 352467

Richmond Northampton
Bridge Meadow Way, Grange Park,
Northampton NN4 5EB
Tel: 0845 607 6405

Simon de Senlis
Robert Street, Northampton NN1 3AE
Tel: 01604 233434

Spring Gardens
Oxford Close, Daventry,
Northampton NN11 4XY
Tel: 01327 879808

St Rumbolds Court
Buckingham Road, Brackley NN13 7BF
Tel: 0800 919 132

Swan Gardens
School Place, Corby NN18 0JY
Tel: 01536 408839

Townsend Court
58 High Street South,
Rushden NN10 0FR
Tel: 0800 919 132
**Extra Care Housing schemes in Northamptonshire**

**Balmoral Place**  
Balmoral Road, Northampton NN2 6JY  
Tel: **0370 191 0000**

**Foxfields**  
High Street, Upton, Northampton, Northamptonshire NN5 4DJ  
Tel: **0370 192 4000**

**Imperial Court**  
Duck Street, Rushden NN10 9AF  
Tel: **01933 315116**

**Langdale Court**  
Windermere Drive, Wellingborough NN8 3XA  
Tel: **01933 679345**

**Rosewood Court**  
1 Irthingborough Road, Wellingborough NN8 1LQ  
Tel: **01933 222828**

**St Crispin Village**  
St Crispin Drive, Duston, Northampton NN5 4BL  
Tel: **01604 502000**

**Sunley Court**  
Pipers Hill Road, Kettering NN15 7RJ  
Tel: **01536 522677**

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**Care villages**

An increasingly popular option of care and support is the care village.

These represent a more recent development in retirement living. Here, people can make a choice between independent living, Assisted Living and 24-hour nursing care. There are care staff on-site 24-hours a day.

Most care villages have three different forms of accommodation:

- The apartments offer a more independent lifestyle and are designed to make life as easy and enjoyable as possible but with the reassurance that, should you require care, it is always available.

- Assisted Living or Extra Care models exist within smaller, specially-adapted one- or two-bedroom apartments, offering a real alternative to a single bedroom in a care home. They offer an independent lifestyle backed up with all the support and care required, along with a serviced package which includes all food, cleaning and laundry.

- The third form of accommodation and support is offered within a care home with nursing at the heart of the village.

Care villages also offer wide-ranging on-site facilities which can include a café, restaurant, sitting rooms, a hairdressing salon, landscaped gardens and a bowling green. Some even have a swimming pool and spa as well as a daily activity programme and day trips.
Care homes

All care providers in the country must be registered with the Care Quality Commission (CQC). All services are inspected and rated by the CQC, which reports on its findings. These inspection reports are available from the care service or the CQC website (visit [www.cqc.org.uk](http://www.cqc.org.uk)). See page 51 for more information on the CQC.

Listings of care homes and care homes with nursing begin on page 60.

**Types of care home**

**Care homes**

If you are unable to manage at home despite having support and you need much higher levels of security and care, a care home offering personal care (as opposed to a care home with nursing) may be the best option. Personal care includes bathing, feeding, dressing and help with moving about. Listings of care homes in the county begin on page 60.

**Care homes with nursing**

If your care needs mean that you need 24-hour access to qualified nursing support, then a care home with nursing may be an appropriate option. If a care home providing nursing care is the best solution for you, during your assessment the social worker will give you information to help you find a home which meets your care requirements.

The cost of the nursing care part of your fees is paid by the NHS to the home directly, the current amount is £165.56 per week; this is reviewed every April.

For information on paying for care, see page 40.

**NHS Continuing Healthcare and NHS-funded Nursing Care**

According to the NHS, NHS Continuing Healthcare is the name given to a package of care that is arranged and funded solely by the NHS for individuals who are not in hospital but have complex ongoing healthcare needs.

NHS-funded Nursing Care is care provided by a registered nurse, paid for by the NHS, for people who live in a care home with nursing.

NHS Corby and NHS Nene Clinical Commissioning Groups are responsible for assessing eligibility for NHS Continuing Healthcare and NHS-funded Nursing Care and ensuring that the national eligibility criteria are used consistently.

They will identify, arrange and fund all the services required to meet your needs:

- if you are registered with a GP in Northamptonshire;
- if you are assessed as eligible for NHS Continuing Healthcare; or
- for the healthcare part of a joint package of care.

NHS Corby and NHS Nene Clinical Commissioning Groups can provide more information on NHS Continuing Healthcare and NHS-funded Nursing Care, the eligibility criteria and assessment process.
Avery Healthcare is a leading and award winning national care provider that has a range of care homes throughout the county for residential and dementia care. A standards based approach ensures modern, purpose built buildings finished to high specifications, restaurant style dining and service, the very best in care from professionally trained staff, and a sector leading Well-being and Activities Programme that supports independence and a fulfilling life.

For the best in Northamptonshire, look no further.

Spencer House
Northampton
T. 01604 553 843

Cliftonville
Northampton
T. 01604 553 841

Dukes Court
Wellingborough
T. 01933 589043

Ashurst Mews
Moulton
T. 01604 553 840

Glenmoor House
Corby
T. 01536 629 730

Seagrave House
Corby
T. 01536 629 198

See all of our homes on Facebook or Search ‘Avery Northamptonshire’
Care homes checklist

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

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

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

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

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

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

*See page 51.
Paying for care

The financial assessment process

For us to assess and invoice you for any financial contribution towards the cost of your support, we first need you to provide us with details of your financial circumstances.

A member of the Financial Assessment Team will contact you to obtain these details. We will aim to complete the financial assessment before your care funding begins, where possible, so that you know how much you need to contribute before your services begin.

If you are assessed as needing to pay a financial contribution to the council, a Direct Debit Mandate Form will require completion as this is the preferred method of payment. The financial assessment will be completed with you either over the telephone or we can visit you at your home, when necessary.

If we can’t complete your financial assessment before your care and support begins, we will ask you to contribute a provisional charge until your financial assessment has been completed and your contribution has been calculated. Any difference between the provisional charge and your assessed contribution will be back-dated to the date that your care and support started. Further details of the provisional charge will be provided at your social care assessment. If, however, you fail to provide us with the information required to complete the financial assessment within 21 days of the first request, you will be charged the full cost of the services that we are providing.

Remember, help is available with your financial assessment and our Financial Assessment Team is available to support you.

During the financial assessment process, we will check to see if you are receiving all the benefits you are entitled to. If we identify that you are able to claim any State Benefits, we will provide you with advice on how to make a claim. Alternatively, one of our dedicated Welfare Benefits Advisers can offer you support with any claims.

Charging rules and regulations

If your income, savings and investments (capital) are more than £23,250 you will need to pay for your own care services. If you own a property, the value will be taken into account if you are assessed as eligible for residential care, including nursing care. See below for more information on when your property is taken into consideration and any exceptions.

If your capital and savings fall below £23,250 you can apply to us for help towards paying the cost of your care services. You should let us know well in advance if your capital and savings are likely to fall below £23,250.

If you have under £23,250 in capital and savings, the council may make a contribution to the cost of your care services if:

- you have been assessed as being eligible for support from the council; and
- you have had a full financial assessment from the council, and you have been advised you do not need to pay for the full cost of your care.

Contributions towards your care and support

Your assessment takes into account your capital (which may include your property, see below for more information) income, savings, benefits and occupational pension(s).

If you have capital between £14,250 and £23,250, there is a tariff of £1 for every £250 (or part of £250) you have between these two figures.

These figures may change over the lifetime of this Directory, please check with Adult Social Care for the latest information.
Council funding towards residential care

Each year, we agree a maximum amount that will normally be paid for a place in a care home. This is known as the ‘Expected to Pay Rate’ (EPR). If you are eligible for a contribution to your care and support from us, your social worker will advise you of the figure that we are prepared to pay for your residential care.

If you wish to choose a care home that is more expensive than we are prepared to pay, then a relative or interested party may need to pay the difference. This is known as a third party agreement. The third party will need to pay this contribution out of their own income, savings or capital as you will be required to make your own contribution from your resources. These are two separate financial contributions. Please be aware that any person wishing to make a third party contribution will undergo a separate financial assessment. This third party financial assessment must be completed before we can agree to fund your placement.

Asset deprivation
If we feel that you have deliberately deprived yourself of capital or savings in order to reduce the amount you pay for your care, for example, if you give away money or assets to a family member in order to reduce your capital, we may treat you as if you still possess the asset for the purpose of charging. This is known as notional capital.

Our Financial Assessment Team will undertake an investigation in order to determine whether deprivation of assets has occurred. This may include land registry searches and requesting copies of bank statements. If we determine that you have deliberately deprived yourself of assets to reduce the amount you will have to pay for your care, a letter will be sent to you explaining the reasons why we have come to this conclusion. We will then decide whether to continue funding your care.

If we decide to continue to fund your care, you will be charged the full cost of your care unless you have transferred assets into the name of another person, in which case, the beneficiary of any transfer will be liable for the difference between your assessed contribution and the full cost of the care. The beneficiary will receive separate invoices every four weeks for the element of the care that they are liable for until the assets have sufficiently reduced so that you qualify for financial support from us.

Assessing the value of your home
We will consider the value of your home as a capital asset if you are moving into residential care. However, in the circumstances below, the value of your property will not be included when calculating your charges, even if your stay in a care home or care home with nursing is permanent.

