



Northamptonshire

Care Services Directory 2023/24

The essential guide to choosing and
paying for care and support

In association with



“

I can rely on my Bluebird Care care assistants to treat me with respect and patience

”

Care in your home, just as you like it

With our well-trusted care service, you can remain at home surrounded by loved ones and beloved pets and still enjoy your home, garden, and community.

You may be in a situation where you need an extra pair of hands to help with daily chores, or you may have complex needs that require more dedicated care. We build our care packages around you and your individual needs which means that you and your family can rest assured you'll receive care and support exactly as you need.

We provide care and support services across all of Bedford & Wellingborough. Our care ranges from a 30-minute daily visit through to full 24/7 Live-in care.

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Wellingborough 01933 422511

bedford@bluebirdcare.co.uk

bluebirdcare.co.uk/bedford

Scan this QR code to visit our website and find out more about care and support services.





Home

is where the heart is

Let's keep it there



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To obtain extra copies of this Directory, free of charge, call your local council's **Customer Service Centre**. In North Northamptonshire, call **0300 126 3000**. In West Northamptonshire, call **0300 126 7000**.

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

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Kettering

- Care homes
- Care homes with nursing

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Northampton

- Care homes
- Care homes with nursing

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South Northamptonshire

- Care homes
- Care homes with nursing

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Wellingborough

- Care homes
- Care homes with nursing

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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.

Recite me

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 at **www.carechoices.co.uk**

For more information about the range of services delivered by your local council, visit its website at **www.northnorthants.gov.uk/adult-social-care** (North Northamptonshire) or **www.westnorthants.gov.uk/adult-social-care-and-wellbeing** (West Northamptonshire).

Councillor Helen Harrison

Executive Member for Adults, Health and Wellbeing
North Northamptonshire Council

Councillor Matt Golby

Cabinet Member for Adult Social Care and
Public Health
West Northamptonshire 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 your local council's website, **www.northnorthants.gov.uk/adult-social-care** (North Northamptonshire) or **www.westnorthants.gov.uk/adult-social-care-and-wellbeing** (West Northamptonshire), where you will find information to help you understand how Adult Social Care works and how to request an assessment. Alternatively, you can contact your local council's Customer Service Centre.

North Northamptonshire Council

Tel: **0300 126 3000** (Monday to Friday, 9.00am to 5.00pm. Out-of-hours services in the event of an emergency can be reached via this number. Closed on bank holidays).

West Northamptonshire Council

Tel: **0300 126 7000** (Monday to Friday, 9.00am to 5.00pm. Closed on bank holidays. Out-of-hours services in the event of an emergency can be reached via this number).

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, your local council 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 your local council's website. You may need to be visited in person to perform your assessment. If this is the case, your local authority's Customer Service Centre will pass your information to the social care team based in your area. An assessment worker will then visit you at home to carry out an assessment.

Please see page 44 for details of financial assessments, which may also be required.



→ **How quickly will my assessment be carried out?**

This will depend on how urgent your needs are and to what extent your difficulties are affecting your independence. Your assessment should be completed within 28 days but, if your situation is urgent, your assessment will be completed as soon as possible.

Am I guaranteed to receive support directly from my local council?

Your assessment will provide the information needed to decide whether you are entitled to support from Adult Social Care. Not everyone who has needs will be entitled to support, but you will always be supplied with information and advice to help you. You may be directed to other professionals, such as your GP, an occupational therapist for equipment or your local housing department if it is better placed to meet your needs.

How will it be decided if I am entitled to support?

To decide whether you're eligible for care and support, the national eligibility criteria as set out in the Care Act 2014 are used. During your assessment, the difficulties you are facing and how much this affects your independence and wellbeing will be looked at. If your assessment shows that you have eligible needs, i.e. your independence or wellbeing is being significantly affected, you may be able to get some help.

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 Adult Social Care. Your local council 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 subsequent 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, this will be discussed with you, and you will be asked to complete a financial assessment to determine how much you should contribute towards any services you receive. Further information about contributions and charges can be found beginning on page 44.

What happens if I am not eligible for support from my local council?

If your assessment has shown that your needs are not eligible for support from the council, it will provide you with information and advice to enable you to arrange assistance for yourself. Council funding is provided 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 beginning on page 63.

Personalised care and support

Personal Budgets

This is an allocation of money from your local 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.



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 into a pre-paid card account.
- The money going to someone who agrees to administer it on your behalf, via a pre-paid card account.
- The above options being paid net of your financially assessed contribution.
- Your local council managing your Personal Budget and purchasing services on your behalf in consultation with you and invoicing you for your financially assessed contribution.

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 your local council 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. Visit your local council's website for further information.

North Northamptonshire Council

Web: www.northnorthants.gov.uk (search 'Personal Budgets, Direct Payments and support plans').

West Northamptonshire Council

Web: www.westnorthants.gov.uk (search 'Direct Payments').

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, which 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, which 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 has a retired friend who is 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.





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

 CareChoices

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 integrated care board (ICB), 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.

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 to require additional support on returning home following discharge, you will be referred through the relevant discharge process for your area. This could mean you return

home with a period of reablement in your own home (see the following information about reablement) 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 Care for a comprehensive assessment of your possible ongoing care needs.

Reablement teams

Reablement offers support to help you regain confidence and skills to live independently. This support is provided for a very short time, anything up to four to 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 the team assesses that you are going to need homecare in the long term, the service then becomes chargeable.

Reablement accepts professional referrals only. For more information about the Reablement North Team (North Northamptonshire) or the Short-term Care at Home Team (West Northamptonshire) or if you feel you need a social care assessment, contact your local council's Customer Service Centre. See page 5.

Intermediate care

This 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 from 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 by the **Northamptonshire Healthcare NHS Foundation Trust**. For more information, visit www.nhft.nhs.uk/ict



Support at home

Care and repair services

These services are offered by Home Improvement Agencies (HIAs). These organisations 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)

An independent charitable HIA helping vulnerable people and their carers across Northamptonshire remain independent at home by carrying out practical measures to keep them warm, safe and secure. The organisation provides support to people of all ages in all tenures of property.

The service includes information and advice, home assessments and a comprehensive range of repairs, improvements and adaptations including electrical, carpentry, plumbing and building works.

- **Handyperson service:** odd jobs, lighting and light bulbs, key safes, curtain tracks and blinds, shelving and installation of white goods.
- **Home security improvements:** doors, windows, lighting and gardens.

- **Falls prevention works:** including grab rails, stair rails and half steps.
- **Disability adaptations:** low-level access showers, wet rooms, modular ramping and handrail systems.
- **Home warmth improvements:** draught exclusion measures, radiator foils, repairs to doors and windows, chimney balloons and heating improvements.
- **Home safety:** gas safety checks and repairs, carbon monoxide detectors and smoke alarms.
- **Child safety:** including bespoke works for specialist needs.
- **Bathrooms and kitchens**
- **Fencing and gating**
- **Larger building and renovation works**

Hardship funding and charitably funded projects may be available, subject to availability and client eligibility. Free, no obligation quotations are provided for all charged-for works.

For all enquiries

Tel: **01604 782250**

Email:

office@careandrepairnorthamptonshire.org.uk

Web: **www.careand.repair**

Major adaptations

If you require a major adaptation such as a stair lift, through-floor lift, walk-in shower, or wheelchair accessible extension, you will need to have an assessment. See page 5 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 council. See page 5.



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, Living Made Easy is an online self-help guide that could be useful. Visit <https://livingmadeeasy.org.uk>

Access to equipment and adaptations

If you need adaptations or equipment to help you manage at home, you will need to contact your local council.

The appropriate 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 about whether you are eligible for help from your local council. If you are, it 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 can be made through your local council's

website. Visit www.northnorthants.gov.uk (search 'Equipment, adaptations and assistive technology') in North Northamptonshire and www.westnorthants.gov.uk (search 'Community therapy') in West Northamptonshire. Alternatively, contact your local council's Customer Service Centre. See page 5.

How do I get my equipment?

If your assessment shows that you are eligible for equipment, the Northamptonshire Community 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 countywide, call **0330 124 1219** or email northamptoncallcentre@millbrookhealthcare.co.uk

Assistive technology

This enables you to improve your independence and safety at home by providing access to a wide range of sensory equipment and software.



FREE NO OBLIGATION HOME DEMONSTRATIONS

WHY CHOOSE US FOR ALL YOUR MOBILITY NEEDS?

- ✓ We offer insurance and extended warranty policies for your peace of mind
- ✓ We stock great quality products and solutions for all budgets
- ✓ We provide scooter and wheelchair hire, contact us to check availability and to book
- ✓ Our trained engineers are on hand to offer annual servicing, all types of repairs including punctures and battery advice and replacements



SPECIALIST WHEELCHAIR ASSESSMENTS

Depending on your needs we can advise on and supply manual, powered, standard, lightweight, bariatric, active user or paediatric wheelchairs. Contact us to arrange a personal assessment with our specialist wheelchair team.

3 Northampton Road, Market Harborough,
LE16 9HB – Opposite Waterstones
marketharborough@myw.co.uk
01858 469998

Eckland Lodge Business Park, Desborough, LE16 8HB
desborough@myw.co.uk
01536 764700



A range of scooters
to suit all needs



Lightweight
wheelchairs in stock



Indoor and outdoor
wheeled walkers



Personal riser recliner
chair assessments



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stairlift survey

We also supply:

- Walking aids
- Folding scooters
- Ultra lightweight and wide wheelchairs
- Adapted bathrooms
- Wide fitting footwear
- Incontinence products
- Daily living aids



Motability

If you qualify for Motability, we can help you enjoy worry-free mobility with a brand-new mobility scooter or powered wheelchair. Call now to speak to our Motability specialists for more information.

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

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

Suitability

Does the equipment support your specific needs? ☐

Are you willing to use it? ☐

Will it fit into your everyday life and routine? ☐

Have you tried a demo of the equipment? ☐

Do you understand what the equipment is for? ☐

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

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

Will it work alongside any assistive technology you already have? ☐

Usability

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

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

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

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

Is it portable? ☐

Will it need to be installed by a professional? ☐

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

Reliability

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

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

Can you speak to someone who already uses it? ☐

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

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

Cost

Do you know how much it costs? ☐

Will you need to pay a monthly charge? ☐

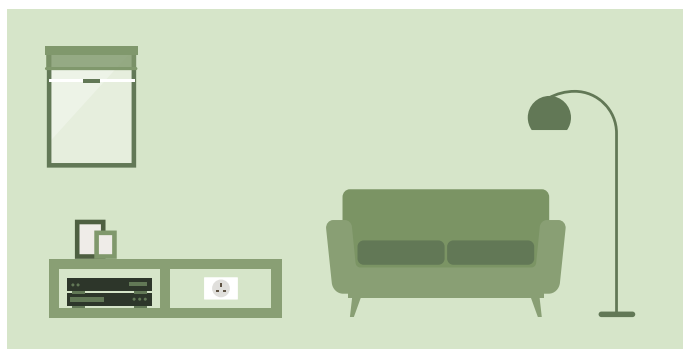
Are there alternative solutions that might be free? ☐

Is there a cost associated with servicing the equipment? ☐

Notes

Making life easier at home

If you're having difficulties with everyday tasks, these simple solutions could make life easier and enable you to retain your independence. These are a starting point; other solutions are available, which might better suit you.



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

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

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

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

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



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

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

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

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

Having tap turners fitted can make **using taps** easier. You could also consider changing to lever-style taps, which might be easier for you to use. ➔



Handled plug



Chair raisers



Chopping board



Level indicator



Teapot tipper

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



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 16.

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

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

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



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

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

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

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

Customer Service Centre

See page 5 for contact details of your local council's Customer Service Centre.



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

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 (Care Act 2014) 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. It is informal and 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.
- How to get help with benefits and legal matters.
- Future and advanced planning.
- Training and leisure needs.
- The possibility of a Direct Payment as a carer (subject to eligibility).
- Access to Sitting Services.
- Any other questions, issues or concerns you have.

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

The Anne Goodman Centre for Carers,
123 Midland Road,
Wellingborough NN8 1LU

Tel: **01933 677907**

Email: **carers@northamptonshire-carers.org**

Web: **www.northamptonshire-carers.org**

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

SERVE – provides social activities and opportunities, and training for carers across Northamptonshire.

TuVida – 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, seven 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. →

**serve**
supporting independence

A local charity supporting independence for 40 years!

Care in Your Home:

- Washing & dressing
- Preparing meals
- Medication
- Shopping & cleaning
- Sitting & respite
- Home from hospital

Wellbeing Activities:

- Day & Activity Centre
- Getting to appointments
- Day trips • Exercise groups
- Befriending
- Hearing aid servicing
- Gardening

www.serve.org.uk
01933 315 555 sam.horne@serve.org.uk

Inspected and rated
Good
Care Quality Commission

➔ These resources can also be useful for carers.

Resource for those supporting disabled children

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

years with additional needs.

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

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. These services 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'. Most council-funded home care 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 individual specific needs.

Live-in care

This 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 **0300 061 6161**. For more information on the CQC, see page 57.

Listings of home care providers start on page 21.

Paying for home care

If you are eligible, home care can be funded in part or whole by your local council, 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 privately arranged home care support.

Although your local council 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 44.



Bespoke home care

Supporting people to live **independently**

We provide a range of services from companionship and housework to condition-led care. Whether it's a short daily visit or round-the-clock support, our dedicated care plans are centred around your loved one's individual needs and routines.



