



# Peterborough Guide to Independent Living 2023/24

A guide to finding local information and support for older people, people with disabilities, and their carers

Getting out and about | Keeping healthy and well | Staying independent at home  
Looking after someone | Housing options | Useful contacts

In partnership with

# A passionate approach to elderly care in Peterborough

Peterborough Care, a family run organisation operating Nursing, Dementia and Residential Care Homes for older people since 1984.

We are proud to have an **outstanding** rated home within our company

Inspected and rated

Outstanding ★



## Why would you consider us?

- We are not just family-owned, we are family-run by hands-on directors who are passionately involved and committed to ensure care is of the highest quality
- Family means everything to us - it is at the centre of everything we do
- We have a culture that is open, honest and transparent and where we can learn to make improvements
- We are the longest established residential care provider in Peterborough
- We operate an 'open door' policy meaning you can visit or view our homes at any time
- Inclusivity and equality is embedded into the everyday activities of the company
- There is direct access and communication with the company directors which can go some way to giving you peace of mind that in general, things get done and can be dealt with efficiently
- We have homes to suit different tastes, requirements and cares within a small geographical area



**The Maltings**  
01733 897733



**Broadleigh**  
01733 561475



**Lavender House**  
01733 564979



**Park Vista**  
01733 555110



**Thorpe Wood**  
01733 303774

  
**Peterborough Care**  
Family Run Since 1984

For further information please contact us on **01733 562328 / 07949 809730** or on [assessments@peterboroughcare.com](mailto:assessments@peterboroughcare.com) [www.peterboroughcare.com](http://www.peterboroughcare.com)

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# Welcome

Welcome to the Peterborough Guide to Independent Living 2023/24, produced in partnership with the publisher Care Choices.

This guide introduces the information, care, and support you need to enjoy the best quality of life for as long as possible. It's packed full of information and is easy to use.

Whatever your age or ability, there are things you can do to remain independent, safe, and well. Many of these are small lifestyle changes that will make a big difference.

By acting now, you can make positive changes that can make a big impact in your future. There are many people, places, and activities that can help you to carry on doing what matters to you, without having to pay for professional care.

There is a lot of excellent support available in Peterborough. This guide will help you think about the options available and help you make the choices that are right for you. You'll find out about local activities, transport, equipment and adaptations, home support, and much more.

Keep your guide by the phone or somewhere handy, or even better start filling in your action plan on page 6 to help you stay independent, safe, well, and living a fulfilled life. To give you some extra help, we've given you some handy tips throughout the guide, so look out for them.

## Tip

You might want to use this guide on your own, or ask a friend or family member to help you think things through:



- Browse this guide to identify the five key things that you are interested in or feel will support you.
- Explore the suggestions to find out more about the areas that matter to you.
- Use your action plan on page 6 to help you plan the things you want to put in place and who you will contact first.

The details in this guide may change over time. If you can go online, you can find the most up-to-date information about care and support in Peterborough at **[www.peterborough.gov.uk/pin](http://www.peterborough.gov.uk/pin)**

For extra copies of this guide, call **Adult Early Help** on **01733 747474**, option four.

## Alternative formats

This Guide is available electronically at **[www.carechoices.co.uk/](http://www.carechoices.co.uk/)** The e-book is also Recite Me compatible for those requiring information in the spoken word.





## Search for care in your area

**[www.carechoices.co.uk](http://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





## Peterborough Information Network (PIN)

You can find lots of useful information about staying safe, well, and independent in Peterborough on the Peterborough Information Network. Visit **[www.peterborough.gov.uk/pin](http://www.peterborough.gov.uk/pin)** or scan the following QR code.

The Peterborough Information Network includes information on topics such as:

- Getting out and about.
- Learning, work, and volunteering.
- Keeping healthy and well.
- Staying independent.
- Equipment and living aids.
- Personal assistants' register.
- Housing options.
- Staying safe.
- Caring for someone.
- Money matters.

There is also a special section in Easy Read.

Visit **[www.peterborough.gov.uk/pin](http://www.peterborough.gov.uk/pin)** (select 'Easy Read Information').

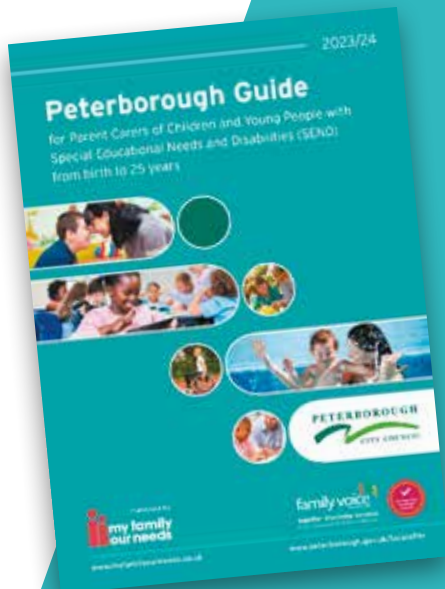
Enjoying your favourite activity and getting to know others in your community can improve your wellbeing, regardless of your ability. The Peterborough Information Network includes details of events happening locally which can help you make these connections.



## NOW AVAILABLE

This guide covers a range of topics to help parent carers navigate the challenges that come with caring for children and young people with special educational needs and disabilities.

[www.myfamilyourneeds.co.uk/publication/peterborough-send-guide/](http://www.myfamilyourneeds.co.uk/publication/peterborough-send-guide/)



Published by  
**my family  
our needs**

**family voice**  
together improving services  
for children and young people with disabilities and additional needs

**PETERBOROUGH**  
  
CITY COUNCIL

# Your action plan

This guide is designed to help support you to live independently. Many people enjoy activities and use equipment or services to help them do this. Please use your action plan to note down the steps you

want to take, including useful resources to help you get there. Then follow your plan to get the support that is right for you and your family. Support to help you live independently begins on page 7.

**Things you would like to achieve**

This could be one thing, or lots of things – try to list all the things that are important to you.

What would you like to be able to achieve?

If achieved, what difference would this make to your life?

**Use the list that you have written to find some options**

This could be one thing, or lots of things – try to list all the things that are important to you.

Write down anything you already have in place to help you, for example, family or other support networks, or other solutions that you arrange for yourself.

What other options have you identified from this guide that you might want to talk through with other people and ask them to help you arrange?

Write down the help and support that a friend, family member or a local community group could give you.

Where can I get help? List websites, advice from friends and family, or page numbers of this guide.

# Getting out and about

Keeping active is more than just physical activity; it's about staying connected with people and places, and about feeling productive.

There is a range of transport and mobility services that can help you get out and about independently. You could use your own car, travel

by public transport, or use a range of community transport options.

For more information on travelling, activities and learning, and volunteering opportunities in Peterborough, visit the Peterborough Information Network website at **[www.peterborough.gov.uk/pin](http://www.peterborough.gov.uk/pin)**

## Travelling

### Travelchoice

A local scheme introduced to promote effective travel choices, to reduce the need to travel by car, and promote a cleaner, greener, and healthier city.

The Travelchoice website outlines initiatives and measures implemented across the city to promote sustainable travel relating to public transport, walking, cycling, car sharing, and electric vehicles as well as resources for schools, businesses, and developers. Find out more at **[www.travelchoice.org.uk](http://www.travelchoice.org.uk)**

### Cycling

Cycling can be a useful means of transport as well as a fun way to exercise and socialise. There are many different types of bikes and many more opportunities for people with disabilities to cycle. Cycling UK has a guide to adapted cycles. Visit **[www.cyclinguk.org](http://www.cyclinguk.org)** (search 'Adapted cycles').

Peterborough is a great place to cycle. The Green Wheel is a 45-mile network of cycle routes around the city, where you can follow a circular route that starts at Bridge Street or choose to ride a shorter section. Visit **[www.sustrans.org.uk](http://www.sustrans.org.uk)** and search 'Green wheel'.

If you are new to cycling, there is a route from the riverside path in the city centre to the western end of Ferry Meadows Country Park that is flat and traffic-free.

Did you know that two out of three disabled cyclists find cycling easier than walking? Visit **[www.wheelsforwellbeing.org.uk](http://www.wheelsforwellbeing.org.uk)**

### Learning to drive

Many people with a disability drive. There are various modifications that can be designed to help make your driving or travelling experience as comfortable as possible, depending on your needs.

If you are looking to start learning to drive, the disability driving instructor's website has an online register of specialist driving instructors for people with physical disabilities, special educational needs, and those with hearing difficulties. The website also has advice on how to start learning to drive, how to return to driving after an accident or illness, and how to keep driving safely. Find out more at **[www.disabilitydrivinginstructors.com](http://www.disabilitydrivinginstructors.com)**

### Leasing a car, scooter, or powered wheelchair

For many people, having their own transport is an integral part of independent living. The Motability Scheme provides an affordable, worry-free way for you to lease a car, a wheelchair accessible vehicle, a scooter, or a powered wheelchair in exchange for your mobility allowance.

Find out what the **Motability Scheme** can offer you.

Web: **[www.motability.co.uk](http://www.motability.co.uk)** • Tel: **0300 456 4566**



## Obtaining a wheelchair

Local mobility shops sell a range of manual and electric wheelchairs. Alternatively, speak to your GP or health worker who can refer you to the local NHS wheelchair service for an assessment to determine if you need a wheelchair.

Current users of the NHS wheelchair service should contact **AJM Healthcare** Ltd directly for re-assessment, reviews, appointments, or general enquiries.

Email:

**cambridgeandpeterborough@ajmhealthcare.org**

Web: **<https://cambridgeshireandpeterborough.wheelchair.services>**

Tel: **0808 169 9633**

## Parking

The Blue Badge scheme provides a range of parking concessions for disabled people with severe mobility problems who have difficulty using public transport. The scheme is designed to help severely disabled people to travel independently, as either a driver or passenger, by allowing them to park close to their destination.

Find out more and apply for a Blue Badge at **[www.peterborough.gov.uk/residents/parking/blue-badge-parking-scheme](http://www.peterborough.gov.uk/residents/parking/blue-badge-parking-scheme)** or call **01733 452356**.