The value of your property is ignored if, for example:

- your spouse/partner continues to live in the property;
- a close relative or a member of the family for whom you are responsible is living in the property and they are:
  - aged 60 years or over; or
  - aged 16 years or under, and are a child you are responsible for; or
- if a person remaining in your property has a disability and has proof of benefit entitlement or medical evidence due to their incapacity.

Self-funding your care

If you do not meet our eligibility criteria and you have capital over the threshold you will have to fund all of your care and support.

Currently, the capital threshold is £23,250 although this figure may change over the lifetime of this Directory. If your capital is nearing £23,250, please contact the Customer Service Centre for assistance one or two months before your capital reaches the threshold. Call on 0300 126 1000.
Deferred Payment Agreements

If you own a property and do not wish to sell it, and you want to reside in a care home without the financial support of the local authority, you may be able to maximise your income so that you do not need financial support from us. For example, renting out your property may enable you to meet the cost of your care home.

Alternatively, you may be eligible for a Deferred Payment Agreement.

A Deferred Payment is essentially a loan against the value of your property. The Care Act 2014 established a universal Deferred Payment Agreement, which means that people may not need to sell their home in their lifetime to pay for the costs of care.

All councils in England are required to consider a Deferred Payment for eligible people who live in a care home or care home with nursing, own a property and have other assets below a certain amount. They must also have been assessed as having care needs that require residential care.

A Deferred Payment can only be considered upon certain criteria being met. If you are eligible for a Deferred Payment, you will have to sign a contract with us agreeing to the loan conditions, so it is important to seek independent financial or legal advice if you wish to enter a Deferred Payment Agreement.

If you are accepted into a Deferred Payment Agreement, you will receive the agreement in writing. Please note that you will be expected to make an assessed contribution based on your income and savings throughout the duration of the Deferred Payment Agreement.

During the time of the Deferred Payment Agreement, interest will be charged, and administration fees will apply.

For further information, please visit www.northamptonshire.gov.uk/payingforcare

Contributions towards non-residential care and support

If you receive home care, you will be financially assessed in the same way as for residential care (see pages 40-41). We will follow Government guidance when deciding which sources of capital and income we will take into account, and also when calculating any allowances you may receive as a result of disability. Your house will not be included as part of your capital if you are to remain living there. If you are in receipt of a disability benefit, you will have an allowance made for expenses linked to your ill health or disability.

Only once these allowances have been deducted from your available income will we calculate what you are required to contribute towards the cost of care. We will always ensure that you are left with enough income to maintain your quality of life, based on Government guidance.

Debt recovery

Any customers who refuse to pay for their services, will be referred to the Debt Recovery Team. The Recovery Officers follow a process for recovering all monies owed to Northamptonshire County Council, as we have a duty to ensure the public funds are spent in a fair and equitable manner.

If the Debt Recovery Team is unable to recover any monies owed, the case will immediately be referred to Adult Social Care Lawyers and Enforcement Agencies for collection.
Frequently asked questions about charging

Do I have to pay for my services?
Yes, in most instances you will have to pay something towards the cost of the services provided to you.

My care manager says my care is fully-funded. Do I still have to pay?
Yes, you do. This means we will pay the provider the whole cost of the service you are receiving, but you will still need to pay your assessed contribution towards this. We will send you regular invoices for the amount you have been assessed to pay; you will not be required to pay the provider directly.

When will I be told how much I have to pay?
Normally, before your service starts, we will ask you for information about your financial circumstances – we will complete an assessment by telephone appointment, or on request, the Financial Assessment Team may visit you to complete your financial assessment. As soon as we have all the information needed, we will carry out a financial assessment and give you written details of exactly how much you are being asked to pay. We will indicate any benefits you may be entitled to when we have completed a welfare benefit check and can assist with the application for any additional benefits you may be entitled to.

What happens if I don’t get the benefits from the Department for Work and Pensions (DWP) that you say I should pay towards my weekly charge?
In the first instance, you will need to make a claim to the DWP for the benefits we have indicated you are entitled to. If you are unsuccessful in your claim for any of these benefits, please contact the helpline on 0300 126 3001 – option 1, and they will be able to advise you. You will need to provide them with a copy of the letter from the DWP.

Will the weekly contributions change?
The amount you pay may change due to changes in the law; changes in your financial circumstances, e.g. benefit increases, or changes in the amount charged by the provider. We usually review your charges each year, but you can request a review at any time if your financial circumstances change.

Can I give my money to members of my family?
Reasonable gifts to family members in line with previously established custom and practice, for instance birthday or wedding gifts, can still be made. However, capital or assets transferred with the intention of reducing or avoiding the need for you to pay for care will be taken into account during the financial assessment. See page 41 for more information on deprivation of assets.

If I have to go into permanent care and I own my own home, do I have to sell it?
If you meet our eligibility criteria and your capital (not including your house) is below the £23,250 limit, we will not consider the value of your house as part of your assessment for the first twelve weeks of your residential care (exceptions apply). This is to give you time to decide how you want to pay for the full cost from week 13, for example, you may want to discuss with us the Deferred Payment Agreement. See page 42 for more information. Please note, you will still have to pay an assessed contribution during the initial 12-week period.

What is the Personal Expense Allowance?
This is the amount the Government says you are allowed to keep from your pension to spend on your own personal needs if you are in residential care. We do not take this into account when working out how much you have to pay for your care.

Specialist care

Sensory loss – hearing or sight
During our lifetime, we can experience various degrees of sensory loss: hearing, eyesight, smell or taste. The two most common sensory deprivations are loss of sight and hearing.

Some people have sight or hearing loss from a very early age, for others it can be a slow decrease of the senses due to illness, an accident or ageing. Whatever the reason, it can be difficult to adjust to
the changes. Anyone with a sensory loss can feel disconnected to the world, isolated and struggle with communication. This can lead to a loss of independence which then affects their confidence, especially as the senses decrease.

Levels of sensory loss vary from person to person and will range from mild to profound. Identifying individual needs is crucial in ensuring that this impairment is recognised.

An assessment can be carried out by a Visual Impairment Rehabilitation Officer or a Sensory Services worker or from a specialist agency or charity. The assessment can identify a wide range of needs and inform you of what services are available to help.

Visual Impairment Team
Olympus Care Services provides a Visual Impairment Rehabilitation Service, free of charge, to people in Northamptonshire who have experienced sight loss. The Visual Impairment Officers enable customers to improve their independence and safety at home by providing access to a wide range of sensory equipment and assistive technology. Officers can provide:

- specialist equipment to help people with sight loss;
- mobility training and daily living skills training for people who are blind or partially sighted; and
- registration, advice and guidance for people who are diagnosed with a visual impairment.

The team works closely with you to manage risks to health and safety in the home environment, finding new ways that everyday activities can be confidently and independently completed.

For more information or to request the rehabilitation service, please contact the Customer Service Centre on 0300 126 1000 or email customerservices@northamptonshire.gov.uk

Northamptonshire Association for the Blind (NAB)
As Northamptonshire’s only local sight loss charity, NAB provides advice, support and products to help improve the lives of visually impaired people. It does this through empathy, experience and expertise. NAB has helped thousands of adults and children overcome the challenges of sight loss. If you, a loved one or friend need support, please get in touch.

37 Harborough Road, Northampton NN2 7BB
Helpline: 01604 719193, Monday to Friday, 9.00am to 5.00pm.
Email: helpline@nab.org.uk
Web: www.nab.org.uk
Twitter: @nab_northants
Facebook: @nabnorthants
Instagram: @local_sight_loss

Deafconnect
If you are Deaf and hard of hearing at any age, Deafconnect will support you to be independent and a fully-included member of your community.

Spencer Dallington Community Centre,
Tintern Avenue, Northampton NN5 7BZ
Tel: 01604 589011
Email: general@deafconnect.org.uk
Web: www.deafconnect.org.uk

Learning disability
Adult Social Care can help guide you to support and services for people with learning or disabilities and their families.

Any services or support you may be eligible for will depend on the outcome of your needs assessment, described on page 5. Services could include:

- assessment and reassessments;
- help to live at home – this may be called personal care and support or classed as supported living;
- day services – this includes day centres and help to find jobs;
- short breaks services, sometimes called respite care;
- adult placements;
- care homes;
- advocacy, information and advice; and
- transport.

This includes support to help adults with a learning
disability to be included in their local community and to make choices about the opportunities they wish to experience. This may be support to find a work placement, paid employment, a volunteering opportunity, to access leisure activities or to learn new things at college or through adult learning courses.

**Short breaks services**

Sometimes called respite care, these services offer short breaks and support staff are there to help you and to provide a short break for informal carers. They help you to be as independent as possible and to provide quality care and support when it is required.

**Shared Lives**

Shared Lives is a countywide service that supports people aged 16 and over to live as part of a family in the community either on a long-term basis or for a short break. Shared Lives Carers are fully trained and supported within their homes to provide a range of support to adults who need a stable environment to gain confidence and independence. Shared Lives is registered with CQC and has been rated ‘Outstanding’ in Northamptonshire in its last two inspections. If you would like more information about the service or would like to become a Shared Lives Carer, email customerservices@northamptonshire.gov.uk

**Supported living**

Supporting people with a learning disability to live independently within their community, either on an individual basis in self-contained flats or in shared accommodation.