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24-hour support
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✓ Rated 4.8 on ★ Trustpilot

✓ Regulated by the CQC and CIW

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Halo

Domiciliary Care

*Care from the Heart with the
Customer at the Heart*

About Us

Halo Domiciliary Care is unique in its approach to care as it is managed by registered nurses, therefore the team has valuable experience to contribute and a genuine passion for caring, who thrive on making a positive difference to people's lives.

We provide quality, strength based, individual home care services delivering our values; *Care from the heart, with the customer at the heart.*



We have had this brilliant agency help us with our mum, they have gone above and beyond to look after mum and kept her happy.

Daughter of client

Services include:

- Personal care
- Rehabilitation
- End of life care
- Companionship and support
- Household chores
- Condition led care
- Respite
- Home from hospital
- Dementia care
- Mental health needs
- Assisted living
- Live-in care
- Visiting care

☎ 01604 758531 | ✉ info@halodomcare.co.uk

www.halodomiciliarycare.co.uk

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 57.



We provide
domiciliary care
services for adults
with learning
disabilities and the
elderly.

Turn to us, and we
will create a care
package that suits
your specific
requirements or that
of your loved ones.

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W: becausewecarenorthamptonltd.co.uk

Because We Care Northampton LTD
30 Brookfield Road, Northampton NN2 7LS



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- Companionship
- Housekeeping
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- Specialist Care

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INTERNATIONAL

At Alive Health Care Intl Ltd, your wellbeing is our priority, therefore our clients receive comprehensive, friendly and professional Home Health Care Service. We tailor our caregiving services to suit every individual client's needs. We are a team of nurses and healthcare assistants with experience working in hospitals and in the community.

We provide 24-hour support in the comfort of your own home or in one of our supported Living accommodations. Our compassionate experienced nurses and carers will ensure you live a good quality of life with your wellbeing as their priority.

Contact us

T: 01604 647564
M: 07383 416667
E: info@alivehealthcareint.co.uk
www.alivehealthcareint.co.uk



OUR SERVICES:

- Personal care
- Dementia care
- Live-in care
- Hospital discharge
- Palliative care
- Respite care
- Domestic care
- Supported living
- Residential care
- Complex care
- Mental health
- Learning disability, Autism
- Drug/Alcohol misuse
- Staffing

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01933 409 487 | 07488 552 052

Action2Care provides an excellent service for those who need that extra care in their homes or at one of our supported living homes. We know you still want a bit of independence but may need that extra help fulfilling your needs.

Our staff are professionally trained and have years of experience. Whether you are looking for help with a family member or yourself, please contact us for a friendly meeting where we can discuss your needs.



www.action2care.com



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We go above and beyond



Our Services

- Companionship
- Home-Help
- Personal Care
- Dementia Care
- Live in Care
- End of Life Care

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Email: northampton@bridgewaterhomecare.co.uk



3BN Care Ltd

Corby
Tel: 07490 530005

OP D LDA MH YA

4 Futures

Rushden
Tel: 07809 631802

OP LDA YA

24/7 Staffing Support Kettering

Kettering
Tel: 01536 527447

OP D PD LDA YA

ACAH Ltd

Corby
Tel: 01536 443666

OP D PD LDA MH SI YA

Access Care Group Ltd

Corby
Tel: 07575 621221

OP D PD LDA MH SI YA AD

Achieve 2gether Ltd

Northampton
Tel: 0330 133 6492

OP D PD MH YA

Action 2 Care

Wellingborough
Tel: 01933 409487

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OP D PD LDA MH SI YA

Active Support Service Ltd

Kettering
Tel: 01536 510545

D PD LDA

Active Olive Ltd

Rushden
Tel: 0330 133 3200

OP D PD MH SI YA AD

Adult Transition Services Ltd

Brackley
Tel: 07568 562271

OP D PD LDA MH SI YA

Age UK Northamptonshire

Northampton
Tel: 01604 611200

OP D PD MH SI YA

Aitop Healthcare Ltd

Corby
Tel: 01536 745546

OP D PD LDA MH YA AD

A Little Extra Help

Corby
Tel: 01536 205858

OP D YA

Alive Health Care Intl Ltd

Northampton
Tel: 01604 647564 **Advert page 20**

OP D PD YA

Alpha Health & Social Care Services

Corby
Tel: 0333 577 4565

OP D PD LDA MH SI YA AD

AM-R-AZ LLP

Daventry
Tel: 01327 227084

OP D PD LDA SI YA

Angels-Touch Care

Rushden
Tel: 01933 770872

OP D PD LDA MH SI YA

Aquila Supported Living Services Ltd

Northampton
Tel: 07988 736704

OP D PD MH SI YA

Ardington House

Northampton
Tel: 01604 439020

LDA MH YA

Aroma Care Northampton

Wellingborough
Tel: 01604 926066

OP D PD LDA MH SI YA

Ashvic 24/7 Quality Care Services Ltd

Northampton
Tel: 07985 418474

OP D PD LDA MH SI YA AD

ASLN

Kettering
Tel: 01536 483614

OP D PD LDA MH SI YA AD

Assisted Living Care

Northampton
Tel: 01604 550071

OP LDA MH YA

Authentic Kare Kettering

Kettering
Tel: 01536 527440

D PD LDA MH SI AD

Aventus Care Ltd

Northampton
Tel: 07804 831711

PD LDA SI YA

Barclay Specialist Care Ltd

Corby
Tel: 01536 851000

OP D PD LDA MH SI 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

Baseobs Care Ltd

Corby
Tel: 07988 001425

OP D LDA MH SI YA

Beacon Court, 4a

Northampton
Tel: 01604 902054

OP D PD SI YA

Because We Care Northampton

Northampton
Tel: 07398 785644

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PD LDA

Becks Homecare Services Ltd

Wellingborough
Tel: 07747 716997

OP D PD LDA MH YA

Belgrade Holdings Ltd

Wellingborough
Tel: 07831 379454

OP D MH

Bethany Homestead

Northampton
Tel: 01604 713171

OP D PD SI YA

BETTA Healthcare – Royton Ltd

Northampton
Tel: 0330 175 7510 Advert below

OP D YA

Better Lives (Northants) Ltd

Northampton
Tel: 01604 591527

OP LDA SI YA

Better Living Support Group Ltd

Northampton
Tel: 07776 737187

OP YA

Blisworth Home

Northampton
Tel: 07500 806148

OP D PD LDA YA

Blossom24 Healthcare and Training Ltd

Northampton
Tel: 01604 580951

OP D PD LDA MH SI YA

Brightwater Care & Support Ltd

Wellingborough
Tel: 07962 398171

OP D LDA MH YA

BTTLR Ltd T/A Connecting Hands Healthcare Services

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Advert below
LDA

Bush & Company Rehabilitation Ltd

Daventry
Tel: 01327 876210

OP PD MH SI

Can Healthcare Ltd

Wellingborough
Tel: 07361 248812

OP D PD SI YA

Care4LifeHealthcare Services (Corby)

Corby
Tel: 07988 466977

OP D LDA MH YA

Care 4 U Services (Lincs) Ltd

Raunds
Tel: 01933 778170

OP D PD MH SI YA

Care Sante Northamptonshire

Wellingborough
Tel: 01604 380863

OP D PD MH SI YA



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- Companionship Care





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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

Home care providers continued

Carebank Healthcare Northampton

Northampton

Tel: 07450 524083

OP D LDA MH

Caredom Healthcare

Northampton

Tel: 07951 403014

OP D PD LDA YA

Caremark Northampton

Northampton

Tel: 01604 801798

OP D PD LDA MH SI YA AD

Carenova Ltd

Northampton

Tel: 07492 696644

OP D PD YA

Carewatch – Corby

Corby

Tel: 024 7637 1197

OP D PD MH YA

Care Bureau Domiciliary and Nursing Agency

Kettering, The

Kettering

Tel: 01536 414827

OP D PD LDA MH SI YA

Care Bureau Ltd, The – Domiciliary Care (Northampton)

Northampton

Tel: 01604 950997

OP D PD LDA MH SI YA

Wellingborough

Tel: 01933 510010

OP D PD LDA MH SI YA

Care With Compassion

Corby

Tel: 01536 261179

OP D PD LDA SI YA

Carers Trust North Bucks & Milton Keynes

Milton Keynes

Tel: 01908 260444

OP D PD LDA MH SI YA AD

CareSense Healthcare

Wellingborough

Tel: 07788 724183

PD LDA MH SI

CareUK Living Ltd

Northampton

Tel: 07769 909566

OP D PD LDA MH SI YA

Caroline Cares for You Ltd

Brackley

Tel: 07850 880197

OP D PD MH YA

Cera – Old Stratford

Milton Keynes

Tel: 01908 268640

OP PD LDA MH YA

Cherry Care Services Ltd – Northampton

Northampton

Tel: 01604 420410

OP D PD LDA MH SI YA

Chiron Healthcare at Home Northampton Branch

Northampton

Tel: 01604 628538

OP D PD LDA MH SI YA

Chiron Healthcare at Home Wellingborough

Wellingborough

Tel: 01933 580150

OP D PD LDA MH YA

Clover Healthcare

Rushden

Tel: 07846 693343

OP D PD LDA YA

Comfort Healthcare Solutions

Kettering

Tel: 07894 161974

OP D PD MH YA

Complexus Care

Kettering

Tel: 07525 919018

OP PD SI YA

Concept Care Solutions (Northampton)

Northampton

Tel: 01604 620610

OP D PD YA

Connections24hrs Ltd

Corby

Tel: 07833 903310

OP LDA MH YA

Consensus Community Support – Northamptonshire

Corby

Tel: 01536 526400

PD LDA YA

Consummate Care Ltd

Kettering

Tel: 01536 484142

OP PD LDA MH SI YA

Corby Business Centre

Corby

Tel: 0330 043 0005

OP D PD LDA MH YA

Core Care Provider Services

Kettering

Tel: 01536 239164

OP D PD LDA MH SI 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

Home care providers continued

Creative Support – Northampton Services

Northampton

Tel: 07766 528680

OP LDA MH YA

Creative Support – Wellingborough Services

Wellingborough

Tel: 01604 647158

OP LDA YA

Cross Eagle Care Services Ltd

Daventry

Tel: 07360 207830

OP YA

CSK Support 24 Ltd Northampton

Northampton

Tel: 01604 439995

OP D PD LDA MH SI YA AD

Cube Disability Ltd, The

Northampton

Tel: 01604 843777

OP LDA YA

Cynosure Health Care Ltd

Northampton

Tel: 07565 876510

OP D PD SI

DarSarno Care Services

Daventry

Tel: 07951 229937

OP D PD LDA SI YA

DCA Alderwood

Wellingborough

Tel: 01604 811838

LDA YA

Deep Heart Care Ltd

Northampton

Tel: 01604 670036

OP D PD LDA MH SI YA AD

Demidav Ltd

Northampton

Tel: 07957 350624

OP D PD MH SI YA

Destiny Health Care Services Ltd

Market Harborough

Tel: 0116 279 5026

OP D PD LDA MH SI YA AD

Destiny International Care Ltd

Northampton

Tel: 07928 946680

OP D PD LDA MH SI YA

Devotion Integrated Care Ltd

Corby

Tel: 07908 587651

OP D PD MH YA

Diamond Hands Care Services

Kettering

Tel: 07706 771355

OP D PD SI YA

DMC Signature Care Ltd

Northampton

Tel: 07879 994106

D PD LDA MH

Dobix Healthcare Ltd

Northampton

Tel: 07341 485567

OP LDA MH YA

Double EM Services Ltd

Northampton

Tel: 01604 372454

OP D PD YA

Dunamis Social Care

Wellingborough

Tel: 01933 227135

D PD LDA SI

Duty of Care 24-7 Ltd

Northampton

Tel: 01604 556000

OP D PD LDA MH SI YA

Eagle's Nest Support Ltd

Corby

Tel: 07428 486092

OP D PD MH SI YA

Eastdale Healthcare Ltd

Kettering

Tel: 07540 303169

OP D PD LDA MH SI YA

Eastview Healthcare Services Ltd

Kettering

Tel: 01536 217884

OP D PD LDA MH SI YA

EFA's Care Ltd

Corby

Tel: 01536 262419

OP D PD MH SI YA

EJC Group

Corby

Tel: 07957 723273

OP D PD LDA MH SI YA

Eliona Healthcare Ltd

Market Harborough

Tel: 0800 043 0605

OP D PD YA

Elmich Care Northampton

Northampton

Tel: 01604 438110

OP D PD LDA MH SI 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

Home care providers continued

Elyon Healthcare

Northampton

Tel: 01604 600609 **OP D PD LDA MH SI YA AD**

Emmaculate Care Services Northampton Office

Northampton

Tel: 07828 216323 **OP D PD SI YA**

Empathy Care24 Northampton

Northampton

Tel: 0333 011 1756 **OP D PD LDA MH SI YA**

Enable Living Solutions – Main Office

Wellingborough

Tel: 01604 372401 **OP D PD LDA YA**

Enhance Wellbeing Domiciliary Service

Corby

Tel: 01536 333147 **OP D MH SI YA**

Enlightenment Care Services Ltd

Corby

Tel: 07548 864298 **OP D PD LDA SI YA**

Entree Care

Northampton

Tel: 07541 136978 **OP D PD LDA MH SI YA**

Everliving Services – Northampton

Corby

Tel: 07595 023699 **OP D LDA MH SI YA AD**

Extramile Lodgings Ltd

Corby

Tel: 07450 364998 **OP D**

FARJ Services Ltd

Corby

Tel: 0203 950 1884 **OP D PD LDA MH YA**

Favour Health Ltd

Kettering

Tel: 01536 601131 **D PD LDA MH**

FCM Healthcare Agency

Northampton

Tel: 07445 467574 **OP D YA**

FDR Social Care

Northampton

Tel: 01604 946310 **OP D PD LDA MH SI YA**

Feather-Stone Care

Northampton

Tel: 01604 967678 **LDA MH YA**

FK Care Services Ltd

Northampton

Tel: 01604 438583 **OP D PD SI YA**

Flames Healthcare Ltd

Northampton

Tel: 07506 613043 **OP D PD YA**

Flexi Direct Ltd

Northampton

Tel: 07943 579974 **OP D PD LDA SI YA**

Friendly Support Services Ltd

Northampton

Tel: 01604 720699 **OP D PD LDA MH SI YA AD**

Frontal Care Ltd

Northampton

Tel: 01480 509200 **OP D PD SI YA**

Frontline Care & Support Services Ltd

Corby

Tel: 07828 896512 **OP YA**

Gable Healthcare Services Ltd

Northampton

Tel: 07809 428407 **OP D PD LDA MH SI YA**

Gemini Exclusive Care

Wellingborough

Tel: 01933 234938 **OP D PD LDA SI YA**

Genii Home Care and Lifestyle Services Ltd

Wellingborough

Tel: 01604 211323 **OP D PD LDA MH SI YA**

GF Care Ltd

Northampton

Tel: 07533 882204 **OP D PD MH SI YA**

Giant Healthcare Corby

Corby

Tel: 07904 385455 **OP D PD LDA MH SI YA**

Glenlorne Care and Support Ltd

Northampton

Tel: 01604 511107 **OP D PD MH SI 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

Live well, *your* way



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It is the place you know the best. If you want to stay living comfortably at home, Home Instead® can help make that possible.