## Travelling by bus

People with disabilities and older people can travel by bus for free across England at the weekend and after 9.30am, Monday to Friday. To find out if you're eligible, and to apply online, visit **<https://travelchoice.org.uk/bus-travel/concessionary-fares>**

For more information, call **01733 747474** or email **[buspassoffice@peterborough.gov.uk](mailto:buspassoffice@peterborough.gov.uk)**

Stagecoach produce 'Journey Assistance Cards' if you need a bit more help using the bus. The cards make it easier for you to let the driver know what extra help you need. You can use your cards any time of day, seven days a week, on any Stagecoach bus service.

For more information, visit

**[www.stagecoachbus.com/promos-and-offers/national/journey-assistance-cards](http://www.stagecoachbus.com/promos-and-offers/national/journey-assistance-cards)**

## Travelling by train

A railcard gives you discounts on rail fares. To find out about available railcards, including a disabled person's railcard, and a senior railcard for people aged over 60, visit **[www.railcard.co.uk](http://www.railcard.co.uk)**

If you're travelling around by National Rail, you can plan your train journey using the information provided for disabled passengers at **[www.nationalrail.co.uk/on-the-train/accessible-train-travel-and-facilities](http://www.nationalrail.co.uk/on-the-train/accessible-train-travel-and-facilities)**

To book assistance, you only need to contact one train company and it will organise assistance for your whole journey. You can book assistance by phone or online with the company directly, or centrally by calling **0800 022 3720**.

**Trainline** is a website and smartphone application that aims to bring together all rail, coach, and other travel services, by also providing real-time travel info on the go. Trainline also offers information on accessibility on trains and how to book travel assistance.

Visit **[www.thetrainline.com](http://www.thetrainline.com)** (search 'Booking assistance').

## Search for care in your area

**[www.carechoices.co.uk](http://www.carechoices.co.uk)**



- Find care providers quickly and easily
- Search by location and care need

 CareChoices





## Community transport

As a disabled or older person, community transport can provide a vital service whether you are looking to get to a doctor's appointment or enjoy a shopping trip in the city centre.

### Community Link

This can help if you are unable to use public transport, have difficulty using public transport, or no public transport is available. Whether you use a wheelchair or not, specialised transport and professional drivers can help you gain greater access to shops and other vital services. The service is open to people living in the Peterborough city area and there is a membership fee. Bookings need to be made 48-hours in advance.

Find out more by visiting <https://travelchoice.org.uk/bus-travel/community-link>

To make an enquiry or booking, email [community.transport@cambridgeshirepeterborough-ca.gov.uk](mailto:community.transport@cambridgeshirepeterborough-ca.gov.uk) or call **01223 790149** (Monday to Friday 9.00am to 5.00pm).

### Rural areas: Dial-a-Ride

A wheelchair accessible, door-to-door transport service for anyone living in the villages surrounding Peterborough who has difficulty accessing standard public transport services. The service will pick you up from your home, drop you off in the city centre, and take you back home approximately two and a half hours later.

Membership costs £10 for singles or £15 for couples per year. The only additional cost is your fare, like a standard bus fare. Concessionary bus passes are also accepted. To find out more, visit <https://travelchoice.org.uk/bus-travel/rural-dial-a-ride>

### Good Neighbours (Rural Peterborough) Trust

The Trust aims to improve people's general health and wellbeing, giving the ability to stay at home more safely and for longer in a supportive community.

This involves providing volunteer services such as transport to medical appointments, telephone befriending, prescription delivery, and signposting to services. Email [coordinator.gnrp@gmail.com](mailto:coordinator.gnrp@gmail.com), visit [www.goodneighboursrp.org.uk](http://www.goodneighboursrp.org.uk) or call **07735 810139**.

### Shopmobility

If you have a mobility problem, even temporarily, Shopmobility can lend you a wheelchair or scooter to help you shop or use other local facilities around the city centre.

### Disability Peterborough

This charity provides the Shopmobility at Queensgate service, offering equipment for hire (subject to a charge and annual membership) on a daily, weekly or monthly basis.

There is also a limited number of children's wheelchairs available. Shopmobility is based at Queensgate Shopping Centre, Floor 11 from the lifts at the car park.

Email: [info@disabilitypeterborough.org](mailto:info@disabilitypeterborough.org)

Web: [www.disabilitypeterborough.org/services](http://www.disabilitypeterborough.org/services)

Tel: **01733 313133** (Shopmobility at Queensgate service – Monday to Thursday, 10.00am to 3.00pm) or **01733 265551** (call outside Shopmobility hours to arrange collection).



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

[www.myfamilyourneeds.co.uk](http://www.myfamilyourneeds.co.uk)

✉ [hello@myfamilyourneeds.co.uk](mailto:hello@myfamilyourneeds.co.uk)

🐦 @WeAreMFON

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

*Subscribe today*

## Local activities and groups you can join

Staying in touch with friends and family improves your wellbeing. Many people use smartphones and tablets to talk to their friends and family via video messaging. These are simple pieces of equipment that can help you stay in touch.

### Age UK Cambridgeshire and Peterborough

Working with and for older people, their families, and carers, to provide a wide range of information, advice, and practical and social support services across the area. Age UK aims to enable older people to live independently within communities and prevent difficult situations escalating.

For more information, visit [www.ageuk.org.uk/cambridgeshireandpeterborough/our-services](http://www.ageuk.org.uk/cambridgeshireandpeterborough/our-services) or call **0300 666 9860**.

### Friendship services

Age UK Cambridgeshire and Peterborough provides opportunities to socialise, reducing isolation and loneliness. Trained volunteers make a weekly home visit or telephone call, offering friendship and support.

The charity also has day centres and friendship clubs, providing an opportunity to socialise out of the house with peers and enjoy activities and entertainment, with most offering a hot meal. Find out more by visiting [www.ageukcap.org.uk](http://www.ageukcap.org.uk) or calling **0300 666 9860**.

### The Silver Line

A free, national, confidential helpline providing information, friendship, and advice to older people. It is open 24 hours a day, 365 days a year. Visit [www.thesilverline.org.uk](http://www.thesilverline.org.uk) or call **0800 470 8090**.

## Community activities

Enjoying your favourite activity and getting to know others in your community can improve your wellbeing, regardless of your ability. There are various opportunities to try new things, meet new people, and get involved. To find events and activities, groups, clubs, and organisations near you, visit [www.peterborough.gov.uk/pin/](http://www.peterborough.gov.uk/pin/). If you can't go online, visit your local library where staff will help you.

### Tip



Here are some questions to help you think about the type of support to look for.

- Why do you want to get involved in your local community?
- Do you have any hobbies that you would like to do more of?
- Would you like to try something new?
- Would you like to meet people who have similar experiences to yourself?
- How regularly do you want to do something?

If you are interested in starting a group, Peterborough Council for Voluntary Service provides information, guidance, and support to help groups set up, develop, and grow.

Email: [pcvs@pcvs.co.uk](mailto:pcvs@pcvs.co.uk)  
Web: [www.pcvs.co.uk](http://www.pcvs.co.uk)  
Tel: **01733 342683**

### Tip



There is an action plan on page 6 that you can use to make a list of activities you'd like to do to help keep you independent, safe, well, and living a fulfilled life.

## Library services

The library service offers books, newspapers, magazines, CDs/DVDs, and computer access. There are also many titles available in large print, and as audio books. If you have difficulty visiting a library and do not have internet access at home, ask about the Mobile Library and Library Link Doorstep Service.

### Peterborough Library service

Email:  
[libraryenquiries@peterboroughlimited.co.uk](mailto:libraryenquiries@peterboroughlimited.co.uk)  
Web: <https://peterboroughlibraries.org.uk>  
Tel: **01733 864280**

## Peterborough University of Third Age (U3A)

Activities and learning opportunities for residents of Peterborough and the surrounding area who are either retired or semi-retired.

All activities are run by U3A members for U3A members. Find out more at [www.peterboroughu3a.org.uk](http://www.peterboroughu3a.org.uk)

## Learning, employment, and volunteering

People of all ages and abilities take part in learning, work, and volunteering. In Peterborough you will find a wide range of opportunities available to help you develop your skills, support you in employment, and help you to contribute to your neighbourhood.

### Learning

City College Peterborough, Peterborough College and Stamford College offer courses for adult learners. You can gain a qualification or simply learn more about one of your interests.

Find out more at [www.citycollegepeterborough.ac.uk](http://www.citycollegepeterborough.ac.uk) (select 'Adults 19+') and [www.peterborough.ac.uk](http://www.peterborough.ac.uk) (select 'Courses'). Stamford College courses can be found at [www.stamford.ac.uk](http://www.stamford.ac.uk) (select 'Study').

If you are a young person with an Education, Health, and Care Plan (EHCP) up to the age of 25, you could join a Study Skills programme. City College Peterborough runs courses where you can learn skills to help with your next steps in life. Find out more information at [www.citycollegepeterborough.ac.uk/post-16/sen-support](http://www.citycollegepeterborough.ac.uk/post-16/sen-support)

All three colleges offer supported internship programmes. A supported internship is a one-year, full-time study programme for students with special educational needs who would like to be able to work.

City College Peterborough also offers a comprehensive day opportunities service, including supported employment. Supported employment includes paid and voluntary work in organisations across the city.

Day opportunities support adults with learning disabilities and autism, providing a wide range of independent living skills development activities such as budgeting, cooking, infection control, and shopping.

For people with complex needs, day opportunities provide activities and therapies to support individuals' health and wellbeing. These opportunities can be based in one of the hubs around Peterborough or individuals can access activities via the online offer. For more information, visit [www.ccpdayopportunities.co.uk](http://www.ccpdayopportunities.co.uk)

Anglia Ruskin University Peterborough offers information, advice, and specialist support to students with disabilities, including mental health challenges, ongoing medical conditions, and specific learning difficulties, such as dyslexia. For more information, email [disability@aru.ac.uk](mailto:disability@aru.ac.uk) or visit [www.aru.ac.uk](http://www.aru.ac.uk) (search 'Disability support').