For further information, visit www.northamptonshire.gov.uk/adultsocialcare or contact the Customer Service Centre, One Angel Square, 4 Angel Street, Northampton NN1 1ED • Tel: 0300 126 1000 Email: adultcarencc@northamptonshire.gcsx.gov.uk

**Brain injury**

Brain injury (BI) is caused by a trauma to the head (head injury) or as a result of a physical illness. There are many possible causes, including road traffic accidents, assaults, falls and accidents at home or at work, as well as brain haemorrhage and cardiac arrest (causing lack of oxygen to the brain).

Many brain injuries are minor, causing temporary symptoms such as concussion. However, sometimes the injury is more serious and causes longer lasting symptoms. Sometimes the individual has cognitive problems such as headaches, difficulty thinking, memory issues, attention deficits, mood swings and frustration. These injuries can be overlooked. Even though this type of BI is called ‘mild’, the effect on the family and the injured person can be significant.

A more severe brain injury may result in the person losing consciousness for more than 30 minutes and memory loss after the injury of longer than 24-hours. A person may be affected physically with loss of movement in limbs, or loss of the ability to speak.

Several different types of specialist service cater for people with a brain injury. Rehabilitation can help the person and their family to work towards recovery. Individuals with a brain injury may also be eligible for support from Adult Social Care.

Any services or support you may be eligible for will depend on the outcome of your needs assessment, described on page 5. Services could include:

- assessment and reassessment;
- help to live at home – this may be called personal care and support or classed as supported living;
- day services or Community Opportunities (including support to find employment/ volunteering opportunities;
- short breaks services, sometimes called respite care;
- care homes;
- advocacy, information and advice; and
- transport.

To make a referral/request an assessment from Adult Social Care, telephone the Customer Service Centre on 0300 126 1000.
Mental health

If you are worried about your mental health, the usual starting point for advice is your GP, who should be able to identify the appropriate level of response. They may suggest some form of self-help using local resources with or without some medication. GPs also have access to a wide range of counselling and advice programmes that they may refer you to.

If your concerns appear more serious, they may refer you to a specialist mental health service. We work in partnership with both Primary Care and more specialist mental health services provided by the NHS to ensure that both health and social care needs are responded to.

To make a referral to Adult Social Care Mental Health Services, telephone the Customer Service Centre on 0300 126 1000.

In some circumstances, it may become necessary to consider providing an individual with mental health care and support by admitting them, against their own choice, to a specialist hospital under the Mental Health Act.

This option should only be considered when all other means of providing care and support have been tried and been unsuccessful.

If a Mental Health Act assessment is necessary, the referral will usually be made by a health or social care worker – for example a GP. However, a Nearest Relative has the right to request that an assessment under the Act be considered by an Approved Mental Health Professional. The teams responsible for this can be reached on 0300 126 1017 (Monday to Friday, 9.00am to 9.00pm) or 01604 626938 (all other times).

The Mental Capacity Act

The Act covers England and Wales and provides a statutory framework for anyone aged 16 and over who lacks capacity to make decisions for themselves, or who have capacity but want to make preparations for a time when they may lack capacity in the future. It sets out who can take decisions, in which situations, and how to do it.

Independent Mental Capacity Advocate (IMCA)

An IMCA will help you if you have no family or friends who are able to represent you and you are assessed as lacking capacity to make certain choices. They will help you when important decisions have to be made involving health services.
and local authority services, i.e. Adult Social Care or housing departments. If support is needed in making certain key decisions, call 01604 592702 or email tvn@voiceability.org

**Lasting Power of Attorney (LPA)**
This is a legal document where you can say in writing who you would like to make certain decisions for you. The document can cover decisions about your finances and/or healthcare. However, you can only make this document legal if you are able to understand what it means. If you are interested in an LPA, you should speak to a solicitor.

Please note, if you have already made an Enduring Power of Attorney (EPA), it is still valid, even if it has not yet been registered, unless you decide to replace this with an LPA. EPAs and LPAs are defined in ‘Help with managing your money’ available at www.publicguardian.gov.uk

**A Deputy**
The Court of Protection may make someone your Deputy. The Deputy can make certain decisions for you if you cannot decide everything yourself. A Deputy must act in your best interest and will only be appointed where it is appropriate for your needs. The Deputy will be monitored by the Office of the Public Guardian which will ensure that the Deputy is doing their job properly. The Deputy could be given the responsibility for making decisions about either your finances or welfare, or both in some circumstances.

An application is required to the Court of Protection by the person seeking to control your finances. More information concerning this can be obtained from the Office of the Public Guardian, visit www.publicguardian.gov.uk

**An Appointee**
An application can be made to the Department for Work and Pensions (DWP) for someone to act as your Appointee. This allows them to receive all your benefits on your behalf.

An application will need to be made by the person looking to take over control of your benefits, visit www.dwp.gov.uk

Further details can be found on the Department of Health and Social Care’s website, www.gov.uk and the DWP website, www.dwp.gov.uk

It may also be possible for the council to assist in looking after your finances by becoming the Appointee or Deputy.

Please contact the Customer Service Centre on 0300 126 1000 for further advice.

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**Dementia**

**Dementia Care Advice Service**
Northamptonshire Carers is the central point of contact for the Dementia Care Advice Service, in partnership with Alzheimer’s Society Northamptonshire. The Dementia Care Advice Service offers support for the person living with dementia and/or their carer.

The support line can offer an understanding ear and practical advice. Family carers are also entitled to an assessment of their needs which can take place by phone, online or face-to-face in their own home. This will look at their individual needs – which may include planning for the future or managing a stressful situation – and may result in a referral for respite or being signposted to specialist organisations, such as for benefit advice or for services and support.

By working in partnership, Northamptonshire Carers is able to offer a wider variety of services including support groups, access to leisure activities and peer supporters (people who have been carers themselves) who are able to follow up with families beyond the assessment stage.

Carers’ Support Line: 01933 677907
Email: carers@northamptonshire-carers.org
Web: www.northamptonshire-carers.org
Write to: Northamptonshire Carers, 123 Midland Road, Wellingborough NN8 1LU

**Alzheimer’s Society**
Alzheimer’s Society local services provide
information and support for you and for people diagnosed with dementia. For all these services, call the local office at Islip on 01832 736670 or email northamptonshire@alzheimers.org.uk unless otherwise stated.

You can also call the National Helpline on 0300 222 1122 or log onto the online forum at www.alzheimers.org.uk/talkingpoint to chat with people who may be in a similar situation to you.

**Side by Side**

This service provides befrienders for people with dementia. It can help people feel less socially isolated by supporting them to continue or re-engage in hobbies and interests or to take up new leisure pursuits.

Please contact the Side by Side co-ordinator, Russell Simpson on 01832 736670 if you are interested in volunteering for, or someone you care for is interested in using, this service.

**Singing for the Brain®**

These weekly sessions bring people together in a friendly and fun environment to enjoy singing familiar songs and sometimes learn new ones. The sessions are usually attended by the person with dementia along with a family member or carer like you. For details of times/locations, please contact the local office on 01832 736670.

**Dementia Support – One-to-One Service**

Personalised information and guidance to help people navigate the maze of information and services after a dementia diagnosis. Trained staff can work with you and people living with dementia to help understand the diagnosis. Staff can also make you aware of things you may like to consider, such as finances, support at home, how to access activities, and respite. You can also complete carers’ assessments on behalf of Northamptonshire County Council.

**Memory Matters**

Keeping an active social life is key to helping someone with dementia feel happy and motivated.

Activities include something for everyone and are respectful, creative, innovative, multi-sensory and fun. Activities are supported by skilled staff encouraging someone with dementia to do something creative and realise their potential, improving self-esteem and reducing loneliness.

Caring for someone with dementia can be extremely difficult, so having emotional support and practical advice from someone who understands what you’re going through might be beneficial.

Memory Matters offers a reassuring, confidential and safe place to talk to others about how dementia affects your life. Come along and make new friends, share experiences and be honest, without fear or embarrassment.

Get tips from group members on how to support someone with dementia, as well as how to keep looking after yourself and have your questions answered by our highly skilled, compassionate and experienced staff who run the sessions.

**Information Workers: creating Dementia Friendly communities**

Dementia Awareness sessions and Dementia Friends sessions are facilitated by Information Workers across Northamptonshire.

Sessions include what it is like to live with dementia and how people can contribute to making communities in Northamptonshire more Dementia Friendly.

The one-hour, age-appropriate sessions are suitable for:

- children, young people and students, for example schools, Scouts and Girl Guides;
- recreation and leisure staff, for example people who work in cinemas, arts centres or swimming pools;
- businesses and shops;
- transport staff, for example taxi and bus companies; and
- community and faith groups.

Contact the local office on 01832 736670 for the latest about Information Workers in Northamptonshire.
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 39. 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? [ ] [ ] [ ]

*See page 51.

**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? [ ] [ ] [ ]
Essential information

Comments, compliments and complaints

All organisations need to know how they are performing. They are happy to receive your feedback on their service whether they are compliments or complaints. Feel free to tell them what you think, and your comments can be used constructively to improve the service.