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Lily Graftt, Care Professional

Contact us for more information

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Homeinstead.co.uk/eastnorthants

Northampton

01604 211190

Homeinstead.co.uk/Northampton

Global Access Care

Corby

Tel: 07368 288619

OP PD LDA YA

Gogomadu Cares

Burton Latimer

Tel: 07928 667381

OP D PD LDA SI

GoTo Healthcare

Corby

Tel: 07885 672663

OP D PD LDA MH SI YA

Grace Living Supported Homes

Northampton

Tel: 07816 850609

OP D PD LDA MH YA

Gran Care Ltd

Northampton

Tel: 01604 328369

OP D PD SI YA

Grangefield Homecare

Northampton

Tel: 01604 810137

OP

Greencrest Healthcare Ltd

Northampton

Tel: 01604 972524

OP D PD SI YA

Grendon Cross Care

Northampton

Tel: 07856 786555

OP LDA MH YA

Halo Domiciliary Care

Unit 2d, Stour Road,
Northampton NN5 5AA

Tel: 01604 758531

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OP D PD LDA SI YA

Hamblin Care Support Service Ltd

Wellingborough

Tel: 01933 710100

OP D YA

Harlestone Home Care Ltd

Towcester

Tel: 01604 419600

OP D PD LDA MH SI YA AD

Harvlightcare Services Ltd

Wellingborough

Tel: 01933 654244

OP PD

Helping Hands Homecare Services

Northampton

Tel: 01604 632040

OP D PD LDA MH SI YA

Helping Hands Northampton

Northampton

Tel: 01604 273 934

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Higham Carers Ltd

Rushden

Tel: 07446 135835

OP D PD SI YA

His Grace And Mercy Services Ltd

Northampton

Tel: 07956 668242

OP PD MH YA

Home Comfort Healthcare

Corby

Tel: 01536 683293

OP D PD LDA MH SI YA

Home Instead East Northants

Wellingborough

Tel: 01933 678775

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Home Instead Northampton

Northampton

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- Dementia Care
- Respite Care
- Live-in Care
- Palliative Care
- Hospital Care
- Children Services
- Supported Living

For further info, please contact us!

📞 01604 497707 ✉️ info@iconscore.co.uk
www.iconscore.co.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



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OP MH YA

Homepoint Healthcare Services

Northampton
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OP D LDA YA

Honest Care Services

Wellingborough
Tel: 01933 815083

OP D PD LDA YA

Horizons Care Ltd

Northampton
Tel: 01604 948841

OP D PD SI YA

Hylton Care

Northampton
Tel: 01604 402902

OP D PD LDA MH SI YA

Icons Group Ltd

Kettering
Tel: 01604 497707

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IDG Care

Northampton
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OP D PD YA

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The Woodbridge Family Centre provides Family Assessments, Assisted Residential Living and Community Support Services to clients in **Northamptonshire and surrounding areas.**



Our highly experienced and professional staff provide comprehensive and person-centred support with strict adherence to Ofsted and CQC regulations, that are aligned to the needs of each person.



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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.

Public health in Northamptonshire

Services aiming to make the local population healthier and reduce the differences between the health of different groups by promoting healthier lifestyles, following advice from the Government and supporting action by Public Health England, the NHS and the public.

For the full list of information and services available, visit www.northnorthants.gov.uk/health-and-wellbeing (North Northamptonshire) or www.westnorthants.gov.uk/health-and-wellbeing (West Northamptonshire).

The Supporting Independence Programme (SIP)

The programme provides up to 12 weeks of one-to-one support tailored to prevent, support and manage the health and wellbeing needs of anyone eligible over the age of 18, who may be showing signs of reduced independence.

Using scientifically validated assessment tools, individuals will work with a trained Wellbeing Advisor to identify their needs, receive personalised support and improve areas of their health and wellbeing, helping them achieve a better quality of life.

To self-refer or make a referral on someone else's behalf, complete the online eligibility assessment at www.northnorthants.gov.uk/health-and-wellbeing/supporting-independence-service (North Northamptonshire) or www.westnorthants.gov.uk/health-and-wellbeing/supporting-independence-programme (West Northamptonshire).

If you are unsure which council covers your area or have experienced technical issues completing the online assessment, use the following contact details.

North Northamptonshire Council

Tel: **0300 126 3000**

Email: sipinfo.ncc@northnorthants.gov.uk

West Northamptonshire Council

Tel: **0300 126 7000**

Email: sipinfo@westnorthants.gov.uk

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. Local Get Up and Go strength and balance exercise sessions are available at

www.northamptonshiresport.org/our-programmes/get-up-go

There is also an online self-assessment tool that can provide you with a personalised plan to address any risk areas, as well as providing helpful advice and suggestions to further reduce your risk of falls. Visit <https://northamptonshire.steadyonyourfeet.org/assessment>

Specialist assessment and advice is available from the Falls Management Service to people who have a high fear of falling or a history of having falls. The service is open to anyone who lives in North or West Northamptonshire 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).

North Northamptonshire Council

Tel: **0300 126 3000**

Email: **falls@northnorthants.gov.uk**

Web: **www.northnorthants.gov.uk/health-and-wellbeing/preventing-falls**

West Northamptonshire Council

Tel: **0300 126 7000**

Email: **falls@westnorthants.gov.uk**

Web: **www.westnorthants.gov.uk/health-and-wellbeing/preventing-falls**

NHS Health Checks

If you are aged between 40 and 74 years old, you may be offered a free NHS Health Check. Your free 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, making it 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.

Everyone between the ages of 40 and 74, who does not have one of the conditions mentioned above, will be asked 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 and Recovery, is a 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:** works to reduce the physical, psychological and emotional harm caused to families living with, or caring for, someone who is addicted to drugs/alcohol.
- **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 halve 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** (option two) in North Northamptonshire or **0300 126 5700** (option one) in West Northamptonshire. →

→ Useful websites

Better Health

Comprehensive advice and information about staying well.

Web: www.nhs.uk/better-health

Healthier families

Easy ways to eat well and move more.

Web: www.nhs.uk/healthier-families

NHS eat well

Web: www.nhs.uk/live-well/eat-well

Northamptonshire Sport

Web: www.northamptonshiresport.org

Ramblers Wellbeing Walks

Web: www.ramblers.org.uk/go-walking/wellbeing-walks

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 describes housing options that you might like to consider if continuing to live in your current home is becoming challenging, but you do not require residential care.

You can search for more detailed information about housing options available in your area at www.housingcare.org

If you think you may have a care need and would like to be considered for an assessment, contact your local council's Customer Service Centre. See page 5.

If your current housing is not suitable then housing options can be explored alongside your care needs. You could also consult a private care agency following an assessment of your care and support needs.

Sheltered housing

This is the best known and most common form of specialist housing for people who want to live independently but need a bit more support, or if you want to live in a smaller and easier-to-manage home.

Often known as retirement housing, sheltered housing is usually a group of self-contained flats or bungalows with either one or two bedrooms, which you can either buy or rent. It is usually only available to those aged 55 and over.

Some common features of sheltered housing include:

- Help from a scheme manager (warden), or support staff.
- 24-hour emergency help through an alarm system.
- Communal areas, such as gardens or lounges.
- Social activities for residents.

Features vary from scheme to scheme. If you're interested in a particular scheme, make sure you

understand what services are available, how much they cost and whether you would be eligible for any help with these costs.

Meals, help around the house and personal care services such as help with bathing are not usually provided. Sheltered housing schemes are not inspected or given ratings by the Care Quality Commission (CQC). For more information about the CQC, see page 57.



Extra care housing, assisted living and independent living

Also known as assisted living, extra care housing offers more support than sheltered housing but still allows you to retain independence whilst receiving assistance with tasks such as washing, dressing, going to the toilet or taking medication. It is designed for people over the age of 55 with care and support needs who want to be active and independent.

Extra care schemes are suitable for couples to continue living together even when one partner's care needs may increase. They provide a safe and supportive environment for older people in buildings close to local facilities.

North Northamptonshire Council is in the process of tendering for independent living schemes. Independent living gives residents a safe and secure home with their own front door but whilst also being surrounded by a like-minded community. For more information contact the council's Customer Service Centre. See page 5.

Accommodation

With the extra care scheme, you can rent, buy or part-buy your own self-contained flat, house or bungalow – on your own or as a couple.

Extra care housing can include flats, houses and bungalows all with their own front door, which are part of complexes with public spaces that may include:

- A restaurant.
- An activity room, lounge and or garden.
- Social activities organised by residents' groups and supported by care staff.
- A hairdressing salon and or laundry facilities.
- A shop.

These areas can also be used by local older people. Extra care accommodation should have an alarm system linked to a 24-hour control centre in the event of an emergency.

Care and support services

These services are available and can include if needed:

- Personal care, such as washing or dressing.
- Domestic help, such as laundry and housework.
- Meals.

The amount you pay for extra care support services is dependent on your individual financial circumstances. Following an assessment, it will be explained how much of a contribution you will need to pay.

Unlike sheltered housing, extra care housing is regulated by the Care Quality Commission (CQC). It inspects the facilities and provide ratings. For more information about the CQC, see page 57.

Care villages

In a care village, you can choose between fully independent living, extra care (assisted living) or 24-hour nursing care. Most care villages will include all three models of accommodation within the village.

The range of on-site facilities can include:

- A café.
- A restaurant.
- Sitting rooms.
- A hairdressing salon.
- Gardens.
- A bowling green.

Some models even have a swimming pool and spa. You can search the **Care Choices** website to see information about local care villages or retirement villages. Visit **www.carechoices.co.uk**



West Northamptonshire Housing Allocation Scheme

If you are interested in moving to older persons housing or retirement housing, you will need to qualify to join West Northamptonshire Council's new Housing Allocation Scheme. If you are already a social housing tenant, you will need to contact your housing provider (housing association) directly.

Depending on your housing provider, there are various options available:

- Sheltered or retirement schemes.
- Extra care flats and apartments.
- Groups of bungalows in the wider community.

From 1st April 2024, West Northamptonshire Council will implement its new Housing Allocation Scheme. At this time, if you are on one of the three existing housing registers (Daventry, South Northamptonshire and Northampton), you do not need to do anything and will remain on the housing register. Otherwise, you will be contacted closer to the time and instructed to re-apply to the new Housing Allocation Scheme.

To apply to join the West Northamptonshire Housing Allocation Scheme, visit **www.westnorthants.gov.uk/finding-home/housing-register**

Care homes

All residential 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 (**www.cqc.org.uk**). See page 57 for more information on the CQC. Listings of care homes and care homes with nursing begin on page 68.

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 mobility. Listings of care homes in the county begin on page 68.

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 this 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 and the current amount is £219.71 per week; this is reviewed every April. For information on paying for care, see page 44.



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

CareChoices

NHS Continuing Healthcare (CHC) and NHS-funded Nursing Care (FNC)

NHS CHC is a package of care for adults aged 18 or over that is arranged and funded solely by the NHS.

In order to receive NHS CHC funding, individuals have to be assessed by integrated care boards (ICBs) according to a legally prescribed decision-making process to determine whether the individual has a 'primary health need'.

NHS-FNC is when the NHS pays for the nursing care component of nursing home fees. The NHS pays a flat rate directly to the care home towards the cost of this nursing care.

The Northamptonshire ICB is responsible for assessing eligibility for NHS CHC and NHS-FNC, according to the National Framework for Continuing Healthcare and NHS-funded Nursing Care. The ICB will identify, arrange and fund services required to meet your eligible needs:

- If you are registered with a GP in Northamptonshire.