### Tip



Disabled Students' Allowance (DSA) offers support to cover the study-related costs you may have because of a mental health condition, long-term illness, or any other disability. This can be on its own or in addition to any student finance you get. The type of support and how much you get depends on your individual needs – not your household income. To apply for DSA, visit [www.gov.uk/disabled-students-allowance-dsa](http://www.gov.uk/disabled-students-allowance-dsa)

### Employment

If you are over 18 and have a disability, your local Jobcentre Plus can offer advice and information on finding a job and the range of programmes and funding that may be available.

### Jobcentre Plus

45 Bridge Street PE1 1HA  
Tel: **0800 169 0190**

An Access to Work grant may be able to pay for practical support to help you start working, stay in work, or start a business if you have a disability, health, or mental health condition. Find out more at [www.gov.uk/access-to-work](http://www.gov.uk/access-to-work)

### Individual Placement and Support (IPS) Service

This helps people with mental health conditions to find and sustain paid employment. The service offers:

- A confidential, individualised service to suit your needs.
- Help to find the right paid work for you, based on your preferences.
- Regular meetings with a member of the service.
- A personalised action plan.
- Help to write your CV, covering letters, and applications.
- Help to search for appropriate jobs quickly.
- Help to prepare for interviews.
- Collaboration with your mental health professionals to ensure your health and work goals are joined up and plans are made to help you at work.
- Help to access benefits advice.
- Links with local services and employers.
- Continued support for you and your employer.

Email: [IPSReferrals@cpft.nhs.uk](mailto:IPSReferrals@cpft.nhs.uk)

Web: [www.cpft.nhs.uk/ourservices](http://www.cpft.nhs.uk/ourservices) (search 'IPS').

Tel: **01733 748484**

### Volunteering

A great way to develop your employment skills, meet new people, and make a difference to the lives of others in your community. There are volunteering opportunities suitable for all abilities, ages, and levels of commitment in Peterborough.

Contact Peterborough Council for Voluntary Service by visiting [www.pcv.co.uk/volunteering-centre](http://www.pcv.co.uk/volunteering-centre) or call **01733 342683**.

You can also search for local volunteering opportunities at <https://doit.life/discover>

#### Tip

Did you know that people aged over 75 are just as likely to volunteer once a month as people aged 16-49?



#### Age UK Cambridgeshire and Peterborough

relies significantly upon the help and support of volunteers to deliver many of its services. You can volunteer in a variety of roles including befriending/sharing time, day centres, friendship clubs, handyperson, hospital discharge, urgent shoppers, administration, fundraising, media, and more. Email [volunteering@ageukcap.org.uk](mailto:volunteering@ageukcap.org.uk) or visit [www.ageukcap.org.uk](http://www.ageukcap.org.uk)

## Looking after someone who couldn't manage without your help and support

You may be reading this guide because you are a carer or you know someone who is.

Carers are people who provide unpaid support to a partner, family member, friend, or neighbour who may be ill or disabled and could rely on this help.

This can range from a bit of help with the weekly shop to providing full-time personal care. Being a carer can be rewarding but it is also very hard work. Caring is a stressful role and it's important to think about your mental and physical health and emotional wellbeing as well as the person you are caring for.

Support is available for anyone who cares for someone else, whether you call yourself a 'carer' or not. This support can help make the caring role easier and it can free up more time for you to take care of yourself.

#### Tip

You can use the action plan on page 6 to help you and the person you care for understand how you can best support yourselves.



The Peterborough Information Network website also has a lot of information and advice for carers. Visit [www.peterborough.gov.uk/pin](http://www.peterborough.gov.uk/pin)



## Information and support for adult carers

Most carers find that support for the person they care for can help them in their caring role. In this guide, there is lots of advice around how to get out and about in the community, beginning on page 7. There is a variety of technology, equipment, and gadgets that can help people to do more for themselves and provide peace of mind for those who care for them, you'll find more information beginning on page 21. Page 24 is full of tips about how to adapt the home of the person you are caring for to support them to stay independent, safe, and well.

There is also lots of support in Peterborough for you as a carer, including local organisations and voluntary groups. The type of support on offer covers:

- Time out – short breaks for carers, including respite care for the person being cared for, which can give the carer a chance to recharge their batteries.
- Practical help – help with things that perhaps used to be simple, such as housework, laundry, grocery shopping, or gardening, which can become a strain when caring for someone.
- Modifications – equipment or alterations to the home that can make life easier.
- Emotional support – whether it's in the form of professional counselling or just someone to talk to on a regular basis.
- Support to improve wellbeing – access to exercise, learning opportunities, or social activities.
- Advocacy – having someone to speak on the carer's behalf.

### Caring Together

Commissioned by Peterborough City Council to provide information, advice, and guidance to carers. Caring Together can also provide a vast range of support including flexible breaks for carers of all ages, carers' emergency planning, training for carers, and peer support groups.

Email: **hello@caringtogether.org**

Web: **www.caringtogether.org**

Tel: **01480 499090** or **0345 241 0954**

### Age UK Cambridgeshire and Peterborough

Supports carers by providing free and confidential information and advice. The service also offers carers valuable respite whilst they carry out some of the caring duties and responsibilities (not personal care).

Web: **www.ageukcap.org.uk**

Tel: **0300 666 9860**

### Making Space

Supports people who care for someone with a mental health condition. Whether the carer simply needs someone to talk about their own concerns, help with the complex needs of the person being cared for, or someone to speak on the carer's behalf, Making Space can help.

Email: **enquiries@makingspace.co.uk**

Web: **www.makingspace.co.uk**

Tel: **01480 211006**

There are lots of online tools and apps for phones that make it easy for you to let trusted family and friends see what jobs need doing, volunteer for those jobs, see who has agreed to do what, and which jobs have been done.

If you need support to continue your caring role, beyond that offered by local organisations and voluntary groups, you may be eligible for support from the council. The council will offer advice and guidance to help you with your caring responsibilities and help you look after your own wellbeing. The council may also do a more in-depth carers' assessment to understand what's important to you, and your needs.

This will focus on you and the outcomes you want to achieve to help maintain your wellbeing. Carers' assessments are available even if the person you care for does not get any help from the council.

To find out more about being a carer, visit **www.peterborough.gov.uk/pin** (search 'Caring for someone in Peterborough'). If the person you care for requires care and support to meet their needs, see page 42.

## Planning for an emergency

It is important to make sure that the person you care for is kept safe even if you are not able to be there for them. The 'What If?' Plan provides emergency support to the person you care for, should you be unable to care because of a sudden illness, accident, or other unplanned event. It is a free service funded by Peterborough City Council to look after adults with care needs during an emergency involving their family carer.

As a carer, you can register a 'What If?' Plan with Caring Together and apply for an emergency card. Emergency support is provided by contacting your nominated contacts for you, with backup support from professional carers available, if required. It operates 24 hours a day, 365 days a year.

Caring Together's specialist advisors can help you to register a plan. You can also register with the service at **[www.caringtogether.org/whatifplan](http://www.caringtogether.org/whatifplan)**

For young carers, parents can register the 'What If?' Plan for them, provided the young carer has consented to it.

More information and support for carers can be found at **[www.peterborough.gov.uk/pin](http://www.peterborough.gov.uk/pin)** search ('Caring for someone').

### Caring Together

Email: **[hello@caringtogether.org](mailto:hello@caringtogether.org)**

Web: **[www.caringtogether.org](http://www.caringtogether.org)**

Tel: **01480 499090** or **0345 241 0954**

## Information and support for young carers

Sometimes children and young people take on the practical and emotional caring responsibilities that would normally be expected from an adult.

Young carers may have to prepare meals, look after money matters, give medicine, arrange appointments, or take care of a relative's personal care.

It can be a lot of work for anyone to handle, especially when school or work are also priorities.

If you are a child or young person who looks after someone, and who feels the role as a carer is affecting your education and schoolwork, or it's making you feel anxious or upset, you should talk to someone about it.

Support could start close to home, with a relative or friend who already knows your situation, or your teacher. There are also organisations that have been set up specifically to offer advice and support to young carers.

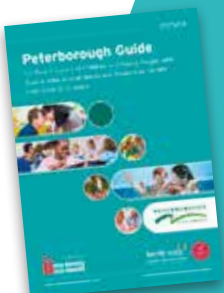
### Centre 33 Cambridge

Provides special support information and advice to young carers, helps other young carers meet each other, supports education, and helps with the transition to adult services. Young carers can visit the Centre 33 website to request a 'young carers' needs assessment' or find out more about what the organisation does.

Email: **[hello@centre33.org.uk](mailto:hello@centre33.org.uk)**

Web: **[www.centre33.org.uk](http://www.centre33.org.uk)**

Tel: **0333 414 1809**






**NOW AVAILABLE**

This guide covers a range of topics to help parent carers navigate the challenges that come with caring for children and young people with special educational needs and disabilities.

[www.myfamilyourneeds.co.uk/publication/peterborough-send-guide/](http://www.myfamilyourneeds.co.uk/publication/peterborough-send-guide/)

Published by





## Parent carers

Information for parents looking after children and young people with special educational needs and/or disabilities can be found on Peterborough's SEND Information Hub (Local Offer).

Visit [www.peterborough.gov.uk/localoffer](http://www.peterborough.gov.uk/localoffer)

### Family Voice Peterborough

A voluntary community group seeking to improve services in all areas for the benefit of children and young people with disabilities or additional needs.

Family Voice also supports parents and carers of children and young people from birth to 25 years old with a disability or additional needs.

Email: [office@familyvoice.org](mailto:office@familyvoice.org)

Web: [www.familyvoice.org](http://www.familyvoice.org)

Tel: 01733 685510

The Peterborough Guide for Parent Carers of Children and Young People with Special Educational Needs and Disabilities (SEND) 2023/24 is published by My Family, Our Needs, in partnership with Peterborough City Council and Family Voice Peterborough. This guide can be found online at [www.myfamilyourneeds.co.uk/publications](http://www.myfamilyourneeds.co.uk/publications). If you would like to request a printed copy of this guide, email [pin@peterborough.gov.uk](mailto:pin@peterborough.gov.uk)

### Resource for people supporting children with disabilities

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](http://www.myfamilyourneeds.co.uk)

## Caring at Peterborough City Hospital

The Hospital has signed a carers' charter to demonstrate its commitment to working with carers.