If you do need to make a complaint, you should feel able to complain about any aspect of your care that affects your happiness or comfort. This could be about the way you are treated by a staff member or the quality of the food you are served. You can also make comments and suggestions about possible improvements to your surroundings and the services provided.

Making a complaint should not be made difficult for you. Providers are required under essential standards of quality and safety to have a simple and easy-to-use complaints procedure that they will be happy to give you. If you are concerned about the care that you, a friend or a relative is receiving, it makes sense to speak to the manager before you take any further action. The problem may be resolved quite easily once they are made aware of it.

However, if you need to make a formal complaint, you should initially contact the registered owners of the service. They have a duty to respond to any complaints made. If your complaint is about a breach of regulations, contact your local office of the Care Quality Commission, see www.cqc.org.uk for contact details or phone 03000 616161.

If we have arranged and funded your care, another option is to complain to your social worker/care manager. If you would like to raise a formal complaint with the council, then you can contact the Complaints and Compliments Team who will acknowledge this complaint and ensure it is provided to the correct service for investigation and response. The Customer Complaints Officer within Adult Social Care will also support this process. This team can also be contacted to log any compliments you are wishing to make.

Complaints and Compliments Team
Tel: 01604 363436
Email: complaints@northamptonshire.gov.uk or compliments@northamptonshire.gov.uk
Write to: Northamptonshire County Council, Compliments and Complaints, One Angel Square, 4 Angel Street, Northampton NN1 1ED

Further information about our complaints procedure can be found at www.northamptonshire.gov.uk where you can also complete an online complaint form. Please note that if you are acting on behalf of a friend or a relative, in compliance with the Data Protection Act, it may be necessary for us to confirm that they are happy for the complaint to be raised on their behalf. Where we are required to access or share personal information about someone who is unable to consent to this directly, we may need to ask you for evidence of any formal consent to act on their behalf.

If you still aren’t happy with the response to your complaint, contact the Local Government and Social Care Ombudsman.

Tel: 0300 061 0614
Web: www.lgo.org.uk
Write to: PO Box 4771, Coventry CV4 0EH

If you find the process difficult and do not have anyone to support you, please contact VoiceAbility on 01604 592702.
Advocacy

An advocate can help you convey your thoughts and opinions and may be able to support you during the council’s assessment process, if required. At present, VoiceAbility provides advocacy services across the county.

Under the Care Act 2014, the council must arrange an independent advocate for any person who would experience substantial difficulty in being involved in their care and support assessment, care planning or review or safeguarding enquiry/review, and who has no appropriate person (family member or friend) to support their involvement and represent them.

There are four areas which may result in a person experiencing substantial difficulty in being involved:

- understanding relevant information;
- retaining information;
- using or weighing up the information; and
- communicating views, wishes and feelings.

Tel: 01604 592702 (Monday to Friday, 9.00am to 5.00pm)
Email: tvn@voiceability.org
Web: www.voiceability.org/services/northamptonshire

NHS Complaints Advocacy

NHS Complaints Advocates can help if you or someone you know has not had the care or treatment you expect to receive from your NHS services, and you want to complain.

Where your healthcare is provided or commissioned by the NHS, you can make a complaint using the NHS complaints process.

An NHS complaint might be about something that happened during care or treatment provided by:

- a hospital;
- your General Practitioner (GP);
- a dentist;
- a pharmacist;
- an optician;
- an NHS-funded care home;
- special services;
- a paramedic or ambulance staff member;
- NHS community staff; or
- other NHS staff or clinicians.

NHS Complaints Advocacy is independent of the NHS, confidential and free.

Tel: 0300 330 5454
Textphone: 0796 002 2939
Email: nhscomplaints@voiceability.org
Web: www.nhscomplaintsadvocacy.org/services-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.
WHY MAKE A WILL?

Understandably many people don’t like the thought of preparing a Will. However, in my experience making a Will doesn’t have to be a sad or awkward time, clients often tell me how comforted they are by the thought that they have all their affairs in order and how relieved they are knowing that their wishes will be met.

A Will allows you to appoint the executors of your estate and those chosen will ensure your estate is administered and your wishes carried out. It will allow you to state who will benefit, by how much and for you to set out specific wishes (such as funeral arrangements).

Without a properly drafted Will, your estate will have to be dealt with by the rules set out in law - the intestacy rules. It is a common misconception that couples who live together will inherit from their partner or that married couples will automatically inherit everything. This is not correct and most people are horrified when they hear how their estate will be divided under the intestacy rules. Close friends, carers, godchildren and unmarried partners whether heterosexual or same sex will not benefit under these rules.

I have often found that a clear and valid Will helps provide directions, during what is such a difficult time, for those left behind.

ARE YOUR AFFAIRS IN ORDER? WILL YOUR WISHES BE MET?

Making a Will or Lasting Power of Attorney can ensure this

To ensure your peace of mind and to protect your loved ones for whatever the future holds, our highly qualified solicitors can provide tailored, quality and sympathetic advice. We take pride in understanding our clients’ needs in detail and providing the services to meet these needs. Our Private Client team can assist with the following:

- Will writing
- Lasting Power of Attorney
- Inheritance Tax and Estate planning
- Probate
- Court of Protection

Legal needs covered:

- Affordable Housing
- Corporate Services
- Commercial Property
- Commercial Dispute Resolution
- Debt Recovery
- Employment Law
- Family Law
- Intellectual Property
- New Homes
- Residential Property
- Wills, Trusts and Probate

Milton Keynes: 01908 660966 | Northampton: 01604 828282

www.franklins-sols.co.uk
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

Out of county care homes

You can choose a care home outside your home county, although there may be financial implications to consider.

The home you choose must be suitable for your assessed needs and comply with the terms and conditions set by the authority. The fees that your local authority will pay may vary. The local authority will seek to meet the assessed needs of people who require funding support in the most cost-effective manner. They may offer you the fees you would receive if you remained within the county, or they may offer you the fees that the local authority would pay in your chosen region. You must seek further advice before making your decision.

If you’re self-funded, you have freedom of choice to live wherever is suitable for you. If you move to live in another county and subsequently have eligible needs for residential care, then the county you move to would be responsible for your care fees.

Finding care in your area

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

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

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

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

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

How solicitors can help

A solicitor can give you impartial advice about wills, making gifts, estate planning and Lasting 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 to do so.

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.

To find a solicitor, visit the Solicitors for the Elderly website at www.sfe.legal or call 0844 567 6173.

Safeguarding adults at risk

An adult at risk is someone over 18 years old who:

• has needs for care and support (whether or not the local authority is meeting any of those needs); and

• is experiencing, or is at risk of, abuse or neglect; 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.

Abuse is the violation of an individual’s human or civil rights by another person or people. It can take many forms, such as:

• **Physical abuse** – including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

• **Domestic violence** – including psychological, physical, sexual, financial, emotional abuse and honour-based violence.

• **Sexual abuse** – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.

• **Psychological abuse** – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.

• **Financial or material abuse** – including theft, fraud, internet scamming, coercion in relation to an adult’s financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

• **Modern slavery** – encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

• **Discriminatory abuse** – including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.

• **Organisational abuse** – including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one’s
own home. This may range from one-off incidents to ongoing ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

- **Neglect and acts of omission** – including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

- **Self-neglect** – this covers a wide range of behaviour neglecting to care for one’s personal hygiene, health or surroundings and includes behaviour such as hoarding.

Abuse can happen anywhere and be committed by anyone, including relatives, friends, neighbours, paid care workers, volunteers, professional staff or strangers.

In Northamptonshire, the Safeguarding Adults Board brings together agencies whose responsibilities include safeguarding adults at risk of harm.

If you think you are being abused or want more information, contact our Customer Service Centre in confidence on 0300 126 1000. If it is an emergency and you feel someone is in immediate danger, ring 999. If you believe a crime has been committed and it is not an emergency, you should report it to the police on the non-emergency 101 number.

If you have concerns about the standards or application of regulations in a care home, you should contact the Care Quality Commission.

Tel: 03000 616161
Email: enquiries@cqc.org.uk

If you suspect abuse in a care home or care home with nursing
If your concern is about someone who is in residential care, please refer them to our Customer Service Centre on 0300 126 1000.

If you have concerns about the standards or application of regulations in a care home, you should contact the Care Quality Commission.

Citygate, Gallowgate,
Newcastle upon Tyne NE1 4PA
Tel: 03000 616161
Email: enquiries@cqc.org.uk

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**Northamptonshire Residents’ Panel**

The Northamptonshire Residents’ Panel is an opportunity for local people to give their views on local public services more regularly and directly – to have a greater say in influencing local decisions that matter.

The panel is used by:

- East Northamptonshire Council;
- NHS Nene Clinical Commissioning Group;
- Northampton Borough Council;
- Northamptonshire County Council;
- Northamptonshire Police;
- Office of the Northamptonshire Police and Crime Commissioner;
- South Northamptonshire District Council; and
- Borough Council of Wellingborough.

Panel members will be asked to complete surveys and give their views on specific topics relating to local public services throughout the year.

The panel is open to anyone who lives in the county and is aged over 16. If you would like to join the panel, email consult@northamptonshire.gov.uk with your name, email address to be used for panel correspondence and district or borough council area you live in.
Healthwatch Northamptonshire – your voice counts

Healthwatch Northamptonshire is the independent people’s champion for everyone who uses health and social care services in the county. It gives patients, service users and local people an opportunity to influence and challenge decision makers about local health and social care services.