- If you are assessed as eligible for NHS CHC.
- For the healthcare part of a joint package of care.

If you are receiving care in your own home, you will have a Personal Health Budget (PHB) to meet your needs. For more information, see page 8.

Alternatively, full detail of PHBs can be found at **www.england.nhs.uk** (search 'Personal Health Budgets').

Further information about CHC can be found at **www.icnorthamptonshire.org.uk/continuing-healthcare**



Tell us what you think



⦿ What have you found useful?

⦿ What could we do better?

Share your feedback

Take our five minute survey



www.carechoices.co.uk/reader-survey



Your care matters

with Barchester

**Everyone deserves uncompromising care.
That's the passionate belief of the experts
in our care homes.**

That's why you'll find our people are well-trained in a variety of skills. They're dedicated people who want to celebrate life and improve well-being. And it's why support is given with kindness, respect and dignity.

**These are the things that mean the most.
And because they matter to you, they matter to us.**



BARCHESTER
in Northamptonshire
barchester.com/Northnts

Call to arrange a visit or to find out how we can help:

Brampton View
Brampton Lane,
Chapel Brampton, NN6 8GH
01604 321506

Claremont Parkway
Holdenby,
Kettering, NN15 6XE
01536 439251

Collingtree Park
110 Windingbrook Lane,
Collingtree Park, NN4 0XN
01604 651013

Elm Bank
81 Northampton Road,
Kettering, NN15 7JZ
01536 439257

Juniper House
Candleford Close,
Brackley, NN13 6JZ
01280 428078

Residential care • Nursing care • Dementia care • Respite care and short breaks
Hair & beauty salon • En-suite bedrooms • Landscaped gardens

Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

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

Staff

What is the minimum number of staff that are available at any time? ☐ ☐ ☐

Are staff respectful, friendly and polite? ☐ ☐ ☐

Do staff have formal training? ☐ ☐ ☐

Are the staff engaging with residents? ☐ ☐ ☐

Activities

Can you get involved in activities you enjoy? ☐ ☐ ☐

Is there an activities co-ordinator? ☐ ☐ ☐

Does the home organise any outings? ☐ ☐ ☐

Are residents escorted to appointments? ☐ ☐ ☐

Do the residents seem entertained? ☐ ☐ ☐

Does the home have a varied activities schedule? ☐ ☐ ☐

Life in the home

Is the home adapted to suit your needs? ☐ ☐ ☐

Can you bring your own furniture? ☐ ☐ ☐

Are there enough plug sockets in the rooms? ☐ ☐ ☐

Are there restrictions on going out? ☐ ☐ ☐

Is there public transport nearby? ☐ ☐ ☐

Does the home provide any transport? ☐ ☐ ☐

Can you make/receive calls privately? ☐ ☐ ☐

Can you decide when to get up and go to bed? ☐ ☐ ☐

Does the home allow pets? ☐ ☐ ☐

Does the home use Digital Care Planning accessible to families? ☐ ☐ ☐

Personal preferences

Is the home too hot/cold? Can you control the heating in your room? ☐ ☐ ☐

Is the décor to your taste? ☐ ☐ ☐

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 57.

Your financial assessment

For your local council to assess and invoice you for any financial contribution towards the cost of your support, you will need to provide details of your financial circumstances.

Your local council will contact you to obtain these details. It 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.

The financial assessment will be completed with you either over the phone, via a form you will need to return to your local council or you can be visited at your home, where necessary. You can also complete an online self-assessment if you live in West Northamptonshire. Visit **www.westnorthants.gov.uk** (search 'Financial assessments').

If your financial assessment can't be completed before your care and support begins, it will be completed as soon as possible. If, however, you fail to provide your local council 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 are being provided. Remember, help is available with your financial assessment and your local council is available to support you. See the end of this section for contact details.

Part of the financial assessment process involves checking to see if you are receiving all the benefits you are entitled to. If it is identified that you are able to claim any State Benefits, you will be provided with advice on how to make a claim. Alternatively, your local council may 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 page 45 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 your local council for help towards paying the cost of your care services. You should let the council 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, your local 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.
- You have had a full financial assessment from the council, and you have been advised that 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 page 45 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 financial information.

North Northamptonshire Council

Tel: **0300 126 8088**

Email: **financialassessments.ncc@northnorthants.gov.uk**

West Northamptonshire Council

Tel: **0300 126 3200**

Email: **financialassessments.ncc@westnorthants.gov.uk**



Council funding towards residential care

The law says that where the local authority is funding accommodation, it must allow a person entering residential care to choose which care home they would prefer, within reason. Your local council must first agree the home is suitable for your needs and it would not cost more than it would normally pay for a home that would meet those needs.

If you wish to choose a care home that is more expensive than your local council is 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.

The third party payment will need to be made directly to the home and not to the local authority.

Deprivation of Assets

If your local council feels 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, the council may treat you as if you still possess the asset for the purpose of charging. This is known as notional capital.

An investigation will be undertaken in order to determine whether deprivation of assets has occurred. This may include land registry searches and requesting copies of bank statements. If it is determined 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 this conclusion has been reached.

The council will then decide whether to continue funding your care. If the council decides to continue funding your care, you will be charged the full cost of your care unless you have transferred assets to 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 the council.

Assessing the value of your home

Your local council will consider the value of your home as a capital asset if you are moving into residential care. However, in the following circumstances, 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 aged 60 years or over or aged 16 years or under and are a child you are responsible for.
- If a person remaining in your property has a disability and has proof of benefit entitlement or medical evidence due to their incapacity.

The mandatory disregard only applies where the property has been continuously occupied since and before you moved into residential care.

Self-funding your care

If you do not meet the 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, contact your local council's Customer Service Centre for assistance approximately three months before your capital reaches the threshold. See page 5 for contact details.

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 your local authority, you may be able to maximise your income so that you do not need financial support. 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, you will have to sign a contract with your local council 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 and a legal charge will be placed on your property to ensure the council secures its interest.

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, visit **www.northnorthants.gov.uk** (search 'Deferred payment') or **www.westnorthants.gov.uk** (search 'Support for self-funders').

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 page 44). Government guidance will be followed when deciding which sources of capital and income will be taken 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 your required contribution towards the cost of care be calculated. Your local council 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 the local authority, as it has 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 your local council will pay the provider the whole cost of the service, but you will still need to pay your assessed contribution towards this. You will be sent 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, you will be asked for information about your financial circumstances. As soon as the information has been collected, a financial assessment will be carried out and you will be given written details of exactly how much you are being asked to pay. Any benefits you may be entitled to will be indicated when a welfare benefit check has been completed and you can get help to apply 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 the council says I should pay towards my weekly charge?

In the first instance, you will need to make a claim to the DWP for the benefits the council has indicated you are entitled to. If you are unsuccessful in your claim for any of these benefits, contact the helpdesk on **0300 126 8088** for North Northamptonshire Council and **0300 126 3200** for West Northamptonshire Council, and they will be able to advise you. You will need to provide the relevant helpdesk 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. Your charges are usually reviewed 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 45 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 your local council's eligibility criteria and your capital (not including your house) is below the £23,250 limit, the value of your house will not be considered as part of your assessment for the first 12 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 consider the Deferred Payment Agreement. See page 46 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 benefits to spend on your own personal needs if you are in residential care. This is not taken into account when working out how much you have to pay for your care.

Specific care and support needs

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 from 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 your local council or by a specialist agency or charity. The assessment can identify a wide range of needs and inform you of what services are available to help.

North Northamptonshire Council

Web: www.northnorthants.gov.uk/disability-and-mental-health/sensory-impairment

West Northamptonshire Council

Web: www.westnorthants.gov.uk/getting-right-care-and-support/visual-impairment-service

Alternatively, contact your local council's Customer Service Centre. See page 5.

Northamptonshire Association for the Blind (NAB)

NAB provides advice, support and products to help improve the lives of visually impaired people in

Northamptonshire. 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, get in touch.

37 Harborough Road, Northampton NN2 7BB

Helpline: **01604 719193**

Email: helpline@nab.org.uk

Web: <https://nab.org.uk>

X (formerly Twitter): [@nab_northants](https://twitter.com/nab_northants)

Facebook: [@nabnorthants](https://www.facebook.com/nabnorthants)

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**

Text: **07813 006813** or **07813 006811**

Email: general@deafconnect.org.uk

Web: <https://deafconnect.org.uk>

Learning disability

North Northamptonshire

The council has two teams which specialise in learning disabilities. The teams undertake visits to understand individual social care needs and investigate what support can be provided.

The council also helps people in the community in receipt of social care support and people in residential care by:

- Looking into safeguarding concerns.
- Undertaking enquiries.
- Completing regular reviews.

The level of support an individual needs will vary, depending on their circumstances, but the council may be able to help you with things like:

- A work placement.
- Paid employment.
- A volunteering opportunity.
- Access to leisure activities.

- Adult learning courses.

The council will also look into safeguarding concerns, undertake enquiries and complete regular reviews for people in receipt of social care support and people who live in residential care.

You may be able to get a representative to assist you with your finances and other important decisions regarding your welfare. For more information, see page 50.

North Northamptonshire Council also operates a short break respite care and transitions service. This provides short-term residential accommodation in a care home setting for younger adults (aged 16 to 65) with a disability, including:

- Autistic Spectrum Disorder.
- Physical disabilities.
- Mental health conditions.

The service can also provide short term transition for younger adults with care and support needs to develop and maintain independent daily living skills and to plan for their future long-term needs, including accommodation.

Countywide

The Employment and Disability Service (EADS) provides employment support for people with a learning or physical disability. For more information, visit your local council's website.

The Learning, Independence, Volunteering and Employment (LIVE) Service provides bespoke support to enable people to achieve their goals around employment, volunteering and independence. For more information, visit your local council's website.

Useful websites

The **Local Offer** team publishes information online about services available for children and young people (aged 0 to 25) with special educational needs and disabilities (SEND) in North and West Northamptonshire. For more information, visit **www.northnorthants.gov.uk** or **www.westnorthants.gov.uk** (search 'Local Offer').

The Keep Safe Scheme, run by **Northamptonshire Police** in conjunction with its partners, is a card system designed to make the holder more aware of their personal safety, to encourage reporting of crime and to support them to seek help if needed. It will also help those providing assistance to access support for the user of the card and understand how to make them feel safer. For more information, visit **www.northants.police.uk** (search 'Keep Safe Scheme').

Northamptonshire Healthcare NHS Foundation Trust works with adults and children with learning disabilities who have complex health care needs. For more information, visit **www.nhft.nhs.uk/learning-disabilities**

The following services are also available for those who have had a Care Act assessment and have been assessed as having eligible support needs. Where someone has needs that should be met by their local council, it will, in the first instance, consider how their needs could be supported by their family and the local community.

Day services

There are different types of day services depending on individual needs. These include high support needs, complex behaviours, reducing anxiety and social and leisure opportunities. For more information and a list of local services, visit your local council's website.

North Northamptonshire Council

Web: **www.northnorthants.gov.uk** (search 'Day services').

West Northamptonshire Council

Web: **www.westnorthants.gov.uk** (search 'Long-term care and support').

Shared Lives

A scheme for adults aged 16 plus who have a long term eligible social care need and require support. Support can be for short breaks, respite, day support, or full-time live in care.

People who visit or live with a Shared Lives carer may be:

- Someone with learning or physical disabilities.
- An older person.
- A young person in transition from fostering.

A careful assessment and matching process makes sure individuals are paired with suitable Shared Lives carers who will treat them as members of their family, meet their needs and provide the right support. For more information, contact your local council.

North Northamptonshire Council

Tel: **01604 361713**

Email:

sharedlivesenquiries@northnorthants.gov.uk

Web: **www.northnorthants.gov.uk** (search 'Shared Lives').

West Northamptonshire Council

Email: **sharedlivesenquiries.ncc@westnorthants.gov.uk**

Web: **www.westnorthants.gov.uk**

(search 'Long-term care and support').

For more information, advice and guidance to help you remain independent, contact your local council's Customer Service Centre. See page 5.

Brain injury

This 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 brain injury 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.

For more information and to request an assessment, visit **www.northnorthants.gov.uk/disability-and-mental-health/brain-injury** or contact your local council's Customer Service Centre. See page 5.

Northamptonshire Community Brain Injury Service
For people aged 16 and over who have experienced a brain injury. The service provides specialist assessment, rehabilitation and support with adjusting to living with brain injury, as well as offering support to families and carers. Visit **www.nhft.nhs.uk/cbi**

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. GPs also have access to a wide range of counselling and advice programmes that you may be referred to.

If your concerns appear more serious, your GP may refer you to a specialist mental health service. Countywide services 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. For information, visit **www.nhft.nhs.uk/mentalhealth**

To view a list of local services or request an assessment from Adult Social Care, use the following contact details. Alternatively, contact your local council's Customer Service Centre. See page 5.

North Northamptonshire Council

Web: **www.northnorthants.gov.uk** (search 'Mental health services and support').

West Northamptonshire Council

Web: **www.westnorthants.gov.uk** (search 'Mental health services and support').

The Mental Capacity Act

This 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 has capacity but wants 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.

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.gov.uk/government/organisations/department-for-work-pensions

It may also be possible for your local council to assist in looking after your finances by becoming the Appointee or Deputy. Please contact your local council's Customer Service Centre for further advice. See page 5.