Find out more at

[www.nwangliaft.nhs.uk/information-for-carers](http://www.nwangliaft.nhs.uk/information-for-carers)

## Financial support for carers

Carer's Allowance is paid at a standard rate. You are entitled to Carer's Allowance if all the following applies to you:

- Are aged 16 or over.
- Spend at least 35 hours a week caring for someone.
- Have lived in England, Scotland, or Wales for at least two of the last three years.
- Aren't either in full-time education or earning more than £139 a week after tax, National Insurance, and expenses.

### Tip

If the person you're caring for receives the severe disability premium (or severe disability addition in Pension Credit), this may be lost if you claim Carer's Allowance and/or Carer's Premium. Seek specialist independent advice before claiming Carer's Allowance. Carer's Premium is an extra payment of up to £42.75 per week that can sometimes be added to the calculation of other benefits you might get on top of Carer's Allowance.



If you are a carer and are not in receipt of these benefits, and think you may be eligible, apply at [www.gov.uk/browse/benefits/help-for-carers](http://www.gov.uk/browse/benefits/help-for-carers) or have your benefits checked by [Citizens Advice](#) by calling **0808 278 7808**.

If you want to check your eligibility for benefits, visit [www.gov.uk/benefits-calculators](http://www.gov.uk/benefits-calculators)

The Government has announced a range of support in response to rising energy costs. See page 31 for more details.



# Keeping healthy and well

Staying healthy is an important part of living an active and independent life. Whatever your abilities and circumstances, there are many things you can do to improve your health, such as changing your diet, exercising more, or giving up harmful habits like smoking.

Healthy Peterborough is your go-to website for accurate, trustworthy, and current advice to help you maintain a healthy lifestyle and keep well.

Through campaigns to meet local need or supporting national campaigns, Healthy Peterborough raises awareness of both health issues and preventive health messages for local people.

Visit Healthy Peterborough to find out how making small and simple lifestyle changes can benefit you and your family. Visit **[www.healthypeterborough.org.uk](http://www.healthypeterborough.org.uk)**

## Stop smoking

Healthy You is your free local stop smoking service. The stop smoking specialists deliver support across the city and can help you achieve your goal of giving up smoking through a combination of one-to-one support and medication.

Email: **[eh.healthyyou@nhs.net](mailto:eh.healthyyou@nhs.net)**  
Web: **[www.healthyyou.org.uk/services/stop-smoking](http://www.healthyyou.org.uk/services/stop-smoking)**  
Tel: **0333 005 0093** (speak to a Healthy You team member). • Text: 'Healthyu' to **60777**.



## Reducing your alcohol consumption

Regular drinking can affect the quality of your sleep making you feel tired and sluggish. There's also evidence that regular drinking at high-risk levels can make your mental health worse. If you are worried about your own drinking, or that of a friend or family member, seek help. You can talk to your GP or contact your local specialist treatment service for advice and support.

### Aspire Recovery Service – Peterborough

Operates across two locations in Peterborough.

Email: **[peterborough@cgl.org.uk](mailto:peterborough@cgl.org.uk)**

Web: **[www.changegrowlive.org/aspire-recovery-peterborough](http://www.changegrowlive.org/aspire-recovery-peterborough)**

Tel: **01733 895624** or **0800 111 4354** (24-hour support line).

### Explained: low risk drinking guidelines

To keep health risks from alcohol at a low level, men and women should not regularly drink more than **14 units** a week, spreading them evenly over three or more days.

Six pints of beer  
a week



Based on 567ml  
4% ABV

**or**  
Six medium glasses  
of wine a week



Based on 175ml  
13.5% ABV



## Eating healthily and exercise

A balanced diet means eating a wide variety of foods in the right proportions and consuming the right amount of food and drink to achieve and maintain a healthy body weight. Find out more about healthy eating at [www.nhs.uk/live-well/eat-well](http://www.nhs.uk/live-well/eat-well)

You may also find the British Heart Foundation portion guide information useful. Visit [www.bhf.org.uk](http://www.bhf.org.uk) (search 'Food portions').

Remaining active and doing simple strength and balance exercises at least twice a week is one of the most effective ways of keeping your body strong and steady. Exercise can be done in fun and sociable community classes or in the comfort of your own home.

For information on different kinds of exercise for all abilities, visit [www.nhs.uk/live-well/exercise](http://www.nhs.uk/live-well/exercise)

You can find out more on the 'Stronger for Longer' pages on the Peterborough Information Network. Visit [www.peterborough.gov.uk/strongerforlonger](http://www.peterborough.gov.uk/strongerforlonger)

### Nutrition and exercise classes

If you're looking to manage your weight through balanced nutrition and simple exercise, Healthy You offers classes throughout Peterborough.

The courses are delivered in a range of local venues, or virtually, with group discussions on topics such as portion size, reading labels, and dealing with cravings, followed by simple exercises.

Email: [eh.healthyyou@nhs.net](mailto:eh.healthyyou@nhs.net)

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

Tel: **0333 005 0093** (speak to a Healthy You team member).

## Regular health checks

By undergoing routine health checks, you can spot any health problems in the early stages when they are easier to treat, helping you to make the best choices about your health and wellbeing.

If you are aged 40-74, do not have a long-term condition, and haven't had a check in the last five years, you might be eligible for a free NHS Health Check.

The check takes 20-30 minutes and can be accessed through your GP – call them and request an NHS Health Check.

Visit [www.nhs.uk/conditions/nhs-health-check](http://www.nhs.uk/conditions/nhs-health-check)

People with a learning disability often experience poorer physical and mental health than others. A Learning Disability Annual Health Check can address this and help you stay well by talking about your health and finding any problems early, so you get the right care.

You do not have to be ill to have a health check – in fact, most people have their annual health check when they're feeling well. For more information, or to arrange a health check, contact your GP.

## Vaccinations

It's important to keep up to date with your vaccinations. If you aren't sure which ones you need, visit [www.nhs.uk/conditions/vaccinations/nhs-vaccinations-and-when-to-have-them](http://www.nhs.uk/conditions/vaccinations/nhs-vaccinations-and-when-to-have-them)

For information about the COVID-19 vaccination, visit [www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination](http://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination)



## Your mental health and wellbeing

Your GP should be your first point of contact for mental health and wellbeing concerns. Your GP will discuss your concerns and the right treatment for you. Your GP will decide if they can provide the help and treatment, you need or whether you should be referred to more specialised mental health services.

If you are in a mental health crisis, call **111** (select the 'mental health' option). Specially trained mental health staff are available 24 hours a day, 365 days a year.

If your low mood is affecting the way you think, feel, behave, and/or interact with others, talk to a Mental Health Trainer from Healthy You. Freephone **0333 005 0093** or text 'Healthyu' to **60777**.

Everyone goes through difficult times; sometimes our problems affect our day-to-day lives, and we feel that we can't cope. Common issues include a low mood, depression, anxiety, stress, trauma, bereavement, relationship difficulties, and phobias. If you are in this situation, you are not alone, and there is a range of community care services available to help you improve your mental wellbeing.

**NHS Cambridgeshire and Peterborough Talking Therapies** is part of the national NHS Talking Therapies service. The service provides help to people aged 17 and over who are experiencing common mental health conditions such as depression and anxiety disorders, as well as stress, low confidence, sleep issues, and self-esteem issues.

You can ask your GP to be referred for this service, or you can self-refer online at **[www.cpft.nhs.uk/self-refer-here/](http://www.cpft.nhs.uk/self-refer-here/)** If you have any questions, email **[SPAtalkingtherapies@cpft.nhs.uk](mailto:SPAtalkingtherapies@cpft.nhs.uk)** or call **0300 300 0055**.

**Cambridgeshire, Peterborough and South Lincolnshire Mind (CPSL Mind)** is a mental health charity offering a range of support to individuals over the age of 17. The support takes place in the community or from home using Zoom video calls. The charity also offers instant access drop-in activities, peer support groups, and skill-building workshops. For more information, visit **[www.cpslmind.org.uk](http://www.cpslmind.org.uk)** or call **0300 303 4363**.

**Everyturn Mental Health** is a non-profit national organisation that provides mental health services on behalf of the NHS. Everyturn provides services such as NHS Talking Therapies, nursing care, crisis support, dementia care, community and wellbeing, and supported housing. It also provides an online advice hub on mental health. To find out more, email **[enquiries@everyturn.org](mailto:enquiries@everyturn.org)**, visit **[www.everyturn.org](http://www.everyturn.org)** or call **0191 217 0377**.

**Care Network's** Wellbeing Check and Chat staff and volunteers offer weekly phone calls to people experiencing isolation and loneliness, whilst also connecting you to other longer-term options. Trusted Friend volunteers and staff can support you to return to the activities you once enjoyed, or to build up confidence in returning to your local community. Over six weeks, volunteers can accompany you for a walk, to the shop, or to a group activity. For more information, email **[wellbeing@care-network.org.uk](mailto:wellbeing@care-network.org.uk)** or call **0330 094 5750**.

**How Are You Peterborough (HAY)** brings together everything in the local community that is good for mental wellbeing, including activities and support. Find out more at **<https://haypeterborough.co.uk>**

**Qwell** is a free, online support resource and wellbeing community. You can join Qwell immediately and anonymously through any connected device to gain access to the following support:

- Chat based counselling.
- Online peer support.
- Self-help resources.
- Online magazine.

For more information, visit **[www.qwell.io](http://www.qwell.io)**

### Help for veterans and service leavers

All veterans, service leavers, non-mobilised reservists, and their family members and carers can access a range of specialist healthcare and support created to provide treatment and care for many different problems. Visit **[www.nhs.uk/nhs-services/armed-forces-community/mental-health/veterans-reservists](http://www.nhs.uk/nhs-services/armed-forces-community/mental-health/veterans-reservists)**

## NHS Cambridgeshire and Peterborough

The local Integrated Care System (ICS) brings together NHS organisations and providers, local authorities, and Voluntary, Community and Social Enterprise (VCSE) organisations, to promote, support, and improve the health and wellbeing of almost a million people living locally.