By gathering people’s views and experiences of using health and social care, Healthwatch Northamptonshire aim to ensure that services are designed around the needs of people who use them. Healthwatch Northamptonshire also advises Healthwatch England of the concerns of people living in Northamptonshire, which then feed into the national health and social care agenda. When necessary, it will urge Healthwatch England to recommend that the Care Quality Commission take action.

Tel: 0300 002 0010 (Monday to Friday, 10.00am to 4.00pm)
Text: 07951 419331
Email: enquiries@healthwatchnorthamptonshire.co.uk
Web: www.healthwatchnorthamptonshire.co.uk

The Silver Line

This is a free 24-hour dedicated helpline for older people across the UK.

The Silver Line aims to combat loneliness in the over-65s by providing friendship, information and advice through calls to trained volunteers.

Tel: 0800 470 8090
Web: www.thesilverline.org.uk

The Northamptonshire Association of Registered Care Homes

The Northamptonshire Association of Registered Care Homes (NorArch) was formed in April 1983. At that time, the Association was organised as an informal get together and information sharing group. However, NorArch has now transformed itself into a professional body representing a significant number of the independent registered care homes in the county. NorArch’s membership includes residential and nursing care both for younger and older people and for people with learning difficulties, as well as specialist homes.

Membership is restricted to proprietors and managers of registered care homes in Northamptonshire.

Members include smaller and larger single unit to multiple unit homes. The ownership includes private and the voluntary sectors.

The main principles and objects of the Association are:

• To provide a responsible body which will represent the interests and views of members to central Government, local Government and other bodies.

• To effect and maintain high standards in homes in Northamptonshire by the provision of a Code of Conduct for members which is an integral part of the criteria for membership.

• To promote the image of registered homes by the adoption of a professional approach to the operation of such homes.
• To liaise with other bodies with compatible aims for the mutual benefit of those bodies and the Association. NorArch arranges ‘Best Practice Events’ throughout the year in partnership with the NHS and Northamptonshire County Council.

• To provide a forum for the exchange of ideas and information and for the discussion of problems.

NorArch is the only Association that Northamptonshire County Council will negotiate with when annual fee increases are discussed.

The membership is keen to embrace innovative and new concepts in care for both the elderly and people with learning difficulties.

For further information about NorArch, please email admin@norarch.org.uk

Useful contacts

Age UK Northamptonshire
A local independent charity providing services and support throughout Northamptonshire. Some services are free, others have a charge.
Tel: 01604 611200 or 08456 772220
Email: access@ageuknorthants.org.uk
Web: www.ageuknorthants.org.uk

A&E Support Service – offers practical and emotional guidance to manage the wellbeing of people who require a trip to the A&E department.

Business Directory – an online service listing trusted and suitably-qualified traders and businesses throughout Northamptonshire.

Carers’ Service – offers support and advice to people who care for another person, who may be a relative, friend or neighbour.

Collaborative Care Team – open to older people registered with GP surgeries in the East Northamptonshire, Kettering and Wellingborough areas, this service helps people stay independent and safe at home for longer.

Extra Help at the End of Life – provides care to people in the last weeks of their life, enabling them to remain at home with their loved ones. Currently only available by referral from GP or hospital staff.

Handyperson Service – carries out jobs around the home for older people, to help them live independently for longer.

Home Care Cleaning Service – cleaning service for older people in Northamptonshire to help them live independently in their own home.

Hospital Discharge & Community Team – provides short-term support to older people living with long-term health conditions. This service is available throughout Northamptonshire for anyone who is registered with a GP surgery.

Information and Advice Service – trained advisers provide advice on care homes, check entitlement to benefits and give information about housing, clubs and much more.

KGH Support Service – designed to improve the overall patient experience of older people at Kettering General Hospital.

Later Life Project – a free programme designed to help older people living in Northampton with multiple life-limiting health conditions.

Money Management and Support Service – if you need help sorting out your financial position, and/or need help with cash collection and bill payments, this service may be able to help.

Personalised Integrated Care – aims to provide holistic, non-medical support to improve the health and wellbeing of people aged 60 years and over, who have two or more long-term health conditions and have had two unplanned admissions to hospital within the last 18 months. Available through GP referral.

Social Clubs and Courses – Age UK Northamptonshire runs a range of social fitness and learning opportunities to help older people in Northamptonshire stay fit and active for longer and enjoy being a valued part of the community.
Telephone Befriending Service – a free service in which a DBS-checked volunteer will call for a chat with an older person that is at risk of feeling isolated and lonely.

Toenail Cutting Service – a regular toenail cutting service for anyone who is unable to manage their own nail care.

Wellbeing Centres: Day Care – seven centres offer older people a safe, stimulating environment where they can take part in activities and meet and make new friends, improving their quality of life.

Advice

Benefit Delivery Centre – Jobcentre Plus
(Customers under 60 years of age)
Tel: 0800 055 6688 • Web: www.gov.uk

Benefits Service
Tel: 01604 621038
Email: enquiries@communitylawservice.org.uk
Web: www.communitylawservice.org.uk

Citizens Advice
Provides legal and financial advice and support.

Central and East Northamptonshire
7/8 Mercers Row, Northampton NN1 2QL
Tel: 03444 889629 or 01604 235080
Web: www.cencab.org.uk

Corby and Kettering
Adviceline: 03444 889629
Tel: 01536 265501 (Corby)
Tel: 01536 482281 (Kettering)
Web: www.citizensadvice.org.uk/local/corby-kettering

Daventry and district
The Abbey, Market Square, Daventry NN11 4XG
Tel: 03444 889629
Web: www.citizensadvice Daventry and district.co.uk

North Oxon and South Northamptonshire
26 Cornhill, Banbury OX16 5NG
Tel: 03444 111444 • Web: www.caox.org.uk

Community Law Service
Email: enquiries@communitylawservice.org.uk
Web: www.communitylawservice.org.uk

Disability Service Centre
Web: www.gov.uk/disability-benefits-helpline

Get on Board
Get on Board operates six Champions, all with learning disabilities, who interact with the local community and organisations to get people talking, raise awareness and deliver training to help ensure equal rights for people with learning disabilities.
Tel: 07793 407848 • Email: info@getonboarduk.com
Web: www.getonboarduk.com

GOV.UK
Web: www.gov.uk

Information and Access Point
The Guildhall Northampton, St Giles Square, Northampton NN1 1DE
Web: www.communitylawservice.org.uk/legaladvicecentres/TheAdviceShopNorthampton.php

Northampton
49-53 Hazelwood Road, Northampton NN1 1LG
Tel: 01604 621038

Rushden
32 High Street, Rushden NN10 0PW
Tel: 01933 313020

Wellingborough
2a Cambridge Street, Wellingborough NN8 1DJ
Tel: 01933 278248

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

My NHS
My NHS, part of the NHS website, allows users to leave reviews of care services. Care homes and care homes with nursing are scored on their staff turnover and food hygiene, among other standards.
Web: www.nhs.uk/Service-Search/Performance/Search

Office of the Public Guardian
Power of Attorney/Supervision support.
Tel: 0300 456 0300
Web: www.gov.uk/power-of-attorney
One Stop Shop
The Guildhall, St Giles Square, Northampton NN1 1DE
Tel: 0300 330 7000
Web: www.northampton.gov.uk

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

The Department for Work and Pensions
Web: www.dwp.gov.uk

The Department of Health and Social Care
Tel: 0207 210 4850 • Textphone: 0207 222 2262
Web: www.dh.gov.uk

The Pension Service (Customers over 60)
Tel: 0800 731 7898
Web: www.gov.uk/contact-pension-service

Advocacy

VoiceAbility
Tel: 01604 592702 • Email: tvn@voiceability.org
Web: www.voiceability.org/services/northamptonshire

Northamptonshire County Council

Complaints and Compliments Team
One Angel Square, 4 Angel Street, Northampton NN1 1ED • Tel: 01604 363436
Email: complaints@northamptonshire.gov.uk or compliments@northamptonshire.gov.uk
Web: www.northamptonshire.gov.uk

Customer Complaints Officer
Northamptonshire Adult Social Services
Michelle Wright
Tel: 01604 363778 • Mobile: 07921 403826
Email: Michelle.Wright@NASS.uk.net

Customer Service Centre
One Angel Square, 4 Angel Street, Northampton NN1 1ED
Tel: 0300 126 1000
Email: adultcarenc@northamptonshire.gcsx.gov.uk
Web: www.northamptonshire.gov.uk/adultsocialcare

Financial Assessment Team
LGSS Finance Operations, One Angel Square, 4 Angel Street, Northampton NN1 1ED
Tel: 0300 126 3001 (Option 1)
Email: financialassessments@northamptonshire.gcsx.gov.uk

Support For Carers

Carers Trust East Midlands
19 Pelham Road, Sherwood, Nottingham NG5 1AP
Tel: 01455 560046
Email: hello@carerstrustem.org
Web: www.carerstrustem.org

Carers UK
20 Great Dover Street, London SE1 4LX
Tel: 0808 808 7777
Web: www.carersuk.org