Dementia

Dementia Care Advice Service

Northamptonshire Carers is a central point of contact for this service. The Dementia Care Advice Service offers support for the person living with dementia and/or their carer.

The Northamptonshire Carers 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.

Northamptonshire Carers also supports people living with other long-term conditions. Furthermore, it can signpost to other services such as regulated care.

Northamptonshire Carers offers a wider variety of other services including support groups, companionship and wraparound provision alongside GPs and primary care. Some of these services include community groups with clinical input, as well as Memory Hubs offering structured support for people in the earlier stages of dementia and their carers.

Northamptonshire Carers also offers workshops relating to the caring role when supporting someone with dementia.

Tel: **01933 677907** (carers' support line).

Email: carers@northamptonshire-carers.org

Web: www.northamptonshire-carers.org

Write to: Northamptonshire Carers, The Anne Goodman Centre for Carers, 123 Midland Road, Wellingborough NN8 1LU

Memory Assessment Service (MAS)

Provided by Northamptonshire Healthcare NHS Foundation Trust, this service aims to ensure quality assessments, diagnosis and care for people with dementia and their carers. This includes timely and equal access to services, provisions of evidence-based treatments, monitoring and follow-up. If dementia is diagnosed early, more can be done to delay progression of the disease.

The MAS includes the following:

- A single point of referral for all people with a possible diagnosis of dementia over the age of 65.
- Supporting primary care to promote and facilitate early identification and referral of people with suspected dementia.
- Provision of high-quality accurate diagnosis of dementia early in the course of the disease.
- Communication of the diagnosis in a person-centred way to both the person with dementia and their carers.
- Ensuring that people with dementia and their carers have appropriate information that allows them to manage their care more effectively within their pathway and understand how to access other appropriate assistance when required.
- Engaging people with dementia and their carers in decisions about the care options available to them, including the development of advanced care plans.
- Ensuring the service is readily accessible and →

Tell us what you think



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

Share your feedback

Take our five minute survey

www.carechoices.co.uk/reader-survey

- ➔ meets the range of needs of the local population.
- Ensuring continuity of care across pathways and integration with other care providers.
- Promoting awareness of dementia and reducing stigmatisation.
- Discussion about treatment and intervention options on an individual basis, according to presenting diagnosis and needs.

Treatment and intervention options could include workshops for people living with dementia and carers, medication and written information or signposting to support services such as Alzheimer's Society, Age UK or Northamptonshire Carers.

Throughout Northamptonshire, there are four localities, and each locality has a dedicated MAS:

- Tel: **0300 027 2969** (Daventry/South Northamptonshire).
- Tel: **0300 274 949** (Corby/Kettering).
- Tel: **0300 027 1671** (Northampton).
- Tel: **0300 027 2740** (Rushden/Wellingborough).

The service operates five days per week, Monday to Friday, 9.00am to 5.00pm. Currently, referrals to the service are made via the individual's GP. However, if you require any additional information, contact your local team using the contact details above.

Alzheimer's Society

This organisation local services provide information and support for you and for people diagnosed with dementia. For all services, email **northamptonshire@alzheimers.org.uk**

You can also call **Dementia Connect** on **0333 150 3456** 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.

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 and locations, email **northamptonshire@alzheimers.org.uk**

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.



Olive Row Care Home

A care home serving the community of Kettering.



**Nursing
and Residential
Care available**
Please ask for more
information

- Located within walking distance of Kettering town centre
- Run by Peterborough Care, one of the longest established care home organisations in the UK
- Dedicated activities rooms
- Hair salon
- Nurse call system
- Access to gardens
- 54 en-suite bedrooms designed around 4 households

Olive Row Care Home – part of Peterborough Care, a family run organisation operating care homes since 1984

For further information regarding Olive Row Care Home, please contact us on **01733 562328** or on newcare@peterboroughcare.com.

Alternatively, you can telephone **01536 484411** to discuss your needs.

Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

We suggest that you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 43. You can download and print this checklist at www.carechoices.co.uk/checklists

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

Activities

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

Health

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

Staff

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

Approach to care

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

*See page 57.

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 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 the Care Quality Commission. Visit **www.cqc.org.uk** or call **0300 061 6161**.

If your local council has 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 Compliments, Comments and Complaints 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.

North Northamptonshire Council

Compliments, Comments and Complaints Team,
Sheerness House, 41 Meadow Road,
Kettering NN16 8TL

Tel: **0300 126 3000**

Email: **myfeedback@northnorthants.gov.uk**

Web: **www.northnorthants.gov.uk/your-council/comments-compliments-and-complaints**

West Northamptonshire Council

Compliments, Comments and Complaints Team,
One Angel Square, Angel Street,
Northampton NN1 1ED

Tel: **0300 126 7000**

Email: **myfeedback@westnorthants.gov.uk**

Web: **www.westnorthants.gov.uk/your-council/comments-compliments-and-complaints**

Further information about the complaints procedures can be found at the websites above 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 General Data Protection Regulation (GDPR), it may be necessary for your local council to confirm that the individual is happy for the complaint to be raised on their behalf. Where the council is required to access or share personal information about someone who is unable to consent to this directly, it 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.

Local Government and Social Care Ombudsman

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

Write to: PO Box 4771, Coventry CV4 0EH

Advocacy

This service supports you to understand information, express your needs and wishes, secure your rights and represent your interests if you might have substantial difficulty doing so yourself.

Advocacy enables people with physical or learning disabilities, older people, carers and people with mental health needs to make informed choices and decisions about their own wellbeing and social care.

An advocate is someone who can:

- Support you.
- Help you access information.
- Speak on your behalf when you don't feel comfortable speaking, and contact people by telephone, email or post.
- Ensure you have a say in decisions that affect you.

There are different types of advocacy. In certain situations, you have a legal right to the following types of advocacy:

- Independent Mental Capacity Advocacy (IMCA), which supports people who lack capacity to make certain decisions, including Deprivation of Liberty Safeguards (DoLS) and Relevant Person's Paid Representatives (RPPR).

- Independent Mental Health Advocacy (IMHA), which supports people treated or assessed under the Mental Health Act.
- Independent Care Act Advocacy (ICAA), which supports people who are receiving or being assessed for care.
- NHS Complaints Advocacy.

For more information, use the following contact details to get in touch with your local council's independent advocacy provider.

POhWER

Covering West Northamptonshire.

Tel: **0300 456 2370**

Text: **81025** (send the word 'pohwer' with your name and number).

Email: **pohwer@pohwer.net**

Web: **www.pohwer.net/west-northamptonshire**

VoiceAbility

Covering North Northamptonshire.

Tel: **0300 303 1660**

Email: **helpline@voiceability.org**

Web: **www.voiceability.org/support-and-help/services-by-location/northamptonshire**

Inspecting and regulating care services



Health and social care services must be registered to show that they meet a set of standards.

The Care Quality Commission (CQC) is the independent regulator of health and social care in England. It registers care providers and inspects and rates services. When things go wrong, the CQC can also take action to protect people who use services.

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

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

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

You can also tell the CQC about your experiences of care – good or bad. It can use your information to see where it should inspect next, and what to

look out for when it does. If you want to share your experience of care, visit **www.cqc.org.uk/share**

CQC assurance

A new CQC assurance process for adult social care functions is being launched. The CQC will visit local authorities to assess their processes. Local authorities in England could be visited any time from April 2023 to assess how they are making a difference to people's lives.

The CQC assessment

A key part of the updated CQC assessment is how local authorities place people's experiences at the heart of their decisions, and they should expect to be assessed across the following themes:

- working with people;
- providing support;
- ensuring safety; and
- leadership.

For more information, visit

www.cqc.org.uk/local-systems/local-authorities

Tel: **0300 061 6161**

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 local authority, 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 local 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. It may offer you the fees you

would receive if you remained within the county, or it 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 57), 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**.



Reassuring support whatever your care journey:

Lasting Powers of Attorney



Care funding advice and challenges



Court of Protection Applications



Professional Deputy and Attorney service



Considering mental capacity



Best Interests decisions



Lay Deputy and Attorney support



Concerns about Attorney actions and financial abuse



Statutory will



Tonina Ashby,
Partner and Notary Public, Private Client
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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).
- Is experiencing, or is at risk of, abuse or neglect.
- 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, including 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 your local council's Customer Service Centre in confidence. See page 5 for contact details. Alternatively, you could report suspected abuse by using the online reporting form which can be found at

www.northamptonshiresab.org.uk

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 suspect abuse in a care home or care home with nursing

If your concern is about someone who is in

residential care, refer them to your local council's Customer Service Centre. See page 5.

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

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

Residents' Panels

Why not get involved with your local Residents' Panel? It needs your input to get a better understanding of residents' views on various local issues and public services.

As a Residents' Panel member, you'll:

- Have the opportunity to give your views to your local council and its partners and have a greater say in influencing local decisions that matter.
- Receive invites to take part in surveys, focus groups and workshops.
- Have the choice to join the Consultation Register to be emailed about new consultations run by your local council.

You don't need any expert knowledge of the public sector to join the Residents' Panel, you only need to:

- Live in North or West Northamptonshire.
- Be aged 16 or over.

Residents' Panel members are not offered any

financial incentives for participating. However, most of the people involved enjoy being given the opportunity to learn more about, and influence, the development of public services.

To join, complete your local council's online Residents' Panel sign up form, contact details can be found at the end of this section. If you join the Residents' Panel and decide that it's not for you, unsubscribe at any time and your details will then be permanently removed.

For more information and to take part in local consultation and engagement activities that interest you, use the following contact details.

North Northamptonshire Council's Residents' Panel

Web: **<https://northnorthants.citizenspace.com/get-involved>**

West Northamptonshire Council's Residents' Panel

Web: **<https://westnorthants.citizenspace.com/about>**

Healthwatch North and West Northamptonshire

This is the independent people's champion for everyone who uses health and social care services in North and West Northamptonshire.

It gives patients, service users and local people an opportunity to influence and challenge decision makers about local health and social care services.

By listening to your experiences of publicly funded care, good or bad, Healthwatch can help shape the services you receive. It has powerful, statutory

rights to represent your views and they are used to influence the people who provide services and make decisions about them.

Healthwatch is an independent organisation, run by Connected Together Community Interest Company (**www.connectedtogether.co.uk**).

Healthwatch also provides information and signposting on any aspect of health and social care and has a searchable advice webpage at **www.healthwatchnorthamptonshire.co.uk/advice-and-information** →

➔ To find out more about Healthwatch North and West Northamptonshire, including how to share your views and other ways of getting involved, use the following contact details to get in touch with the organisation.

Tel: **0300 002 0010** (Monday to Friday, 9.00am to 3.00pm).

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 CQC-Registered Providers (NORARCH)



NORARCH was formed in April 1983 and 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 providers in the county.

NORARCH is a membership organisation including residential homes, nursing homes and home care for both younger and older people and for people with learning disabilities in Northamptonshire.

The main principles and objectives 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 key bodies.
- To effect and maintain high standards with care providers in Northamptonshire.
- To promote the image of registered providers by the adoption of a professional approach to the operation of such services.
- To liaise with other key bodies with compatible aims for the mutual benefit of those bodies and the Association.
- To provide a forum for the exchange of ideas and information and for the discussion of problems.

Relaunch on 1st October 2023

All CQC-registered providers across North and West

Northamptonshire have free membership for 12 months, in addition to:

1. Support and advice on the differing issues that providers face on a daily basis and in times of difficulty.
2. Sharing, exchanging, signposting, interpreting and providing accessible information, knowledge and advice.
3. Representation to key bodies in relation to care fees, contracts, compliance, safeguarding, commissioning and more.

Benefits

- Monthly members meetings, some with guest speakers.
- Regular email updates.
- Closed Facebook group.
- Support from an experienced executive board.
- Networking and peer to peer support.
- Opportunity to attend regional care conference.
- Special members rates from partnership suppliers for services and products.
- Information about grant funding and new initiatives available.

NORARCH members strive to offer the highest standards of care for their clients. The membership is keen to embrace innovative and new concepts in care.

Due to role that NORARCH plays, the Association believes it is important for all its members to share their knowledge. The Association is also eager to encourage membership from all care providers in North and West Northamptonshire. For more information about NORARCH, use the

following contact details.

Tel: **0116 482 6669**

Email: **admin@norarch.org.uk**

Web: **www.norarch.org.uk**

Useful contacts

Age UK Northamptonshire

A local independent charity providing a wide range of services and support throughout Northamptonshire.

Tel: **01604 611200**

Email: **access@ageuknorthants.org.uk**

Web:

www.ageuk.org.uk/northamptonshire

Advice

Age Care Advice – Northamptonshire

Operates a wide range of services and activities in the East of England designed to overcome the problems that older people, working-age adults and their families face when trying to organise formal care:

- Hospital discharge assessments.
- Home care.
- Finding a care home if you are self-funding.
- Finding the best home care if you are self-funding.
- Long-term care co-ordination.
- Night support at home.
- Carer support.
- Live-in care.
- Self-funding or privately funding assessments.
- Care home companionship.
- Supporting vulnerable adults when their parents can no longer provide care.
- Returning home from a residential care home setting.