NHS Cambridgeshire and Peterborough is responsible for how health and care is planned, paid for, and delivered.

You can find out more about the work of the ICS on its website at **[www.cpics.org.uk](http://www.cpics.org.uk)**

Choosing the right treatment for your health and medical needs	
<b>Self-care</b> Cough, cold, hay-fever, hangover, grazes, small cuts, sore throat	A large range of common illnesses and injuries can be treated at home with over-the-counter medicines and plenty of rest.  You can also get health advice and guidance by looking online at <b><a href="http://www.nhs.uk">www.nhs.uk</a></b> or by calling NHS <b>111</b> – 24 hours a day, seven days a week.
<b>Pharmacy</b> Aches and pains, flu, earache, rashes, teething, medicine issues	Pharmacists can advise and treat a wide range of symptoms. No appointment is needed, and pharmacies often have long opening hours.  Most pharmacies also have private consulting areas. You can find your local pharmacy, the services it offers and their opening times at <b><a href="http://www.nhs.uk">www.nhs.uk</a></b>
<b>GP surgery</b> Vomiting, stomach ache, arthritis, asthma, fever, low mood, stop smoking	GPs and nurses can see you for a wide range general health issues. You will need to be registered with a GP surgery and make an appointment to visit a Nurse or GP.  You can find a local GP at <b><a href="http://www.nhs.uk">www.nhs.uk</a></b> Your GP's website or receptionist will be able to advise whether you are best seeing a nurse or GP.
<b>Minor injuries</b> Small fractures, minor burns, cuts, itchy rash, persistent fever	The Urgent Treatment Centre at Peterborough City Hospital can treat minor injuries and illnesses.  No appointment is necessary, and the service aims to see and start patients' treatments within 45 minutes of their arrival. The Urgent Treatment Centre is open seven days a week, 8.00am to 8.00pm.
<b>A&amp;E/999</b> Severe bleeding, loss of consciousness, severe chest pain, severe burns, major trauma	A&E and <b>999</b> are for serious or life-threatening situations. Peterborough City Hospital provides A&E services for Peterborough residents of all ages.  If you are unsure if you should go to A&E, NHS <b>111</b> , available 24 hours a day, seven days a week, can provide expert advice and guidance for non-life-threatening injuries.

### Urgent Treatment Centre and GP out of hours service

Contact NHS **111** if you are feeling unwell with a minor illness or injury and can't self-treat at home, see your GP or use your local pharmacist. If you are advised to visit the Urgent Treatment Centre, it's open from 8.00am to 8.00pm, seven days a week, at Peterborough City Hospital. Also situated at the hospital is the GP out of hours service provided by Herts Urgent Care.

### Urgent Treatment Centre

Peterborough City Hospital, Edith Cavell Campus, Bretton Gate, Bretton PE3 9GZ



## Greater Peterborough Network

The Greater Peterborough Network is a not-for-profit organisation owned and operated by GP practices across greater Peterborough, established in 2015 to provide evening and weekend access to healthcare services.

Services include enhanced evening and weekend access to general practice, delivering services at scale to improve population health, and

connecting general practice with the wider system. The Greater Peterborough Network is an out-of-hours service provided by GP practices across Peterborough.

The service provides evening and weekend access to general practice. For more information, visit **[www.greaterpeterboroughgps.nhs.uk](http://www.greaterpeterboroughgps.nhs.uk)** or call **01733 666670**

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## Social Prescribers

Working alongside GPs and other members of the primary health team. You can ask your GP to refer you to a Social Prescriber/NHS Link Worker if you would like to have a conversation about 'what matters to you'.

Social Prescribers:

- Give you time, focusing on and taking a holistic approach to your health and wellbeing.

- Connect you to community groups, activities, and statutory services for practical and emotional support.
- Are an integral part of multi-disciplinary teams in Primary Care Networks.

Community support and services include volunteering, arts activities, group learning, gardening, befriending, cookery, healthy eating advice, and a range of sports.

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## NHS App

Owned and run by the NHS, the NHS App is a simple and secure way to access a range of NHS services on your smartphone or tablet. The NHS App is available now on iOS and Android. To use it you must be aged 13 and over and registered with a GP surgery in England.

Use the NHS App to:

- **Get advice about coronavirus** – get information about coronavirus, find out what to do if you think you have it, and find details of your vaccination status.
- **Order repeat prescriptions** – see your available medicines, request a new repeat prescription, and choose a pharmacy for your prescriptions to be sent to.
- **Book appointments** – search for, book, and cancel appointments at your GP surgery, and see details of your upcoming and past appointments.

- **Check your symptoms**  
– search trusted NHS information and advice on hundreds of conditions and treatments and get instant advice or medical help near you.
- **View your medical record**  
– securely access your GP medical record, to see information like your allergies and your current and past medicines.
- **Register your organ donation decision**  
– choose to donate some or all of your organs and check your registered decision.
- **Find out how the NHS uses your data**  
– choose if data from your health records is shared for research and planning.

Find out more by visiting **[www.nhs.uk](http://www.nhs.uk)** (search 'NHS App').



# Staying independent at home

Most people stay living in their own home as their ability and situation changes. There are many things you can do to keep your independence and

remain living in your own home. This might mean changing the way you do something or trying something new.

## Safe and Well

Provides information, advice, and a range of equipment and devices that you can purchase to help with everyday tasks.

Visit **[www.safeandwell.co.uk/cambridgeshire](http://www.safeandwell.co.uk/cambridgeshire)** and complete the questionnaire to help identify things that might help you or call **01480 415719** to talk to an occupational therapist.

**See pages 25 and 26 for more simple solutions that could make life easier and enable you to retain your independence.**

### Tip



- Think about speaking to someone who is already using the equipment or read some user reviews.
- Will it need to be installed by a professional?
- Do you know how much it costs? Are there any ongoing costs?
- Consider speaking to your friends or family about the equipment that you want to purchase.

## Heatwaves

Extreme heat can be dangerous, particularly for older people and those with chronic health conditions. To keep yourself or people you care for safe in the heat:

- Find the coolest room in the house and keep curtains and windows closed during the day, only opening them at night once the temperature has dropped.
- Drink regular cold drinks such as water and fruit juice. Tea, coffee and alcohol should be avoided as they have diuretic effects and can increase dehydration.
- Eat small, light meals such as salads to help you feel cooler.
- Wear light cotton or linen clothing.
- Never leave anyone in a closed, parked vehicle.
- Try to keep out of the sun between 11.00am and 3.00pm. If you must go outside in the heat, walk in the shade, apply sunscreen, cover up with clothing, and wear a wide-brimmed hat.
- Avoid physical exertion during the hottest parts of the day.

People with heart problems, breathing difficulties, or other serious illnesses may find that their symptoms worsen in the heat, so ensure that they have enough medication in stock and check up on them more often than you normally would.

**British Red Cross** has further information. Visit **[www.redcross.org.uk](http://www.redcross.org.uk)** (search 'Heatwaves advice').

### Symptoms of heatstroke

These include feeling faint and dizzy, difficulty breathing, vomiting, and confusion.

### If you or someone in your care is displaying these symptoms

- Take action to cool down as soon as possible.
- Call NHS **111** for advice. Call **999** if a person has collapsed.

### Tip



Many prescription medicines can reduce your tolerance of heat. You should keep taking your medicine but take extra care to keep cool. If in doubt, contact your GP.

## Staying steady on your feet

Falls are not an inevitable part of getting older – much can be done to keep you stronger for longer, independent, and doing the things you enjoy.

Remaining active and doing simple strength and balance exercises at least twice a week is one of the most effective ways of keeping you strong and steady. The exercises can be done in fun and sociable community classes, or in your own home.

Visit the Stay Stronger for Longer pages on the Peterborough Information Network at **[www.peterborough.gov.uk/strongerforlonger](http://www.peterborough.gov.uk/strongerforlonger)** to find your nearest class, for 'super six' exercises to do at home, or for information about a free 24-week strength and balance exercise programme.

For information on different kinds of exercise for all abilities, visit **[www.nhs.uk](http://www.nhs.uk)** (search 'Strength exercises').

Other ways of staying strong and steady include:

- Having an eye test every year.
- Eating a calcium rich diet and getting enough Vitamin D.
- Paying attention to foot problems and wearing properly fitting shoes and slippers.
- Making sure the GP reviews your medication every 12 months.
- Improving safety in the home.

Visit **[www.peterborough.gov.uk/pin](http://www.peterborough.gov.uk/pin)** (select 'Adults' then 'Staying safe') where you can find a self-assessment tool and checklist to help you remain steady on your feet, identify hazards and support you to live independently for longer.

If you would like to speak to someone for advice on reducing your chances of falling, contact the Healthy You Falls Prevention Health Trainer service.

Call **0333 005 0093**, or visit **[www.healthyyou.org.uk/services/falls-prevention](http://www.healthyyou.org.uk/services/falls-prevention)**

## MOBILITY YOUR WAY INDEPENDENT LIVING [www.myw.co.uk](http://www.myw.co.uk)

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.

PE1 Retail Park, Peterborough, PE1 4YZ  
Find us near Van Hage  
[peterborough@myw.co.uk](mailto:peterborough@myw.co.uk)  
01733 511104



A range of scooters to suit all needs



Lightweight wheelchairs in stock



Indoor and outdoor wheeled walkers



Personal riser recliner chair assessments



Contact us for a free 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.



# PRIME COMFORT

Mobility Aid Centre



CCP1023

## £10 OFF

ANY PURCHASE OVER £50\*  
WITH THIS ADVERT

Valid until 10.08.2024

\*ex VAT

Valid in all our stores



Mobility Scooters · Wheelchairs · Power Chairs · Riser Recliners · Comfy Footwear  
Stairlifts · Profiling Beds · Mattresses · Rollators · Fireside Chairs  
Shopping Trolleys · Sanitary Wear · Walking Sticks · Grab Rails and lots more!