Northamptonshire Carers
123 Midland Road, Wellingborough NN8 1LU
Tel: 01933 677837 • Helpline: 01933 677907
Email: carers@northamptonshire-carers.org
Web: www.northamptonshire-carers.org

Voluntary/Third Sector Organisations

Age UK Northamptonshire
31 Billing Road, Northampton NN1 5DQ
Tel: 01604 611200
Email: access@ageuknorthants.org.uk
Web: www.ageuknorthants.org.uk

Northamptonshire Association for the Blind (NAB)
37 Harborough Road, Northampton NN2 7BB
Tel: 01604 719193 • Email: helpline@nab.org.uk
Web: www.nab.org.uk

Royal British Legion (RBL)
Provides lifelong support for the Armed Forces community – serving men and women, veterans, and their families.
Tel: 0808 802 8080
Web: www.britishlegion.org.uk

Handy Vans
Provide home repairs and maintenance to serving and ex-Service Armed Forces personnel.
Email: info@britishlegion.org.uk
Care home listings

Corby care homes

**Laxton Hall**  
Laxton, Corby NN17 3AU  
Tel: 01780 444292  

**Thackley Green Specialist Care Centre**  
Off Lewin Road, Great Oakley, Corby NN18 8JS  
Tel: 01536 462720

**Manor Field**  
Bridge Street, Weldon, Corby NN17 3HR  
Tel: 01536 262805

**Welland House – Occupation Road**  
1 George Hattersley Court, Occupation Road,  
Corby NN17 1EA  
Tel: 01536 403817

**Manor House Residential Home**  
58-60 Main Street, Middleton,  
Market Harborough LE16 8YU  
Tel: 01536 771722

**Willow Brook House**  
South Road, Corby NN17 1XD  
Tel: 01536 260940

**Sandalwood Court**  
Butland Road, Oakley Vale, Corby NN18 8QA  
Tel: 01536 424040

**A countywide list of home care providers starts on page 21.**

Corby care homes with nursing

**Glenmoor House Care Home**  
25 Rockingham Road, Corby NN17 1AD  
Tel: 01536 629730  
Advert page 38  

**Shirelodge Nursing Home**  
281 Rockingham Road, Corby NN17 2AE  
Tel: 01832 273256

**Seagrave House Care Home**  
Occupation Road, Corby NN17 1EH  
Tel: 01536 629198  
Advert page 38

**Thackley Green Specialist Care Centre**  
Off Lewin Road, Great Oakley, Corby NN18 8JS  
Tel: 01536 462720

Daventry care homes

**Ashdown House**  
13-15 Ashworth Street,  
Daventry NN11 4AR  
Tel: 01327 879276

**Brookside**  
Green Lane, Braybrooke,  
Market Harborough LE16 8LQ  
Tel: 01858 465899

**Bell Lodge**  
25 Bell Lane, Byfield, Daventry NN11 6US  
Tel: 01327 262483

**Evelyn Wright House**  
32 Badby Road, Daventry NN11 4AP  
Tel: 01327 703140

**Boniface House**  
Sprinton Road, Brixworth,  
Northampton NN6 9DS  
Tel: 01604 883800

**Kilsby House Residential Home**  
Rugby Road, Kilsby,  
Rugby CV23 8XX  
Tel: 01788 822276

**Service**  
Older people (65+)  
Dementia  
Physical disability  
Learning disability, autism

**User Bands**  
Mental health  
Sensory impairment  
Younger adults  
People who misuse alcohol or drugs

Search for care at www.carechoices.co.uk to find support in your area
Longlands Specialist Care Centre
London Road, Daventry NN11 4DY
Tel: 01327 316820

Oxendon House Care Home
33 Main Street, Great Oxendon,
Market Harborough LE16 8NE
Tel: 01858 464151

Orchard, The
Malabar Fields,
Daventry NN11 4DP
Tel: 01327 878802

Solden Hill House
Banbury Road, Byfield, Daventry NN11 6UA
Tel: 01327 260234

Daventry care homes continued
See page 60 for the Service User Bands key
Advertisers are highlighted

Daventry care homes with nursing

Badby Park
Badby Road West, Badby,
Daventry NN11 4NH
Tel: 01327 301041

Oxendon House Care Home
33 Main Street, Great Oxendon,
Market Harborough LE16 8NE
Tel: 01858 464151

Orchard, The
Malabar Fields,
Daventry NN11 4DP
Tel: 01327 878802

Solden Hill House
Banbury Road, Byfield, Daventry NN11 6UA
Tel: 01327 260234

Sibbertoft Manor Nursing Home
Church Street, Sibbertoft,
Market Harborough LE16 9UA
Tel: 01858 881304

Brownlands Nursing Home
34 London Road, Daventry NN11 4BZ
Tel: 01327 876985

Wheatsheaf Court Care Home
44 Sheaf Street, Daventry NN11 4AB
Tel: 01327 705611

Longlands Specialist Care Centre
London Road, Daventry NN11 4DY
Tel: 01327 316820

Willows Nursing and Residential Home, The
105-107 Coventry Road, Market Harborough,
Leicestershire LE16 9BX
Tel: 01858 463177 Advert below

Pytchley Court Nursing Home
5a Northampton Road,
Brixworth NN6 9DX
Tel: 01604 882979

Wheatsheaf Court Care Home
44 Sheaf Street, Daventry NN11 4AB
Tel: 01327 705611

See the checklist on page 39 for a list of useful questions to ask when looking at care homes.
East Northamptonshire care homes

**Abbott House – Oundle**
Glapthorn Road, Oundle PE8 4JA
Tel: 01832 277650  
OP D

**Ashfield House – Raunds**
Ashfield Avenue, Raunds, Wellingborough NN9 6DX
Tel: 01933 627280  
OP D MH

**Beeches Care Home, The**
12 Higham Road,
Rushden NN10 6DZ
Tel: 01933 318498 Advert inside front cover  
OP D

**Darsdale Home**
Chelveston Road, Raunds, Wellingborough NN9 6DA
Tel: 01933 622457  
OP D PD LDA SI

**Freestones Residential Care Home**
85 Finedon Road, Irthlingborough, Wellingborough NN9 5TY
Tel: 01933 650430  
OP D PD

**Higham House Nursing Home**
87 Higham Road, Rushden NN10 6DG
Tel: 01933 314253  
OP D

**Highbury Residential Care Home**
114 Irchester Road,
Rushden NN10 9XQ
Tel: 01933 395511  
D PD LDA MH SI YA

**Highmead House**
153 Finedon Road, Irthlingborough, Wellingborough NN9 5TY
Tel: 01933 650244  
OP D

**K Lodge**
50 North End, Higham Ferrers, Rushden NN10 8JB
Tel: 01933 315321  
OP D PD LDA SI YA

**Kingswood House**
Hollington Road, Raunds,
Wellingborough NN9 6NH
Tel: 01933 624298  
OP D PD

**Redclyffe Residential Care Home**
1 Pightles Terrace, Rushden NN10 0LN
Tel: 01933 314645  
OP D

**Rose Cottage Woodford**
99a High Street, Woodford, Kettering NN14 4HE
Tel: 01832 735417  
OP D

**Rushwell House**
116 Wellingborough Road,
Rushden NN10 9TD
Tel: 01933 318155  
OP LDA MH YA

**Shrubbery, The**
66 College Street, Higham Ferrers, Rushden NN10 8DZ
Tel: 01933 317380  
OP D PD MH

**Spinneyfields Specialist Care Centre**
HE Bates Way, Rushden NN10 9YP
Tel: 01933 352840  
OP D PD

**Sunrise Care Home**
10 Amen Place, Little Addington,
Kettering NN14 4AU
Tel: 01933 650794  
OP D

**Wildacre**
Raunds Road, Chelveston NN9 6AB
Tel: 01933 625780  
OP D LDA YA

---

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

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

<table>
<thead>
<tr>
<th>Acacia Lodge Care Home</th>
<th>15 Wellingborough Road, Irthlingborough, Wellingborough NN9 5RE</th>
<th>Tel: 01933 651660</th>
<th>OP  PD  D  YA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avenue House Nursing and Care Home</td>
<td>173-175 Avenue Road, Rushden NN10 0SN</td>
<td>Tel: 01933 358455</td>
<td>OP  D</td>
</tr>
<tr>
<td>Brockfield House</td>
<td>Villa Lane, Stanwick, Wellingborough NN9 6QQ</td>
<td>Tel: 01933 625555</td>
<td>D  MH</td>
</tr>
<tr>
<td>Higham House Nursing Home</td>
<td>87 Higham Road, Rushden NN10 6DG</td>
<td>Tel: 01933 314253</td>
<td>OP  D</td>
</tr>
<tr>
<td>Polebrook Nursing Home</td>
<td>Morgans Close, Polebrook, Peterborough PE8 5LU</td>
<td>Tel: 01832 273256</td>
<td>OP  D  PD  MH</td>
</tr>
<tr>
<td>Raunds Lodge Nursing Home</td>
<td>63 Marshalls Road, Raunds, Wellingborough NN9 6EY</td>
<td>Tel: 01933 625404</td>
<td>OP  PD</td>
</tr>
<tr>
<td>Rushden Park</td>
<td>Melloway Road, Rushden NN10 6XZ</td>
<td>Tel: 01933 418777</td>
<td>OP</td>
</tr>
<tr>
<td>Spinneyfields Specialist Care Centre</td>
<td>HE Bates Way, Rushden NN10 9YP</td>
<td>Tel: 01933 352840</td>
<td>OP  D  PD</td>
</tr>
</tbody>
</table>