Tel: **01778 219639** or **07930 125081**

Email: **agecareadvice.team@nhs.net**

Web: **www.agecareadvice.co.uk**

Benefit Delivery Centre – Jobcentre Plus

Tel: **0800 055 6688**

Textphone: **0800 023 4888**

Relay UK: **18001 0800 055 6688**

Web: **www.gov.uk/contact-jobcentre-plus/new-benefit-claims**

Benefits Service – Community Law Service (Northampton and County)

Tel: **01604 621038**

Email: **enquiries@communitylawservice.org.uk**

Web: **www.communitylawservice.org.uk/welfare-benefits-advice**

Café Track

Supports autistic people to access employment by providing a supportive environment for them to develop their employability skills.

18 Market Square, Northampton NN1 2DL

Tel: **07545 354265** Email: **cafe@track.org.uk**

Web: **www.track.org.uk/cafe**

Citizens Advice

Provides legal and financial advice and support.

Central and East Northamptonshire

Doddridge Centre, 109 St James' Road,
Northampton NN5 5LD

Tel: **0800 144 8848**

Web: **www.cencab.org.uk**

Corby and Kettering

Tel: **01536 265501** (Corby).

Tel: **01536 482281** (Kettering).

Web: **www.citizensadvice.org.uk/local/corby-kettering**

→ **Daventry and District**

The Abbey, Market Square NN11 4XG

Tel: **0808 278 7899**

Web: **www.citizensadvisedaventryanddistrict.co.uk**

West Northamptonshire and Cherwell

Tel: **0808 278 7906** • Web: **www.canosn.org.uk**

Disability Service Centre

Web: **www.gov.uk/disability-benefits-helpline**

En-Fold

A charitable organisation providing what it considers to be an essential service to the local community impacted by autism in Northamptonshire.

Web: **www.enfold.org.uk**

Get on Board

Operates a number of 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 407848/07825 301850/07866 327647**

Email: **info@getonboarduk.com**

Web: **www.getonboarduk.com**

GOV.UK

Web: **www.gov.uk**

Information and Access Point

The Guildhall, St Giles Square, Northampton NN1 1DE (Monday to Thursday, 9.30am to 12.30pm).

Tel: **01604 621038** (Monday to Thursday, 10.00am to 2.00pm; and Friday, 10.00am to 1.00pm).

Email: **enquiries@communitylawservice.org.uk**

Web: **www.communitylawservice.org.uk**

Northampton

49-53 Hazelwood Road NN1 1LG (Monday to Thursday, 9.30am to 3.00pm; and Friday, 9.30am to 1.00pm).

Tel: **01604 621038** (Monday to Thursday, 10.00am to 2.00pm; and Friday, 10.00am to 1.00pm).

Rushden

Appointment only. • Tel: **01933 313020** (Monday to Friday, 10.00am to 1.00pm).

Email: **rushden@communitylawservice.org.uk**

Wellingborough

Appointment only.

Tel: **01933 313020** (Monday to Friday, 10.00am to 1.00pm).

Email:

wellingborough@communitylawservice.org.uk

My Family, Our Needs

The lifestyle site for families, carers and practitioners supporting children and young adults with additional needs.

Web: **www.myfamilyourneeds.co.uk**

Office of the Public Guardian

Power of Attorney/supervision support.

Tel: **0300 456 0300**

Textphone: **0115 934 2778**

Email: **customerservices@publicguardian.gov.uk**

Web: **www.gov.uk/power-of-attorney**

The Care Quality Commission

Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

Tel: **0300 061 6161** • Email: **enquiries@cqc.org.uk**

Web: **www.cqc.org.uk**

The Department for Work and Pensions

Web: **www.gov.uk/government/organisations/departments-for-work-pensions**

The Department of Health and Social Care

Tel: **0300 790 4007**

Web: **www.gov.uk/government/organisations/departments-of-health-and-social-care**

The NHS website

The UK's biggest health website, using thousands of clinically validated articles, video and tools to help people engage with their health, care and wellbeing.

Web: **www.nhs.uk**

The Pension Service

Tel: **0800 731 0469** • Textphone: **0800 731 0464**

Relay UK: **18001 0800 731 0469**

Web: **www.gov.uk/contact-pension-service**

Advocacy

POhWER

Covering West Northamptonshire.

Tel: **0300 456 2370**

Text: **81025** (send the word 'pohwer' with your name and number). • Email: **pohwer@pohwer.net**

Web: **www.pohwer.net/west-northamptonshire**

Northamptonshire People First

A self-advocacy group run by and for people with learning difficulties.

Tel: **01536 515548**

Email: **cepfnorthants@gmail.com**

Web: **www.peoplefirst.org.uk**

VoiceAbility

Covering North Northamptonshire.

Tel: **0300 303 1660**

Email: **helpline@voiceability.org**

Web: **www.voiceability.org/support-and-help/services-by-location/northamptonshire**

North Northamptonshire Council and West Northamptonshire Council

Compliments, Comments and Complaints Team

North Northamptonshire Council

Sheerness House, 41 Meadow Road,

Kettering NN16 8TL • Tel: **0300 126 3000**

Email: **myfeedback@northnorthants.gov.uk**

Web: **www.northnorthants.gov.uk/your-council/comments-compliments-and-complaints**

West Northamptonshire Council

One Angel Square, Angel Street,

Northampton NN1 1ED • Tel: **0300 126 7000**

Email: **myfeedback@westnorthants.gov.uk**

Web: **www.westnorthants.gov.uk/your-council/comments-compliments-and-complaints**

Customer Service Centre

North Northamptonshire Council

Tel: **0300 126 3000** (Monday to Friday, 9.00am to

5.00pm. Out-of-hours services in the event of an emergency can be reached via this number. Closed on bank holidays).

West Northamptonshire Council

Tel: **0300 126 7000** (Monday to Friday, 9.00am to 5.00pm. Closed on bank holidays).

Financial Assessment Team

North Northamptonshire Council

Tel: **0300 126 8088**

Email:

financialassessments.ncc@northnorthants.gov.uk

West Northamptonshire Council

Tel: **0300 126 3200**

Email:

financialassessments.ncc@westnorthants.gov.uk

Support for carers

Carers UK

20 Great Dover Street, London SE1 4LX

Tel: **0808 808 7777** • Email: **advice@carersuk.org**

Web: **www.carersuk.org**

Northamptonshire Carers

123 Midland Road, Wellingborough NN8 1LU

Tel: **01933 677907** (Carers Support Line).

Email: **carers@northamptonshire-carers.org**

Web: **www.northamptonshire-carers.org**

TuVida

19 Pelham Road, Sherwood, Nottingham NG5 1AP

Tel: **0115 824 8824**

Email: **eastmidlands@tuvida.org**

Web: **www.tuvida.org**

Voluntary/third sector organisations

Lakelands Hospice

Provides palliative and end of life care, free of charge, for people in Corby and the surrounding villages living with life-limiting illnesses such as cancer, chronic obstructive pulmonary disease (COPD), multiple sclerosis (MS) and advanced heart failure.

Butland Road, Oakley Vale,

Corby NN18 8LX

Tel: **01536 747755** (9.00am to 5.00pm).

Web: **www.lakelandshospice.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**

Email: **info@britishlegion.org.uk**

Web: **www.britishlegion.org.uk**



Live Safe & Well

Avery Healthcare offers a safe and supportive environment where residents can flourish, make new friends, remain part of their local communities and live a life of possibility.

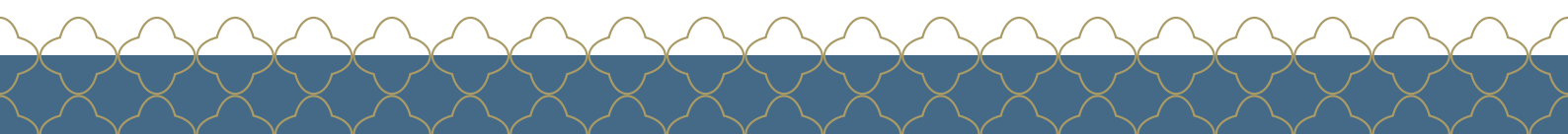
Residential, nursing, dementia & respite care • Nutritionally balanced seasonal menus

Spacious, beautifully decorated bedrooms

Stimulating schedule of daily activities and entertainment • Highly trained staff teams



WINNER
2023





Ashurst Mews Care Home
Northampton | ☎ 01604 553840



Avery Park Care Home
Kettering | ☎ 01536 629670



Cliftonville Care Home
Northampton | ☎ 01604 553841



Dukes Court Care Home
Wellingborough | ☎ 01933 589043



Glenmoor House Care Home
Corby | ☎ 01536 629730



Seagrave House Care Home
Corby | ☎ 01536 629198



Spencer House Care Home
Northampton | ☎ 01604 553843



Squires Mews Care Home
Northampton | ☎ 01604 358135

Visit averyhealthcare.co.uk to book a tour with a member of our friendly team.

Care home listings

Corby care homes

See page 69 for the **Service User Bands** key **Advertisers are highlighted**

Bannigans

19 High Street, Corby NN17 1UX
Tel: 01536 263296

LDA MH YA

Brookside

55 High Street, Corby NN17 1UU
Tel: 01604 400400

LDA

Cottingham Road

399 Cottingham Road, Corby NN18 OTW
Tel: 01536 401888

LDA

Gretton House

3 High Street, Gretton, Corby NN17 3DE
Tel: 01536 770325

OP LDA MH YA

Holland House

21 High Street, Corby NN17 1UX
Tel: 01536 403364

LDA MH YA

Laxton Hall

Laxton, Corby NN17 3AU
Tel: 01780 444292

OP D

Manor Field

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

OP LDA MH YA

Manor House Residential Home

58-60 Main Street, Middleton,
Market Harborough LE16 8YU
Tel: 01536 771722

OP D PD

Pine Lodge

Motala Close, Danesholme, Corby NN18 9EJ
Tel: 01604 364150

OP D PD LDA MH SI YA

Priors Hall Care Home

1 Regents Place, Corby NN17 5BH
Tel: 01536 906610

OP D YA

Redmond House

3 George Hattersley Court, Occupation Road,
Corby NN17 1EA
Tel: 01536 264522

PD LDA YA

Sandalwood Court

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

OP D

Seagrave House Care Home Advert pages 66 & 67

Occupation Road, Corby NN17 1EH
Tel: 01536 629198

OP D PD

Thackley Green

Off Lewin Road, Great Oakley, Corby NN18 8JS
Tel: 01604 368910

OP D PD YA

Welland House – Occupation Road

1 George Hattersley Court, Occupation Road,
Corby NN17 1EA
Tel: 01536 403817

OP PD LDA SI YA

Corby care homes with nursing

Glenmoor House Care Home Advert pages 66 & 67

25 Rockingham Road, Corby NN17 1AD
Tel: 01536 629730

OP D PD MH SI YA

Shirelodge Nursing Home

281 Rockingham Road, Corby NN17 2AE
Tel: 01536 200348

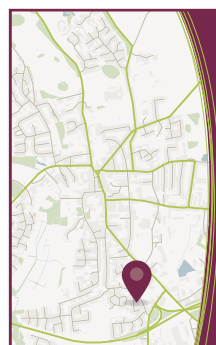
OP D PD MH

Willow Brook House

77 South Road, Corby NN17 1XD
Tel: 01536 906360

OP D MH YA

Have you considered all housing options? See the information beginning on page 38.



Search for care in your area

CareChoices

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

Daventry care homes

Ashdown House

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

OP D

Orchard, The

Malabar Fields, Daventry NN11 4DP
Tel: 01327 878802

OP D PD LDA MH SI YA AD

Bell Lodge

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

D PD SI

Oxendon House Care Home

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

OP D

Boniface House

Spratton Road, Brixworth,
Northampton NN6 9DS
Tel: 01604 883800

OP D PD SI YA

Solden Hill House

Banbury Road, Byfield, Daventry NN11 6UA
Tel: 024 7538 1504

OP PD LDA MH SI YA

Brookside Care Home

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

OP D

Flora Innes House

16 High Street, Byfield, Daventry NN11 6XH
Tel: 01327 260234

LDA

Moors, The

51 London End, Upper Boddington,
Daventry NN11 6DP
Tel: 01327 860906

LDA YA



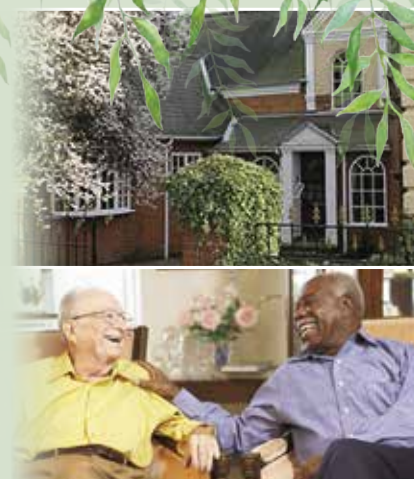
The Willows

NURSING AND RESIDENTIAL HOME

Established in 1981, we pride ourselves on being a family run home offering personalised nursing and residential support.

Our professional, dedicated team offers 24 hour care for a variety of needs and disabilities including Palliative Care, Physical conditions, Dementia and Respite Care. We are pleased to provide care for Northamptonshire.

We offer homely facilities, care tailored to individuals, home cooked meals and qualified professional care at all times.