OPEN MON-FRI 9AM - 4.30PM

## You'll just love Prime Comfort

Bentley Nursing Supplies | 2 Benedict Sq | Peterborough | PE4 6GD | T: 01733 555838

1 Market Place | Grantham | NG31 6LQ | T: 01476 560044

Recliner Chair Centre | 67 High Street | Grantham | NG31 6NR | T: 01476 833210

[www.primecomfort.co.uk](http://www.primecomfort.co.uk)

## Equipment and adaptations

Many people use equipment to help them remain independent, safe, and well in their homes. This could be a kettle tipper to help you to prepare meals, a shower seat to help you wash yourself, or light bulbs that automatically turn on when you get out of bed. There is also equipment that keeps your home safe, by checking for smoke, or maintaining the temperature.

Advances in digital technology means there is a lot more, easy to use, and inexpensive equipment available, so you can find the right solution that suits you.

Some everyday items and technology can help as well, such as reminder apps on smartphones, or wide-handled cutlery. Most of this equipment is available through high street and online retailers or your local pharmacy.

To discover the right equipment and technology for you, visit **[www.peterborough.gov.uk/pin](http://www.peterborough.gov.uk/pin)** (search 'Equipment').



The banner features a map of a city area at the top with a red location pin. Below the map, the text "Search for care in your area" is prominently displayed in white on a dark blue background. Underneath this, a white search bar contains the website address "www.carechoices.co.uk" and a magnifying glass icon. To the left of a list of features, the text "With so many providers to choose from, where do you start?" is written in white. The list of features is contained within a light green box on the right. At the bottom left of the banner, the "CareChoices" logo is visible.

### Search for care in your area

[www.carechoices.co.uk](http://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



The banner has a teal and pink color scheme. On the left, a white speech bubble contains the "my family our needs" logo, which consists of two stylized human figures. Below the logo, the text "The lifestyle site for parents and carers of children with additional needs and those who support them." is written in white. A large red button with the website address "www.myfamilyourneeds.co.uk" is positioned below the text. On the right side, a list of site features is shown in white text on a pink background. Below the list are three buttons: a green one for "Ask questions", an orange one for "Get involved", and a pink one for "Join the family". At the bottom, a white bar contains the email address "hello@myfamilyourneeds.co.uk", a Twitter icon with the handle "@WeAreMFON", and the text "Subscribe today" in a cursive font.

### my family our needs

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

[www.myfamilyourneeds.co.uk](http://www.myfamilyourneeds.co.uk)

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

Ask questions

Get involved

Join the family

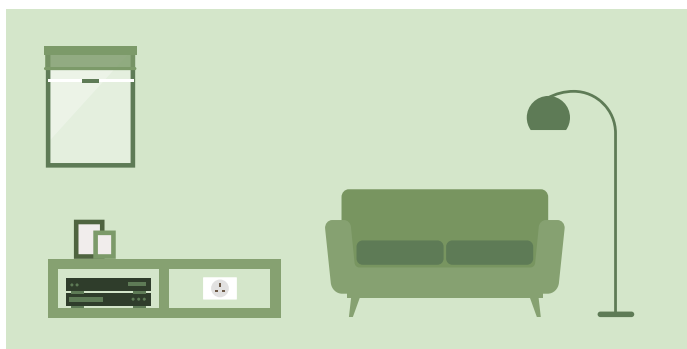
hello@myfamilyourneeds.co.uk • @WeAreMFON

*Subscribe today*



## 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](http://www.gov.uk/winter-fuel-payment)

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

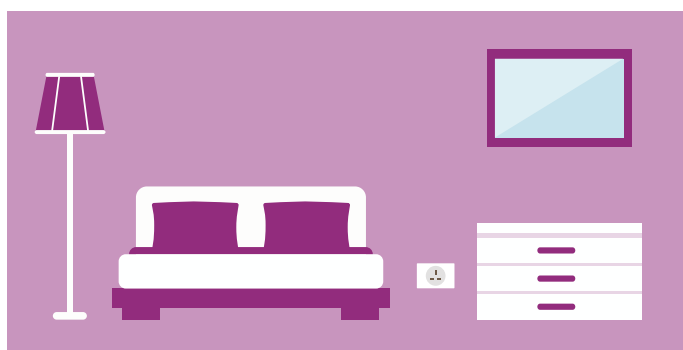


Level indicator



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/](http://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 30.

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.

The Technology Enabled Care (TEC) service at Peterborough City Council can give advice and guidance on technology that could make your life easier.

To find out more, visit **[www.peterborough.gov.uk/pin](http://www.peterborough.gov.uk/pin)** (search 'TEC'). If you have any further queries, contact the **Technology Enabled Care (TEC)** service at **01733 747474**.



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

## Community alarms and lifelines

These are simple items of equipment providing reassurance that help is at hand if you need it. If you want to remain independent in your own home, but also want the security of knowing that help is on hand when you need it, Lifeline is for you.

The Lifeline personal alarm is a fast and effective way to get help, 24 hours a day. With just the touch of a button, a community alarm service can contact the emergency services and arrange for a GP, district nurse, next of kin, or named key holder to visit or help you.

Many people can benefit from community alarms, including those with long-term health needs, disabilities or restricted mobility, or people who live alone. Lifeline can also support carers by providing reassurance that extra support is in place if needed.

Additional sensors can be added to the Lifeline system as appropriate which will automatically alert the call centre, such as a smoke detector, bed sensor, falls detector, or property exit sensor.

There is an Enhanced Response service linked to the Lifeline system that offers additional support if necessary.

Find out more about the Peterborough Lifeline service by emailing **adultsocialcare@peterborough.gov.uk** or calling **01733 747474**.

### Assistive Technology Smart Flat

The Peterborough Smart Flat at Kingfisher Court demonstrates how assistive technology can support older or disabled people at home.

All equipment is fully operational from voice activated bed sensors, to property exit sensors and medication reminders. The Lifeline personal alarm system is also live, allowing you to see how the control centre responds to calls.

To arrange a visit to the Smart Flat, call **01733 747474**. To find out more, visit **www.peterborough.gov.uk/pin** (search 'Smart Flat').

## Adaptations to your home

In addition to equipment, you may find it beneficial to make adaptations to your home to keep you independent, safe, and well. These can include stair lifts, through-floor lifts or large ramps, changing from a bath to a level shower, or putting in a downstairs toilet.

Many people find that by making these adaptations, their everyday activities are easier to do, they avoid having to move out of their own home and can continue to live as independently as possible.

Care and Repair at Peterborough City Council can assist you to repair, maintain, and adapt your home. The service can also deliver minor aids and adaptations that help to prevent falls and accidents in the home.

For more information, visit **www.peterborough.gov.uk/pin** search ('Care and Repair') or call **01733 863895**.

### Handy Person Scheme

Care and Repair at Peterborough City Council offers a Handy Person Scheme to assist households solely occupied by vulnerable, older, and/or disabled residents. The scheme can help you to maintain and repair your home so that you can continue to live independently. It is mainly for small, non-urgent repairs and the scheme uses vetted contractors to undertake the work.

Email: **careandrepair@peterborough.gov.uk**  
Web: **www.peterborough.gov.uk/pin** (search 'Handy Person Scheme'). • Tel: **01733 863860**

### Help with odd jobs or finding a reliable trader

We all need to find a reliable trader from time to time and asking your friends for recommendations is a good way to do this.

Alternatively, Trading Standards operates an approved trader scheme called Buy with Confidence. To ensure you choose a trader that operates in a legal, honest, and fair way, visit the Buy With Confidence website at **www.buywithconfidence.gov.uk** →

→ **Safe Local Trades** is another website that you can look at for a tradesperson such as an electrician, plumber, carpenter, or painter/decorator. All the tradespeople listed have been vetted and their performance is monitored. Visit **[www.safelocaltrades.com](http://www.safelocaltrades.com)**

If you are unable to fund the adaptations that you need, the council may be able to offer support.

If you require a major change, you could apply for a Disabled Facilities Grant (DFG) to help with some or all of the costs, see **[www.gov.uk/disabled-facilities-grants](http://www.gov.uk/disabled-facilities-grants)**

To find out more about changes that can be made to your home, visit **[www.peterborough.gov.uk/pin](http://www.peterborough.gov.uk/pin)** (select 'Adults' then 'Staying independent').

## Looking after your home

Sometimes you might need some support to look after your home and garden to help you keep safe and healthy.

### Home fire safety checks

Cambridgeshire Fire and Rescue Service (CFRS) provide free safe and well visits, where firefighters or specially trained community safety officers can visit your home and offer help and guidance in a variety of areas, including:

- Fire safety.
- Falls prevention.

- Staying well and warm at home.
- Crime reduction.

CFRS work with older people and those with disabilities to discuss fire risks and to look for any visible warning signs. CFRS also work with carers to ensure they have the knowledge and skills to keep themselves and the person they care for safe in the event of a fire.

For more information, visit **[www.cambsfire.gov.uk/home-safety/safe-and-well-visit](http://www.cambsfire.gov.uk/home-safety/safe-and-well-visit)** or call **CFRS** on **0800 917 9994**.

## Do you have a concern about a trader who has called at your home?

The Citizens Advice Consumer Helpline takes calls on behalf of Trading Standards. The helpline can provide you with advice on your rights when buying goods or services.

If you just wish to report a trader to Trading Standards, the helpline will record the details on its national database and pass the information on to the relevant Trading Standards service.

The helpline can be contacted online by visiting **[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)** (search 'Consumer service'). Alternatively, call **0808 223 1133**.



**Tell us what you think** 

 CareChoices

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

**Share your feedback** – take our five minute survey  
**[www.carechoices.co.uk/reader-survey](http://www.carechoices.co.uk/reader-survey)**



## Avoiding scams

The Cambridgeshire and Peterborough Against Scams Partnership (CAPASP) has some simple tips for dealing with unsolicited contact, to keep you safe from the financial and the emotional harm of scams.

### Tips



- Do not trust callers or visitors just because they sound official, send legitimate looking paperwork, or have an ID card. Criminals fake communications to appear genuine.
- Don't be rushed by anyone asking you to send money or making you an offer that's too good to be true. Speak to a friend or family member for advice or call the Citizens Advice consumer helpline on **0808 223 1133**.
- Do not give money, personal, or banking details (including account details or your PIN) to anybody contacting you out of the blue.
- Always verify that someone contacting you unexpectedly is who they say they are by contacting the organisation they claim to be from. Use a number you know to be correct – not one that the person has given you.
- Do not deal with traders on the doorstep. A good tradesperson doesn't need to cold call and there isn't a rehabilitation scheme for ex-offenders involving doorstep sales. You can deter cold callers by displaying a 'Please leave and do not return' sign – some are available through Neighbourhood Watch or other local contacts.