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### Rushden Park, Northamptonshire

**Residential and Nursing Care Home**

**Putting care at the heart of your decision**

- Rated ‘Good’ by the CQC
- Situated in a quiet residential area in Rushden
- Compassionate, highly-trained staff who care for everyone as an individual

- Excellent end of life nursing care
- Landscaped gardens
- Pet therapy and visits from local schools
- Activities coordinators and chaplain

**Find out more:** [www.mha.org.uk/rushdenpark](http://www.mha.org.uk/rushdenpark)  
Tel: 01933 418777  rushdenpark@mha.org.uk

---

**Service**

- OP: Older people (65+)
- D: Dementia
- PD: Physical disability
- LDA: Learning disability, autism

**User Bands**

- MH: Mental health
- SI: Sensory impairment
- YA: Younger adults
- AD: People who misuse alcohol or drugs

---

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care.
Westhill Park
Luxury Residential and Dementia Care Home
- Kettering -

Exceptional Care in Outstanding Surroundings
Brand New Care Home – Open January 2019

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

Service
User Bands

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

We are proud to **pay our staff higher than average salaries** and provide **more staff for each resident** than most care homes.

---

**All-Inclusive Guarantee**

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

Respite stays also available

Please call **01536 480 555** or visit **www.oakdalecaregroup.com**

1 Chataway Drive | Westhill | Kettering | Northampton | NN15 7FF
Kettering care homes

Ashley Court Care Home
Reservoir Road, Kettering NN16 9QT
Tel: 01536 482777

Beech Close Care Home
Lower Street, Desborough, Kettering NN14 2XQ
Tel: 01536 762762

Clanfield Residential Care Home
3 Toll Bar Road, Islip, Kettering NN14 3LH
Tel: 01832 732398

Elm Bank Retirement Village
81-83 Northampton Road, Kettering NN15 7JZ
Tel: 01536 313520

Gabriel Court Ltd
17-23 Broadway, Kettering NN15 6DD
Tel: 01536 510019

Glenkindie Lodge Residential Care Home
27 Harborough Road, Desborough, Kettering NN14 2QX
Tel: 01536 762919

Heathers, The
76 Rockingham Road, Kettering NN16 9AA
Tel: 01536 483176

Holly House Residential Care Home
79-83 London Road, Kettering NN15 7PH
Tel: 01536 414319

Kingly Terrace
2 Essex Road, Rushden NN10 0LG
Tel: 07471 034165

Malbary House
45 Carlton Street, Kettering NN16 8ED
Tel: 01536 481708

Orchard House Residential Care Home
155 Barton Road, Barton Seagrave, Kettering NN15 6RT
Tel: 01536 514604

Rookery Cottage
5 Church Way, Thorpe Malsor, Kettering NN14 1JS
Tel: 01536 482776

St Ann's Care Home
12 The Crescent, Kettering NN15 7HW
Tel: 01536 415637

Thorndale
Malham Drive, Kettering NN16 9FS
Tel: 01536 526380

Westhill Park Care Home
1 Chataway Drive, Kettering NN15 7FF
Tel: 01536 480555

Weston Villa
179-183 Rockingham Road, Kettering, Northampton NN16 9JA
Tel: 01536 519111

Yews, The
73 Kettering Road, Burton Latimer, Kettering NN15 5LP
Tel: 01536 722561

Glenkindie Lodge Residential Care Home
27 Harborough Road, Desborough, Kettering NN14 3LH
Tel: 01832 732398

Heathers, The
76 Rockingham Road, Kettering NN16 9AA
Tel: 01536 483176

Holly House Residential Care Home
79-83 London Road, Kettering NN15 7PH
Tel: 01536 414319

Kingly Terrace
2 Essex Road, Rushden NN10 0LG
Tel: 07471 034165

Malbary House
45 Carlton Street, Kettering NN16 8ED
Tel: 01536 481708

Orchard House Residential Care Home
155 Barton Road, Barton Seagrave, Kettering NN15 6RT
Tel: 01536 514604

Rookery Cottage
5 Church Way, Thorpe Malsor, Kettering NN14 1JS
Tel: 01536 482776

St Ann's Care Home
12 The Crescent, Kettering NN15 7HW
Tel: 01536 415637

Thorndale
Malham Drive, Kettering NN16 9FS
Tel: 01536 526380

Westhill Park Care Home
1 Chataway Drive, Kettering NN15 7FF
Tel: 01536 480555

Weston Villa
179-183 Rockingham Road, Kettering, Northampton NN16 9JA
Tel: 01536 519111

Yews, The
73 Kettering Road, Burton Latimer, Kettering NN15 5LP
Tel: 01536 722561

Visit www.carechoices.co.uk for further assistance with your search for care
The Old Vicarage
A Care Home of Distinction with Nursing

The Old Vicarage is located in the renowned conservation village of Weekley and has operated as a care home for the elderly since 1984.

Although based on a character Country House designed and built in 1873, the home benefits from extensive internal upgrading, and the addition of a purpose built nursing wing offering the best in care and medical facilities.

The house enjoys an impressive south-facing position with large gardens that have been nationally featured.

The home has a reputation for its high standards of care.

We are able to accommodate all clients including couples, short stay, long stay and respite.

- High Quality Care
- Seven Day Activities plus Outings
- Free Bar Drinks • WiFi
- Beautiful, Landscaped Gardens
- Freshly Prepared, Locally Sourced Food

Please feel free to contact us to arrange a visit or to discuss how we can help:

The Old Vicarage,
Residential & Nursing Home,
Weekley,
Kettering,
Northants NN16 9UP

t: 01536 484378

www.theoldvic.co.uk

Part of the Prestigious Royal Bay Care Homes Group
Kettering care homes with nursing

Beaumont Nursing Home
8 Gipsy Lane, Kettering NN16 8TY
Tel: 01536 416817 Advert below OP

Cheaney Court Care Home
2 Harrington Road, Desborough, Kettering NN14 2NH
Tel: 01536 761116 OP D

Claremont Parkway
Holdenby, Kettering NN15 6XE
Tel: 01536 484494 OP

Country View Nursing Home
Pipe Lane, Warkton Village, Kettering NN16 9XQ
Tel: 01536 484692 Advert adjacent OP PD

Five Gables Nursing Home
32 Denford Road, Ringstead, Kettering NN14 4DF
Tel: 01933 460414 OP D

Old Vicarage, The
Weekley Village, Kettering NN16 9UP
Tel: 01536 484378 Advert page 66 OP

A countywide list of home care providers starts on page 21.

Visit www.carechoices.co.uk for further assistance with your search for care
Timken Grange
Luxury Residential and Dementia Care Home
- Duston -

Exceptional Care in Outstanding Surroundings

The atmosphere when we visited last week was so lively and friendly it truly met my mother’s description of Timken Grange being like a ‘Home from Home but Better’

Stephen W. son of resident

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

We are proud to pay our staff higher than average salaries and provide more staff for each resident than most care homes.

All-Inclusive Guarantee

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

Respite stays also available

Please call 01604 594 310 or visit www.oakdalecaregroup.com

Timken Way South | Duston | NN5 6FR
Northampton care homes

Abington Park View
475-477 Wellingborough Road,
Northampton NN3 3HN
Tel: 01604 719888

Berkeley, The
1-2 Elysium Terrace, Kingsthorpe Road,
Northampton NN2 6EN
Tel: 01604 722033

Bethany Homestead
Kingsley Road, Northampton NN2 7BP
Tel: 01604 713171

Boughton Lodge Care Home
105 Boughton Green Road, Kingsthorpe,
Northampton NN2 7SU
Tel: 01604 720323

Burlington Court
Roseholme Road,
Northampton NN1 4RS
Tel: 01604 887660

Christchurch Court
– 4 Christchurch Road
Abington, Northampton NN1 5LL
Tel: 0844 264 0533

Collingtree Park
110 Windingbrook Lane, Northampton NN4 0XN
Tel: 01604 651013 Advert page 74

Crescent House
3 The Crescent, Northampton NN1 4SB
Tel: 01604 791141

Elms, The
10 Repton Court, Northampton NN3 3RQ
Tel: 01604 947965

Farthings
86 Lumbertubs Lane, Northampton NN3 6AH
Tel: 01604 643726

Ferns, The
43 Marshalls Road, Raunds, Wellingborough NN9 6ET
Tel: 01933 624406

Glenside Residential Care Home
179-181 Weedon Road,
Northampton NN5 5DA Advert page 46 & below
Tel: 01604 753104

Visit www.carechoices.co.uk for further assistance with your search for care
Our aim at St Christopher’s is to support the independence, choice and preferred lifestyle of all residents in a homely, stable and enabling environment. We respect and support the need for privacy and dignity in maintaining a chosen quality of life for each individual within the service we offer.

The home was established in 1951 as a charity serving the local community. We offer a tranquil living environment set in two acres of beautiful landscaped gardens opposite Abington Park. We are close to local shops and a regular bus service.