FOR PROFESSIONAL ADVICE CONTACT US TODAY

01858 463177 • admin@willowsnursinghome.co.uk
www.willowsnursinghome.co.uk

105 - 107 Coventry Road, Market Harborough LE16 9BX

Inspected and rated

Good



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

Daventry care homes with nursing

See page 71 for the **Service User Bands** key

Advertisers are highlighted

Astley Hall

Farnborough Drive,
Daventry NN11 8AL
Tel: 01327 227940

OP D PD MH SI YA

Badby Park

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

OP D PD MH SI YA

Brownlands Nursing Home

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

OP

Longlands

London Road, Daventry NN11 4DY
Tel: 01604 362880

OP D PD SI YA

Pytchley Court Nursing Home

5a Northampton Road, Brixworth NN6 9DX
Tel: 01604 882979

OP D YA

Sibbertoft Manor Nursing Home

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

OP D

Wheatsheaf Court Care Home

44 Sheaf Street, Daventry NN11 4AB
Tel: 01327 705611

OP D MH YA

Willows Nursing and Residential Home, The

105-107 Coventry Road, Market Harborough,
Leicestershire LE16 9BX
Tel: 01858 463177 **Advert page 69**

OP D PD MH SI YA

East Northamptonshire care homes

Abbott House – Oundle

Glaphorn 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

12 Higham Road, Rushden NN10 6DZ
Tel: 01933 318498

OP D PD MH SI

Clanfield Residential Care Home

3 Toll Bar Road, Islip, Kettering NN14 3LH
Tel: 01832 732398

OP D PD

Freestones Residential Care Home

85 Finedon Road, Irthlingborough,
Wellingborough NN9 5TY
Tel: 01933 650430

OP D PD

Highmead House

153 Finedon Road, Irthlingborough,
Wellingborough NN9 5TY
Tel: 01933 650244

OP D

Hillcrest House

3 Hillcrest Avenue, Spinney Hill,
Northampton NN3 2AB
Tel: 01604 495155

LDA YA

Hillside Homes

2 Denford Way, Wellingborough NN8 5UB
Tel: 01933 327669

OP PD LDA MH SI YA

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

Rushwell House

116 Wellingborough Road,
Rushden NN10 9TD
Tel: 01933 830490

OP LDA MH YA

Shrubbery, The

66 College Street, Higham Ferrers,
Rushden NN10 8DZ
Tel: 01933 317380

OP D PD MH YA

Together Nest Lane

1 Nest Lane, Wellingborough,
Northampton NN8 4AU
Tel: 01933 272194

MH YA

Acacia Lodge Care Home

15 Wellingborough Road, Irthlingborough,
Wellingborough NN9 5RE
Tel: 01933 651660

OP D PD YA

Avenue House Nursing and Care Home

173-175 Avenue Road,
Rushden NN10 0SN
Tel: 01933 358455

OP D

Brockfield House

Villa Lane, Stanwick,
Wellingborough NN9 6QQ
Tel: 01933 625555

D MH

Higham House Nursing Home

87 Higham Road, Rushden NN10 6DG
Tel: 01933 314253

OP D YA

Meadow View Care Home

80 High Street,
Irchester, Wellingborough NN29 7AB
Tel: 01933 355111

Advert outside back cover

OP D PD SI YA

Polebrook Nursing Home

Morgans Close, Polebrook,
Peterborough PE8 5LU
Tel: 01832 273256

OP D PD MH

Raunds Lodge Nursing Home

63 Marshalls Road, Raunds,
Wellingborough NN9 6EY
Tel: 01933 625404

OP D PD

Rushden Park

Melloway Road, Rushden NN10 6XZ
Tel: 01933 418777

OP PD YA

Kettering care homes

2 Windsor Avenue

Desborough, Kettering NN14 2SS
Tel: 01536 763297

OP PD YA

78 Polwell Lane

Barton Seagrave, Kettering NN15 6UB
Tel: 01536 722609

LDA YA

Agape Annexe

191 Havelock Street, Kettering NN16 9QB
Tel: 01536 511479

LDA YA

Alderwood L.L.A. Ltd – Cransley

63 Loddington Road, Cransley,
Kettering NN14 1PY
Tel: 01604 811838

LDA YA

Ashley Court Care Home

Reservoir Road, Kettering NN16 9QT
Tel: 01536 482777

OP D PD SI

Aston House

16 Queensberry Road, Kettering NN15 7HL
Tel: 01536 517716

PD LDA SI YA

Avens Ltd

39 Denford Road, Ringstead,
Kettering NN14 4DF
Tel: 01933 461908

PD LDA YA

Avery Park Care Home

231 Rockingham Road,
Kettering NN16 9JB
Tel: 01536 629670

Advert pages 66 & 67

OP D PD SI YA

Burghley

17 Burghley Street, Kettering NN16 9LQ
Tel: 07786 065258

OP LDA MH YA

Burton Oaks

119 Station Road, Burton Latimer,
Kettering NN15 5PA
Tel: 01536 350060

OP D PD MH SI YA

Elm Bank Care Home

81-83 Northampton Road, Kettering NN15 7JZ
Tel: 01536 439257

Advert page 42

OP D PD YA

Gabriel Court Ltd

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

OP D MH YA

Glenkindie Lodge Residential Care Home

27 Harborough Road, Desborough,
Kettering NN14 2QX
Tel: 01536 762919

D PD MH SI

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

Haydock House

89 Rockingham Road,
Kettering NN16 9HX
Tel: 01536 517080

LDA MH YA

Heather Holmes Care Home

64 Rushton Road, Desborough,
Kettering NN14 2QD
Tel: 01536 760418

LDA YA

Heatherington House

5 London Road,
Kettering NN16 0EF
Tel: 01536 411064

LDA MH YA

Heathers, The

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

D LDA MH YA

Hermitage House Care Home

Kingfisher Road, Thrapston, Kettering NN14 4GN
Tel: 01832 430 083 **Advert below**

OP D

Kettonby House

9 Kettonby Gardens, Kettering NN15 6BT
Tel: 01536 312820

LDA SI YA

Kingly Terrace

2 Essex Road, Rushden NN10 0LG
Tel: 01933 423680

OP PD MH YA

Nene House

1 Sackville Street, Thrapston,
Kettering NN14 4NZ
Tel: 01832 735280

LDA YA

Orchard House Residential Care Home

155 Barton Road, Barton Seagrave,
Kettering NN15 6RT
Tel: 01536 514604

OP D PD MH

Parvale House

223 Rockingham Road,
Kettering NN16 9JB
Tel: 01536 484970

LDA MH YA

Perrywood House

78 Rockingham Road,
Kettering NN16 9AA
Tel: 01536 522151

LDA MH YA

Rockingham House

19 London Road,
Kettering NN16 0EF
Tel: 07940 448138

LDA YA

Rookery Cottage

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

OP D



Hermitage House Care Home

As a brand new care home, Hermitage House provides the highest standards of family-led residential and dementia care. Our home is luxurious and beautifully furnished, whilst retaining a warm family atmosphere that makes Hermitage House feel extra special.



To find out more about life at Hermitage House contact our Customer Relations Manager Sarah-Beth Preston on 07754559526 or email sarah-beth.preston@countrycourtcare.com



01832 430 083



Kingfisher Road, Thrapston,
Kettering, NN14 4GN



www.countrycourtcare.com

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Court**
Our family, caring for yours

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A CARE HOME OF DISTINCTION WITH NURSING



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

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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.

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

The Old Vicarage,
Care Home with Nursing,
Weekley,
Kettering,
Northants NN16 9UP

t: 01536 484378

www.theoldvic.co.uk

PART OF THE PRESTIGIOUS ROYAL BAY CARE HOMES GROUP



Kettering care homes continued

SENSE – 129 Neale Avenue

129 Neale Avenue, Kettering NN16 9HG
Tel: 01536 415385

PD LDA SI

Smythe House

72 St Peters Avenue,
Kettering NN16 OHB
Tel: 01536 520528

LDA MH YA

Southleigh

31 London Road,
Kettering NN16 OEF
Tel: 01536 511166

PD LDA

St Anns Care Home

12 The Crescent, Kettering NN15 7HW
Tel: 01536 415637

OP D PD

Thorndale

Malham Drive,
Kettering NN16 9FS
Tel: 01536 526380

OP D

Westhill Park Care Home

1 Chataway Drive, Kettering NN15 7FF
Tel: 01536 480555

OP D

Weston Villa

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

OP LDA YA

For more information about care homes with nursing, see page 40.

Kettering care homes with nursing

Advertisers are highlighted

Beaumont Nursing Home

8 Gipsy Lane, Kettering NN16 8TY
Tel: 01536 416817

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 439251 **Advert page 42**

OP YA

Consensus Support Services Ltd – 121 Station Road

121 Station Road, Burton Latimer,
Kettering NN15 5PA
Tel: 01536 723425

PD LDA YA

Country View Nursing Home

Pipe Lane, Warkton Village, Kettering NN16 9XQ
Tel: 01536 484692

OP PD

Elegance of Kettering

68 Rockingham Road,
Kettering NN16 8JU
Tel: 07865 971648

OP D 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 73**

OP

Olive Row Care Home

Albert Street,
Kettering NN16 OEB
Tel: 01733 562328

Advert page 54
OP D PD MH SI YA

Northampton care homes

44 Stimpson Avenue

Abington, Northampton NN1 4LP
Tel: 01604 230457

LDA YA

Abington Park View

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

OP D PD SI

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

Abington View

6 Becket Way, Northampton NN3 6EX

Tel: 01604 390234

PD LDA MH SI

Alderwood 2 – Hillcrest 2

14 Hillcrest Avenue, Northampton NN3 2AB

Tel: 01604 376197

LDA MH

Ardington House

Wellingborough Road, Northampton NN1 4EX

Tel: 01604 439020

LDA MH YA

Berkeley, The

1-2 Elysium Terrace, Kingsthorpe Road,
Northampton NN2 6EN

Tel: 01604 215058

OP LDA MH SI YA

Bethany Homestead

Kingsley Road, Northampton NN2 7BP

Tel: 01604 713171

OP D PD SI YA

Boughton Green Road

144 Boughton Green Road, Kingsthorpe,
Northampton NN2 7AA

Tel: 01604 791266

OP PD MH YA

Boughton Lodge Care Home

105 Boughton Green Road, Kingsthorpe,
Northampton NN2 7SU

Tel: 01604 720323

OP D

Burlington Court

Roseholme Road, Northampton NN1 4RS

Tel: 01604 887660 **Advert page 83**

OP D YA

Christchurch View

Abington, Northampton NN1 5LL

Tel: 01604 824203

OP PD MH SI YA

Church View Residential Home

8 The Drive, Kingsley, Northampton NN1 4SA

Tel: 01604 713098

OP

Collingtree Park

110 Windingbrook Lane,
Northampton NN4 OXN

Tel: 01604 651013 **Advert page 42**

OP D YA

Crescent House

3 The Crescent, Northampton NN1 4SB

Tel: 01604 791141 **Advert page 77**

OP D PD SI

Fair Haven Care Home

66 St Georges Avenue, Northampton NN2 6JA

Tel: 01604 712050

LDA MH

Ferns, The

43 Marshalls Road, Raunds,
Wellingborough NN9 6ET

Tel: 01933 624406

OP D PD LDA MH YA

Heathcotes (Moulton)

Grosvenor House, 16 Chater Street, Moulton NN3 7UD

Tel: 01604 499376

PD LDA MH SI YA

Highfield

50 Abington Avenue, Northampton NN1 4PA

Tel: 01604 215056

LDA MH YA

Jean Elizabeth Residential Care Ltd

99a High Street, Woodford, Kettering NN14 4HE

Tel: 07515 594534

OP D

Living Life (UK) Ltd t/a the Banyan Tree – 53 Bostock Avenue

Abington, Northampton NN1 4LN

Tel: 01604 639859

LDA MH YA

Margaret's Rest Home

30-32 Kingsley Road, Northampton NN2 7BL

Tel: 01604 710544

OP D PD YA

Meadow View

421 Welford Road, Northampton NN2 8PT

Tel: 01604 843923

OP D PD LDA MH SI YA

Merrifield House Residential Care Home

90 High Street, Wootton,
Northampton NN4 6JR

Tel: 01604 705654 **Advert below**

OP D MH

Merrifield House Care Home



Tel: 01604 705 654
Mob: 07903503580
Email: merrifieldhouse@aol.com

90 High Street, Wootton,
Northampton, NN4 6JR

'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
- Person Centred Care

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

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

Nicholas Rothwell House

290 Harborough Road, Kingsthorpe,
Northampton NN2 8LR
Tel: 01604 841882 **Advert below**

OP PD

Nazareth House – Northampton

118 Harlestone Road, Northampton NN5 6AD
Tel: 01604 751385

OP

St Giles Charity Estates

290 Harborough Road, Kingsthorpe,
Northampton NN2 8LR
Tel: 01604 841882

OP PD

No 39

39 Stimpson Avenue, Northampton NN1 4LP
Tel: 01604 230457

LDA YA

Northants Accommodation and Social Care

202a Kettering Road,
Northampton NN1 4BN
Tel: 01604 626363

LDA YA

OakLodge Care Home

2 Peveril Road, Duston, Northampton NN5 6JW
Tel: 01604 752525

OP D

Obelisk House

Obelisk Rise, Kingsthorpe, Northampton NN2 8SA
Tel: 01604 850910

OP D PD SI YA

Orchard Hill

100 Orchard Hill, Little Billing, Northampton NN3 9AG
Tel: 01604 403602

OP PD LDA MH SI YA

Orchard View

97 Orchard Hill, Little Billing, Northampton NN3 9AG
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OP PD LDA MH SI YA

Pinetrees

The Avenue, Dallington, Northampton NN5 7AJ
Tel: 01604 589233

OP D PD LDA MH SI YA AD

Primrose House

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OP MH YA

Rathgar Care Home

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OP D

ResCare

1 Monmouth Road, Northampton NN5 7EF
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OP LDA SI YA

Richardson Duston Ltd

23 Duston Road, Duston, Northampton NN5 5AR
Tel: 01604 791266

OP LDA YA

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Northampton NN2 6NT
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Royal Mencap Society – 1-2 St Albans Close

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LDA

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OP MH YA

Southfields House

Farmhill Road, Northampton NN3 5DS
Tel: 01604 499381

OP D PD SI YA

Spinney Hill House

56 Spinney Hill Road, Northampton NN3 6DN
Tel: 01604 513076

PD LDA MH SI YA

Squires Mews Care Home **Advert pages 66 & 67**

488 Kettering Road, Northampton NN3 6QP
Tel: 01604 358135

OP D PD SI YA

St Christopher's Home

Abington Park Crescent,
Northampton NN3 3AD
Tel: 01604 637125

OP PD

St Georges

100 St Georges Avenue, Northampton NN2 6JF
Tel: 01604 713269

LDA MH SI YA

St John's Home

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OP MH YA AD

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LDA MH YA

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Northampton NN1 4LP
Tel: 01604 230457

PD LDA YA

Templemore Care Home

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OP D YA

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OP MH YA

Wildacre

Raunds Road, Chelveston NN9 6AB
Tel: 01933 625780

OP D LDA YA

Wilton House

74 Kingsley Road, Northampton NN2 7BL
Tel: 01604 215059

LDA MH YA

Have you considered all housing options? See the information beginning on page 38.