## Reporting scams

### Action Fraud

Phone, email, and online scams.

Web: **[www.actionfraud.police.uk](http://www.actionfraud.police.uk)**

Tel: **0300 123 2040**

### Cambridgeshire Constabulary

Rogue trading/doorstep crime.

Web: **[www.cambs.police.uk](http://www.cambs.police.uk)**

Tel: **999** (live incident/emergency) or **101** (after incident/non-emergency).

### Citizens Advice Consumer Helpline

Postal scams.

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

Tel: **0808 223 1133**

Independent Age has lots of useful tips on how to avoid being scammed. Visit **[www.independentage.org](http://www.independentage.org)** (search 'How to avoid a scam').

The Cambridgeshire and Peterborough Against Scams Partnership (CAPASP) aims to protect residents and businesses in the area from scams and support victims. The partnership offers lots of free scam prevention resources such as posters, leaflets, and door stickers on its website. Email **[against-scams@cambridgeshire.gov.uk](mailto:against-scams@cambridgeshire.gov.uk)** or visit **[www.cambridgeshire.gov.uk/against-scams](http://www.cambridgeshire.gov.uk/against-scams)**

## Cuckooing

This is a tactic used by criminals who target the home of vulnerable people, so they can use the property for criminal purposes such as drug-dealing, hiding weapons, and other criminal activities.

The criminals use the property to provide a discreet location, out of sight of the police from which to conduct their criminal activity. They will use a range of tactics to control the victim. This could be befriending the victim, giving them 'gifts', drugs, or alcohol. When the victim wants the criminals to leave, then manipulation, threats or actual violence will be used.

### What to look out for?

Signs of cuckooing at the property can include:

- High numbers of cars or bikes stopping at the property for a short time.
- People coming and going from the property at various times of day and night.
- Possible increase in noise or anti-social activity in and around the property.
- Open drug dealing near the property.
- Not seeing the resident of the property as often.

Signs that a person could be affected by cuckooing could include:

- Not engaging with services.
- Unexplained injuries.
- Paying off debts in full with cash.
- Appears withdrawn and fearful.
- Socialising with new unidentified people at their property.

If you are concerned that someone may be a victim of cuckooing or if you're concerned about a drug related crime where you live, call the **police** on **101** or **999** in an emergency. If you don't want to speak to the police directly, call **Crimestoppers** anonymously on **0800 555 111**.

If the adult you are concerned about has care and support needs, you should also contact Adult Social Care using the information starting on page 42.

## Home support

You might need a little support to stay living independently at home.

Such as family, friends, or neighbours helping with tasks like washing, shopping, or cleaning.

### Domestic tasks

Often people can pick up your shopping when they are doing their own or can run your errands when they are out. For ideas to help with cleaning and gardening, see page 27.

Age UK Cambridgeshire and Peterborough provides help with domestic tasks such as cleaning, laundry, and ironing. Visit [www.ageuk.org.uk/cambridgeshireandpeterborough](http://www.ageuk.org.uk/cambridgeshireandpeterborough) (search 'Home support service') or call **0300 666 9860**.

### Meals, shopping, and food preparation

If you, or someone you care for, is having difficulty shopping or preparing and cooking meals, there are various options you could choose to help.

Consider asking a friend or family member for help or use supermarkets online or telephone order and home delivery services.

### Frozen meals delivery services

You can order food with **Wiltshire Farm Foods** as often or as little as needed, there's no contract. Meals can be ordered online, on the app, or over the phone. To request a brochure, or place an order, visit [www.wiltshirefarmfoods.com](http://www.wiltshirefarmfoods.com) or call **0800 077 3100**.

**Oakhouse Foods** offers a wide range of frozen ready meals and desserts, catering for different dietary needs and preferences. Meals are delivered to your home and the team can pack them away for you. To request a brochure, or place an order, visit [www.oakhousefoods.co.uk](http://www.oakhousefoods.co.uk) or call **0333 370 6700**.

Other meal delivery services are available. Find out more on the **Peterborough Information Network** at [www.peterborough.gov.uk/pin](http://www.peterborough.gov.uk/pin)



## Search for care in your area

[www.carechoices.co.uk](http://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

# Support for specific needs

## Specific support for people with sensory impairments

There is a range of organisations that specifically support people with visual or hearing problems to remain safe and well at home.

### Cambridgeshire Deaf Association (CDA)

Email: [office@cambsdeaf.org](mailto:office@cambsdeaf.org)

Web: [www.cambsdeaf.org](http://www.cambsdeaf.org)

Tel: **01223 246237**

### CDA Hearing Help

Email: [enquiries@cambsdeaf.org](mailto:enquiries@cambsdeaf.org)

Web: [cambridgeshirehearinghelp.org.uk](http://cambridgeshirehearinghelp.org.uk)

Tel: **01223 416141**

Text: **07429 231230**

### Deafblind UK

Email: [info@deafblind.org.uk](mailto:info@deafblind.org.uk)

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

Tel: **0800 132 320**

Text: **07903 572885**

### Peterborough Sight

Email: [info@peterboroughsight.org.uk](mailto:info@peterboroughsight.org.uk)

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

Tel: **01733 344844**

You can find out how to get your hearing tested and other advice about vision and eye health by visiting [www.peterborough.gov.uk/pin](http://www.peterborough.gov.uk/pin) (search 'Sensory impairment').

## Specific support for people with disabilities

Disability Peterborough is your local centre for free, confidential, and impartial information and advice for physically disabled people, their carers, and families.

The purpose of Disability Peterborough is to provide a range of services that assist people with physical disabilities.

Specifically, to help people achieve to achieve their potential and have maximum choice and control over their lives.

Email: [info@disabilitypeterborough.org](mailto:info@disabilitypeterborough.org)

Web: [www.disabilitypeterborough.org](http://www.disabilitypeterborough.org)

Tel: **01733 265551**

## Specific support for people with autism

There are lots of resources and support available in Peterborough to enable people with autism to live a fulfilled life. The National Autistic Society Peterborough provide information and advice to support individuals of all ages with autism, and their families and carers. For more information, visit [www.peterborough.gov.uk/pin](http://www.peterborough.gov.uk/pin) (search 'Autism').

### Autism Alert Card

For £5, Autism Anglia offers a credit card-sized Autism Alert Card as a way of boosting confidence and giving peace of mind if you are autistic and encounter an emergency.

The card has been adopted by the Cambridgeshire Police. It is designed so that your behaviour or the nature of your condition can be quickly explained if you find yourself in a difficult situation or emergency.

For more information, visit [www.autism-anglia.org.uk](http://www.autism-anglia.org.uk)

### All Age Autism Strategy

This strategy supports the aim for Peterborough to be an autism friendly place where children and adults with autism can live full, healthy, and rewarding lives, within a society that accepts and understands them.

You can view the strategy by visiting the Peterborough Information Network at [www.peterborough.gov.uk/pin](http://www.peterborough.gov.uk/pin) (search 'Autism').



## Specific support for people with dementia

Your GP is your first point of contact for dementia issues. Your GP will discuss your concerns and consider whether they can provide the help and treatment you need. For more information, visit **[www.peterborough.gov.uk/pin](http://www.peterborough.gov.uk/pin)** (search 'Dementia').

There is a wide range of support available in Peterborough for people with dementia, including advocacy, dementia advisers, dementia cafés, activities, information, and peer support. The council commissions Alzheimer's Society to run the Dementia Resource Centre. Alzheimer's Society is the UK's leading dementia charity, working to challenge public perceptions, fund research, and improve and provide care and support.

The Dementia Resource Centre offers advice, information, and support to anyone affected by dementia in Peterborough. Alzheimer's Society also offer a calendar of activities. For more information, visit **[www.peterborough.gov.uk/pin](http://www.peterborough.gov.uk/pin)** (search 'Dementia'). The Dementia Resource centre is open between 9.30am and 4.30pm, Monday to Friday.

### Alzheimer's Society

441 Lincoln Road PE1 2PE

Email: **[peterborough@alzheimers.org.uk](mailto:peterborough@alzheimers.org.uk)**

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

Tel: **01733 865710**

### Dementia support for carers – Dementia Connect

Caring for someone with dementia can, at times, be difficult. It can affect your health and at times you, as a carer, feel at crisis point. The Intense Support service can support you in difficult times, such as when the person you care for is in hospital.

This unique service has been set up to help find new ways and strategies to help carers in their role.

The service aims to identify ways to improve your own health and wellbeing, as well as help you understand dementia. Dementia Advisers can offer tailored support, while providing an expert listening ear.

You can talk openly to them about any difficulties you may be experiencing.

### Intense Support service

Email:

**[cambridgeshiredementia@alzheimers.org.uk](mailto:cambridgeshiredementia@alzheimers.org.uk)**

Web: **[www.alzheimers.org.uk/get-support/dementia-support-line](http://www.alzheimers.org.uk/get-support/dementia-support-line)**

Tel: **01223 620962** or **0333 150 3456** (Dementia Connect advice and information line – Monday to Wednesday, 9.00am to 8.00pm. Thursday and Friday, 9.00am to 5.00pm. Saturday and Sunday, 10.00am to 4.00pm).

## Support with the cost of living

### Stay Well this Winter

A network of partners working across your local health and social care system to protect the health and wellbeing of the most vulnerable groups who live in cold homes due to fuel poverty by mitigating the risks associated with cold weather.

If you are at risk of or living in fuel poverty, there are several ways in which you can access services, information, and potentially financial support to keep warm and well this winter, whilst reducing your energy bills. If you are struggling to pay your bills and or can't afford to heat your home, contact the Local Energy Advice Partnership (LEAP).

Email **[support@applyforleap.org.uk](mailto:support@applyforleap.org.uk)** or call **0800 060 7567**. See page 32 for more information.