We employ a full time activity co-ordinator to ensure a full menu of activities and events are offered on a daily basis. We own a fifteen seat mini bus which is used for trips out near and far.

We strive to promote the rights and choices of our residents through regular open communication, whilst respecting their views and decisions regarding daily living.

We are very proud of our outstanding reputation in the local community. The team is led by a manager with over 17 years’ experience and our dedicated and loyal staff work hard to maintain an environment that really is ‘home from home’.

01604 637125
info@stchristopherscofehome.co.uk

St. Christopher’s Church of England War Memorial Home
Abington Park Crescent, Northampton, NN3 3AD
Leys, The  
63 Booth Rise, Boothville, Northampton NN3 6HP  
Tel: 01604 642030  
**OP D**

Margaret’s Rest Home  
30-32 Kingsley Road, Northampton NN2 7BL  
Tel: 01604 710544  
**OP D PD**

Merrifield House Residential Care Home  
90 High Street, Wootton, Northampton NN4 6JR  
Tel: 01604 705654  
**Advert page 72**  
**OP D MH**

Nazareth House – Northampton  
118 Harlestone Road, Northampton NN5 6AD  
Tel: 01604 751385  
**OP**

Nicholas Rothwell House  
290 Harborough Road, Kingsthorpe, Northampton NN2 8LR  
Tel: 01604 841882  
**Advert page 72**  
**OP PD**

Oak Lodge Care Home  
2 Peveril Road, Duston, Northampton NN5 6JW  
Tel: 01604 752525  
**OP D**

Obelisk Rise, Kingsthorpe, Northampton NN2 8SA  
Tel: 01604 850910  
**D PD MH SI**

Orchard Hill  
100 Orchard Hill, Little Billing, Northampton NN3 9AG  
Tel: 01604 403602  
**OP D PD LDA MH SI YA**

Orchard View  
97 Orchard Hill, Little Billing, Northampton NN3 9AG  
Tel: 01604 416309  
**D PD LDA MH SI YA AD**

Pinetrees  
The Avenue, Dallington, Northampton NN5 7AJ  
Tel: 01604 589233  
**D PD LDA MH SI YA AD**

Primrose House  
202 Harborough Road, Northampton NN2 8DJ  
Tel: 01604 626272  
**Op MH YA**

Rathgar Care Home  
349 Kettering Road, Northampton NN3 6QT  
Tel: 01604 499003  
**OP D**

Ryecroft Apartments  
114 St Georges Avenue, Northampton NN2 6JF  
Tel: 01604 626272  
**OP LDA MH YA**

Southfields House  
Farmhill Road, Northampton NN3 5DS  
Tel: 01604 499381  
**D PD MH SI**

Spinney Hill  
56 Spinney Hill Road, Northampton NN3 6DN  
Tel: 01604 642515  
**D PD LDA MH SI YA AD**

St Christopher’s Care Home  
Abington Park Crescent, Northampton NN3 3AD  
Tel: 01604 637125  
**Advert page 70**  
**OP PD**

St Georges  
100 St Georges Avenue, Northampton NN2 6JF  
Tel: 0333 444 0075  
**D PD LDA MH SI YA AD**

St John’s Residential Care Home  
Wellingborough Road, Weston Favell, Northampton NN3 3JF  
Tel: 01604 401243  
**Advert page 72**  
**OP**

St Michaels House  
1-3 St Michaels Avenue, Northampton NN1 4JQ  
Tel: 01604 250046  
**OP MH YA AD**

St Michaels Lodge  
6-8 St Michaels Avenue, Northampton NN1 4JQ  
Tel: 01604 250355  
**OP MH YA AD**

Templemore Care Home  
121 Harlestone Road, Northampton NN5 6AA  
Tel: 01604 751863  
**OP D YA**

Timken Grange  
Timken Way South, Duston, Northampton NN5 6FR  
Tel: 01604 594310  
**Advert page 68**  
**OP D**

Turn Furlong Specialist Care Centre  
Off Rookery Lane, Kingsthorpe, Northampton NN2 8BZ  
Tel: 01604 850800  
**OP D PD**

<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
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<tr>
<td>OP</td>
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<td>PD</td>
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<td>LDA</td>
<td>YA AD</td>
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</tbody>
</table>

Visit www.carechoices.co.uk for further assistance with your search for care
Richmond Northampton Care Home

A great example of how care home living can be

Our friendly 30-bed care home at the heart of our village offers complete peace of mind and has fantastic on-site facilities including:

- Restaurant
- Hair and beauty salon
- Therapeutic services
- Beautiful landscaped gardens
- Lifestyle events & activities

NURSING, RESIDENTIAL & DEMENTIA CARE | RESpite & CONVALESCENT CARE

Richmond Northampton Care Home

We care about your care

St John’s is a landmark historic building in Weston Favell Northampton and provides a warm friendly home environment for the elderly.

- Beautiful landscaped gardens
- S sensitively modernised
- Single and double en-suite rooms
- Attractive lounge areas and dining rooms
- Fully equipped with all facilities for the care of the elderly

01604 401243
Admin@stjohnsreshome.co.uk
Wellingborough Road, Weston Favell, Northants NN3 3JF

Nicholas Rothwell House is equipped to the highest standards, with tastefully decorated rooms all of which have en-suite facilities. Our friendly, qualified staff provides 24 hour care, as well as Short (respite) and Long stay care. All meals are freshly prepared on the premises from locally sourced produce.

Other services available include Hairdressing, Chiropody, Optician, Aromatherapy, Activity programme & Outings.

T: 01604 841882
E: loraine@nicholasrothwell.co.uk
www.nicholasrothwell.co.uk
290 Harborough Road, Kingsthorpe, Northampton NN2 8LR

The Angela Grace is a family run care home located right in the heart of Northampton, opposite the Hospital. The home is close to a handful of local amenities as well as public transport.

Providing residential, nursing, specialist dementia care as well as respite and end of life care, it is the latest home from care providers A. G. E. Nursing Homes Ltd, a group who draws on 30 years of experience to provide top quality care.

Tel: 01604 633282
Email: admin@theangelagrace.co.uk
Web: www.theangelagrace.co.uk

Merrifield House
Care Home

‘A Home away from Home’
Located in a delightful village.
- Short & long term care
- Respite care
- Old age
- Dementia
- Mental Health
- Single rooms with ensuite facilities
- Studio flats
- Person Centred Care

Give us a call, drop in for a cup of tea, look around. We will be delighted to answer your questions.

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
Northampton care homes with nursing

Angela Grace Care Centre, The
4-5 Cheyne Walk, Northampton NN1 5PT
Tel: 01604 633282  Advert page 72  OP D MH YA

Argyle House
The Avenue, Dallington, Northampton NN5 7AJ
Tel: 01604 589089  OP D LDA

Athurst Mews Care Home
Northampton Lane North,
Northampton NN3 7RQ  Advert page 38  OP D PD MH SI YA

Brampton View Care Home
Brampton Lane, Chapel Brampton,
Northampton NN6 8GH
Tel: 01604 656682  OP D PD

Christchurch Court – 2 Christchurch Road
Abington, Northampton NN1 5LL
Tel: 0844 264 0533  OP D PD MH SI YA

Christchurch Court – 4 Christchurch Road
Abington, Northampton NN1 5LL
Tel: 0844 264 0533  OP D PD MH SI YA

Cliftonville Care Home
Cliftonville Road, Northampton NN1 5BE
Tel: 01604 553841  Advert page 38  OP D PD YA

Cotswolds, The
178 Cotswold Avenue, Duston, Northampton NN5 6DS
Tel: 01604 864466  OP D PD SI YA

Cunningham House
Hilltop House, Ashton Road, Hartwell,
Northampton NN7 2EY
Tel: 01604 864466  OP D PD SI YA

Hastings Lodge & Hastings Cottage
20–22 Althorp Road & 6 Althorp Road, St James,
Northampton NN5 5EF
Tel: 01604 750329  OP D PD LDA MH SI YA

Kingsthorpe Grange
296 Harborough Road, Kingsthorpe,
Northampton NN2 8LT
Tel: 01604 821000  OP D MH YA

Oakleaf Care Group Ltd, The (Hartwell)
Hilltop House, Ashton Road, Hartwell,
Northampton NN7 2EY
Tel: 01604 864466  OP PD SI YA

Oakwood Nursing Home
8 The Drive, Kingsley, Northampton NN1 4SA
Tel: 01604 713098

Orchard House
Ashton Road, Hartwell,
Northampton NN7 2EY
Tel: 01604 864466  OP PD MH YA

Phoenix House
218–220 Kettering Road,
Northampton NN1 4BN
Tel: 01604 626272

Richmond Village Northampton
Bridge Meadow Way, Grange Park,
Northampton NN4 5EB
Tel: 01604 806814  Advert page 72  OP D PD YA

Spencer House Care Home
Cliftonville Road,
Northampton NN1 5BU  Advert page 38  OP D PD MH SI YA

St Matthews Ltd – The Avenue
2 The Avenue, Spinney Hill,
Northampton NN3 6BA
Tel: 01604 844455  OP D MH YA

St Matthews Unit
29–31 St Matthews Parade, Kingsley,
Northampton NN2 7HF
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MH Mental health  
SI Sensory impairment  
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**Park House Care Home**
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