Northampton care homes with nursing

Advertisers are highlighted

Angela Grace Care Centre, The

4-5 Cheyne Walk, Northampton NN1 5PT
Tel: 01604 633282

OP D MH YA

Apollo House

Argyle House, The Avenue, Dallington, Northampton NN5 7AJ
Tel: 01604 316620

OP D

Ashurst Mews Care Home **Advert pages 66 & 67**

Northampton Lane North, Northampton NN3 7RQ
Tel: 01604 553840

OP D PD MH SI YA

Brampton View Care Home

Brampton Lane, Chapel Brampton, Northampton NN6 8GH
Tel: 01604 321506

Advert page 42

OP D PD YA

Christchurch View

Abington, Northampton NN1 5LL
Tel: 01604 824203

OP PD MH SI YA

Loyd House

Abington, Northampton NN1 5LL
Tel: 0844 264 0533

OP PD MH SI YA

Cliftonville Care Home

Cliftonville Road, Northampton NN1 5BE
Tel: 01604 553841

Advert pages 66 & 67

OP D PD YA

Cotswolds, The

178 Cotswold Avenue, Duston, Northampton NN5 6DS
Tel: 01604 864466

OP PD SI YA

Cunningham House

Hilltop House, Ashton Road, Hartwell, Northampton NN7 2EY
Tel: 01604 864466

OP 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

Orchard House

Ashton Road, Hartwell, Northampton NN7 2EY
Tel: 01604 864466

OP D PD MH YA

Phoenix House

218-220 Kettering Road, Northampton NN1 4BN
Tel: 01604 626272

OP MH YA

Richmond Village Northampton

Bridge Meadow Way, Grange Park, Northampton NN4 5EB
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Advert page 78

OP D PD YA

Spencer House Care Home **Advert pages 66 & 67**

Cliftonville Road, Northampton NN1 5BU
Tel: 01604 553843

OP D PD MH SI YA

St Andrew's Healthcare - 17 The Avenue

17 The Avenue, Cliftonville, Northampton NN1 5BT
Tel: 01604 616000

OP LDA MH SI 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

Northampton care homes with nursing continued

St Matthews Ltd – The Avenue

2 The Avenue, Spinney Hill, Northampton NN3 6BA

Tel: 01604 644455

OP D MH YA

St Matthews Unit

29-31 St Matthews Parade, Kingsley,

Northampton NN2 7HF

Tel: 01604 711222

OP D MH YA

Symphony House Nursing Home

43-45 Queens Park Parade, Northampton NN2 6LP

Tel: 01604 722772

OP PD

Turn Furlong

Off Rookery Lane, Kingsthorpe, Northampton NN2 8BZ

Tel: 01604 368830

OP D PD YA

Weston Favell Houses

37a-37b St Peters Gardens, Weston Favell,

Northampton NN3 3JT

Tel: 01604 864466

PD SI YA

2 Martins Court, Church Way, Weston Favell

Northampton NN3 3EN

Tel: 01604 864466

PD SI YA

3 Martins Court, Church Way, Weston Favell

Northampton NN3 3EN

Tel: 01604 864466

PD YA

Wycliffe House

2 Christchurch Road, Northampton NN1 5LL

Tel: 01604 824203

D PD MH AD

South Northamptonshire care homes

Blakesley

2 High Street, Blakesley, Towcester NN12 8RE

Tel: 01327 860906

LDA

Brackley Fields Country House Retirement Home

Halse Road, Brackley NN13 6EA

Tel: 01280 704575

OP D YA

Cheney House

Rectory Lane, Middle Cheney, Banbury OX17 2NZ

Tel: 01295 710494

OP D PD SI

Clare House Residential Home

12 Whittlebury Road, Silverstone,

Towcester NN12 8UD

Tel: 01327 857202

OP D

Farm Cottage

8 Milthorpe, Weedon Lois, Towcester NN12 8PP

Tel: 01327 861073

LDA

Holly House Residential Home

36 Green Street, Milton Malsor,

Northampton NN7 3AT

Tel: 01604 859188

OP D

Lakes, The

Duncote, Towcester NN12 8QA

Tel: 01327 352277

OP D YA

Livability Hanover Drive

50 Hanover Drive,

Brackley NN13 6JS

Tel: 01280 840598

OP D PD LDA SI YA

Livability Remus Gate

11 Remus Gate, Brackley NN13 7HY

Tel: 01280 709894

LDA YA

Livability Westminster Croft

3 Westminster Croft, Brackley NN13 7ED

Tel: 01280 705348

LDA YA

Oakfield at Yardley Hastings

Castle Ashby Road, Yardley Hastings,

Northampton NN7 1EL

Tel: 01933 664222

OP D LDA MH YA

Ridgway House

1 Swinneyford Road,

Towcester NN12 6HD

Tel: 01604 361002

OP D PD SI YA

Stone Cottage

8 Milthorpe, Weedon Lois,

Towcester NN12 8PP

Tel: 01327 860769

LDA

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

Brackley Care Home

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OP D PD MH YA

Brook House Care Home

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OP D YA

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OP D PD LDA YA

Duncote Hall Nursing Home

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Tel: 01327 352277

OP D

Grafton Manor

Church Lane, Grafton Regis,
Northampton NN12 7SS
Tel: 01908 543131

PD LDA MH SI

Hunsbury House

8 Long Acres, Hunsbury, Northampton NN4 0QF
Tel: 01604 864466

PD SI YA

Juniper House

Candleford Close, Brackley NN13 6JZ
Tel: 01280 428078 **Advert page 42**

OP D PD YA

For more information about care homes with nursing, see page 40.

Wellingborough care homes

See page 80 for the **Service User Bands** key

Alderwood L.L.A. Ltd – Dybdale Crescent

1 Dybdale Crescent, Wellingborough NN8 5EX
Tel: 01604 811838

OP LDA YA

Alderwood L.L.A. Ltd – Hayway

49 Hayway, Rushden NN10 6AG
Tel: 01604 811838

LDA YA

Alderwood L.L.A. Ltd – Irchester

168-170 Station Road, Wellingborough NN29 7EW
Tel: 01604 811838

LDA

Alderwood L.L.A. Ltd – Rushden

302 Wellingborough Road, Rushden,
Wellingborough NN10 6BB
Tel: 01604 811838

LDA

Alderwood L.L.A. Ltd – Irchester 2

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LDA YA

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Tel: 01933 353244

LDA YA

Alderwood LLA Ltd Addington Road

264 Addington Road, Irthlingborough,
Wellingborough NN9 5UT
Tel: 01604 811838

LDA YA

Aspen House

277 Wellingborough Road, Rushden NN10 9XN
Tel: 01933 419345

OP LDA YA

Bilton Court

Windermere Drive, Queensway,
Wellingborough NN8 3FR
Tel: 01933 697510 **Advert below**

OP D

Blossoms

20 Swans Pool Parade,
Wellingborough NN8 2BZ
Tel: 01933 273920

LDA YA

Creative Support – Willowtree House

7 Poplar Street, Wellingborough NN8 4PL
Tel: 01933 222452

LDA

Duke's Court Care Home

159 Northampton Road, Wellingborough,
Northamptonshire NN8 3PN **Advert pages 66 & 67**
Tel: 01933 589043

OP D PD MH SI YA

Glenvale Park Care Home

1 Juniper Grove, Wellingborough, NN8 6AD
Tel: 01933 420844

OP D YA

Grangefield Residential Care Home

60 Northampton Road, Earls Barton,
Northampton NN6 0HE
Tel: 01604 812580

OP D

Great Glens Facility

149-151 Midland Road, Wellingborough NN8 1NB
Tel: 01933 274570

MH YA

Heath Rise

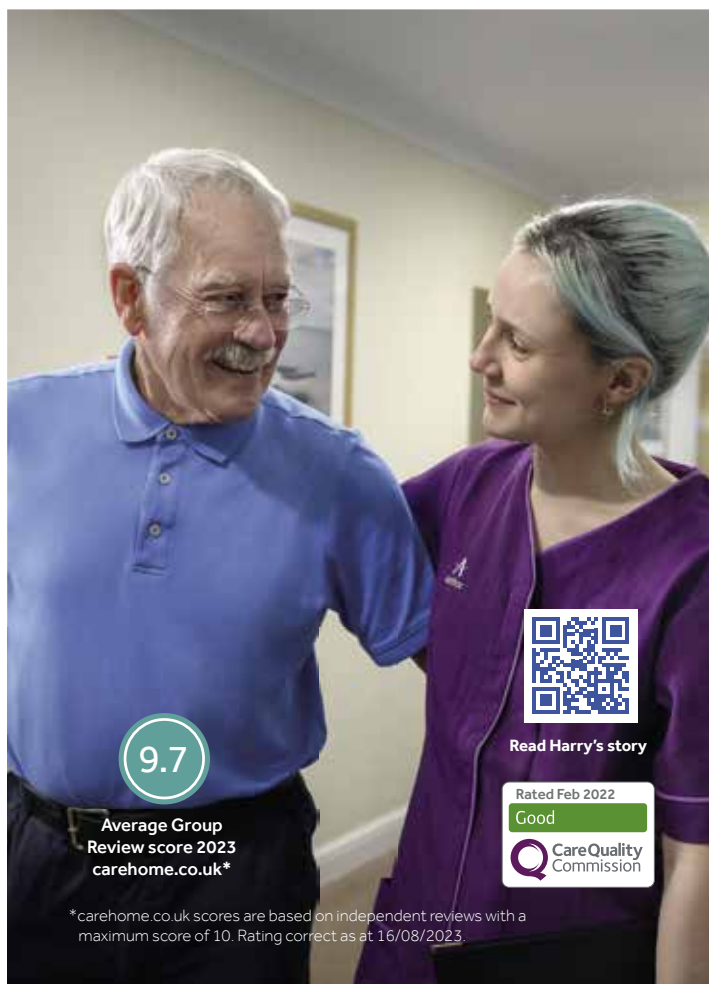
4 Heath Rise, Wellingborough, Northampton NN8 5QN
Tel: 01933 676786

LDA

Highbury Residential Care Home

Highbury, 114 Irchester Road, Rushden NN10 9XQ
Tel: 01933 395511


D PD LDA MH SI YA




9.7

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LDA

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Tel: 01933 445770

OP D

Linden Manor

159 Midland Road, Wellingborough NN8 1NF
Tel: 01933 270266

OP D PD SI

Martins, The

1b Wymington Road, Rushden NN10 9JU
Tel: 01933 235491

OP MH YA

Oakfield (Easton Maudit) Ltd

Easton Maudit, Wellingborough NN29 7NR
Tel: 01933 664222

D PD LDA MH SI

Park House Care Home

50 Park Road, Wellingborough NN8 4QE
Tel: 01933 443883

OP D PD YA

Penrith Drive

55 Penrith Drive, Queensway,
Wellingborough NN8 3XL
Tel: 01933 678681

LDA

Tasker House

160 Westfield Road, Wellingborough NN8 3HX
Tel: 01933 276447

OP D

Victoria House

77 Victoria Road, Rushden NN10 0AS
Tel: 01933 354780

OP D MH

Wendleberrie House

3 The Avenue, Wellingborough NN8 4ET
Tel: 01933 442160

OP D PD MH

Westlands Care Home

48 Oxford Street, Wellingborough NN8 4JH
Tel: 01933 274430

OP D PD MH SI YA

Have you considered all housing options? See the information beginning on page 38.

Wellingborough care homes with nursing

Kenroyal Nursing Home

6 Oxford Street, Wellingborough NN8 4JD
Tel: 01933 277921

OP D PD

Midland Care Home

125-129 Midland Road, Wellingborough NN8 1NB
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D PD MH SI


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Park House Care Home

50 Park Road, Wellingborough NN8 4QE

Tel: 01933 443883

OP D PD YA

Pathfields Lodge

290 Station Road, Knuston, Wellingborough NN29 7EY

Tel: 01933 413646

OP PD 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

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