You can also find tips and hints on the Government's website, Help for Households, at **<https://helpforhouseholds.campaign.gov.uk>**





## Government's cost of living support package

Government has announced a range of support in response to rising energy costs.

### Warm Home Discount

A one-off discount of £150 off your electricity bill over the winter months. You get the payment automatically if your electricity supplier is part of the Warm Home Discount scheme and you or your partner receives the Guarantee Credit portion of Pension Credit. One of you must be named on your bill.

Getting a Warm Home Discount doesn't affect your entitlement to a Winter Fuel Payment or Cold Weather Payment. For more information, visit [www.gov.uk/the-warm-home-discount-scheme](http://www.gov.uk/the-warm-home-discount-scheme)

### Winter Fuel Payment

An annual tax-free payment for households that include someone born before 25 September 1957. It's designed to help you cover your heating costs in winter.

If you were born before 25 September 1957, you could get between £250 and £600 to help with your bills in winter this year. The exact amount depends on your age and whether other people in your household also qualify.

You'll usually get a smaller payment if you live in a care home or nursing home and don't get one of the following benefits:

- Pension Credit.
- income-based Jobseeker's Allowance.
- income-related Employment and Support Allowance.
- Income Support.

If you live in a care home or nursing home and you do get any of these benefits, then you're not entitled to a Winter Fuel Payment. For more information, visit

[www.gov.uk/winter-fuel-payment](http://www.gov.uk/winter-fuel-payment)

### Cold Weather Payment

Extra money for people receiving certain benefits, such as Pension Credit, when there's very cold weather.

You get £25 a week for each seven-day period of cold weather. This only applies between 1 November and 31 March each year. To be eligible for the payment the average temperature in your area needs to have been 0°C or less for seven consecutive days.

You also need to be receiving certain benefits, such as:

- Pension Credit.
- Income Support.
- income-based Jobseeker's Allowance.
- income-related Employment and Support Allowance.
- Universal Credit.
- Support for Mortgage Interest.

For more information, visit

[www.gov.uk/cold-weather-payment](http://www.gov.uk/cold-weather-payment)

### Local Energy Advice Programme (LEAP)

A new, free energy advice service to help you save money and keep your home warm. Visit [www.applyforleap.org.uk](http://www.applyforleap.org.uk)

LEAP can help to save you money and keep your home warm and cosy. LEAP offers a free of charge, in-home advice visit. Its friendly Home Energy Advisors can:

- Install free simple energy saving measures such as LED light bulbs and draught-proofing.
- Check if you're on the best energy tariff via our dedicated switching service.
- Arrange a free money advice consultation.
- Help you find funding for further energy saving home improvement.

### Household Support Fund

The Government has extended the Household Support Fund to support people in need with food and utility bills. This has been implemented as a voucher scheme. Vouchers up to the value of £40 will be issued to help residents who are struggling financially.



➔ One voucher per household will be issued per application. Applications will only be accepted every two months. Households can apply twice between May 2023 and March 2024. To be eligible for a voucher you must be a resident in the Peterborough City Council area and over the age of 18. You must also meet one of the following criteria:

1. Be in receipt of, or in the process of applying for, any means tested benefit or allowance.

For example:

- Universal Credit.
  - Income support.
  - Child tax benefits.
  - Personal Independence Payments.
  - Disability Living Allowance.
2. Be living in a low-income household and have no savings. A low-income household is defined as:
    - A single person earning less than £25,500 per year.
    - People living as a couple earning a combined income of less than £43,400.

This includes houses of multiple occupancy.

Citizens Advice Peterborough is managing the Household Support Fund on behalf of Peterborough City Council. To apply, call **01733 447933** (Monday to Friday, 9.00am to 4.00pm).

### **Holiday Voucher Scheme**

This is funding to directly award people eligible for free school meals vouchers to cover the holiday periods. To find out more, visit **[www.peterborough.gov.uk](http://www.peterborough.gov.uk)** (search 'Holiday Voucher Scheme').

### **Peterborough Holiday Activities and Food (HAF) Programme**

This programme offers fully funded holiday places to eligible children and young people. HAF runs during the easter (up to four sessions), summer (up to 16 sessions) and Christmas (up to four sessions) school holidays.

Each child and young person will receive a balanced meal each day they attend. More information is available at **[www.peterborough.gov.uk](http://www.peterborough.gov.uk)** (search 'HAF').

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## **Additional support schemes**

There are many other local and national organisations and schemes supporting people affected by the cost of living crisis. See the following information on some of the services available. For more information, visit the Peterborough Information Network at **[www.peterborough.gov.uk/pin](http://www.peterborough.gov.uk/pin)** (search 'Stay Well this Winter').

### **Priority Services Register**

Many suppliers will give vulnerable customers advanced notice of planned power cuts and offer priority support during emergencies. Some may be able to provide cooking facilities, hot meals or charge points to households that rely on medical equipment. Suppliers must take all reasonable steps to avoid disconnecting you during the winter months (1 October – 31 March). Suppliers that have signed up to Energy UK's Vulnerability Commitment cannot knowingly disconnect a vulnerable customer at any time of the year.

You can also join the register of your energy network operator. This is the company that provides the pipes and cables that bring energy from your supplier to your home. Ofgem – the energy regulator – lists customers normally considered vulnerable. This includes disabled households and those young children, and households that use medical equipment that requires a power supply.

Contact your energy supplier or your local electricity network operator and ask them to put you on their Priority Services Register.

### **National Energy Action's (NEA) Warm and Safe Home (WASH) advice service**

This is a free support service providing advice to householders on their energy bills and keeping warm and safe in their home. The service offers tailored face to face, telephone or online advice and support with:

- Warm Home Discount and Trust Fund applications.
- Support with gas and electricity accounts, including fuel debt.
- Switching suppliers.
- Energy efficiency.
- Benefits advice and income maximisation.

Visit **[www.nea.org.uk/get-help/wash-advice](http://www.nea.org.uk/get-help/wash-advice)** or speak to an adviser at **0800 304 7159**.

### Anglian Water bill support

If you are struggling to afford your bill, Anglian Water's extra care support team can help find a way forward, with a personalised plan to find the cheapest tariff or a flexible payment plan made just for you.

Anglian Water also wants to help you save water and in turn save you more money. To do so, request your free water saving home kit to help with those bills. Visit Anglian Water's extra care support team page at **[www.anglianwater.co.uk](http://www.anglianwater.co.uk)** (search 'Extra care support') or call **0800 232 1951**.

### Cost of Living Support Hubs

Open across Peterborough, these hubs are for any resident in the city struggling with the cost of living. The council has worked with community partners to set up the hubs.

Support includes free food and fuel for people who are in need. This will be subject to each individual hub's assessment. All hubs offer food support. Many of them also offer social activities and can help with essential items. Some hubs have cafés with the option to pay what you can.

Support may change subject to demand. The following website is updated regularly, but the council relies on the hubs for information changes. You should contact your local hub directly for specific information before visiting.

For more information, including hub locations and what each hub offers, visit **[www.peterborough.gov.uk](http://www.peterborough.gov.uk)** (search 'Cost of living hubs').

## Peterborough Foodbank

The council provides three-day emergency food supplies, plus signposting and befriending to people in need who live in Peterborough.

For more information, email **[info@peterborough.foodbank.org.uk](mailto:info@peterborough.foodbank.org.uk)**, visit **<https://peterborough.foodbank.org.uk/locations>** or call **01733 575083**.

## KingsGate Food Pantry

Run in partnership with KingsGate Church and Lime Academy Parnwell, the pantry supports the community to access good food. For a small weekly subscription of £4.50, members of the KingsGate Food Pantry can purchase a weekly food shop including fresh fruit and vegetables as well as family favourites.

### KingsGate Food Pantry

Lime Academy Parnwell,  
Saltersgate PE1 4YH (opening hours, Wednesday, 9.30am to 4.00pm).  
Email: **[foodpantry@kingsgate.church](mailto:foodpantry@kingsgate.church)**  
Web: **[www.yourlocalpantry.co.uk/pantry-listings/peterborough-kingsgate-food-pantry](http://www.yourlocalpantry.co.uk/pantry-listings/peterborough-kingsgate-food-pantry)**

## Money management

A crisis can occur for lots of different reasons – benefit delays, losing a job, an unexpected bill, or gradually things getting more difficult until no longer you feel you can cope. If you don't have enough money to feed, clothe, or keep warm there is help available. There is no need to struggle alone.

**Money Helper** is a free information and service provided by the Money and Pensions Service.

Visit **[www.moneyhelper.org.uk/en/money-troubles/way-forward](http://www.moneyhelper.org.uk/en/money-troubles/way-forward)** for more information on how it can support you with your money worries.

**Making Money Count** offers everyday help with money, being online, finding work, and renting. Information is provided by organisations working across Peterborough and Cambridgeshire. Visit **[https://makingmoneycount.org.uk](http://makingmoneycount.org.uk)**



**0173 379 3973**

**admin@totalhc.co.uk**

**PRIVATE LIVE-IN CARE | DOMICILIARY CARE | RESPITE CARE | COMPANION CARE  
DEMENTIA CARE | END OF LIFE CARE**

**Total Healthcare** is a recently founded, family-owned and -operated firm that is run by individuals that have a significant amount of combined experience working in the care profession. We have a staff of specialists in the disciplines of mental health and learning difficulties that are well-certified and have years of relevant expertise.

We are dedicated to providing you with the very best care while ensuring that you are able to continue living in the environment in which you are most comfortable, at home. Because we understand your unique challenges and situations, we can provide you with care and support that is truly tailored to you and gives you a sense of pride and dignity.



**Depending on your specific needs and desires, these services may include the following:**

- Assisting with daily tasks such as getting out of bed, bathing, shaving, dressing, grooming, and going to the bathroom, as well as reminding them to take their medication and prepare meals.
- Take clients shopping or to an activity such as a coffee morning or club; offer encouragement; bring articles and information on topics of interest to the client; and have a cup of tea and talk.
- There is also assistance with scheduling visits and ensuring medication is delivered on time.
- Helping with chores such as cooking, cleaning, laundry, and errands is part of living independently.
- This service is designed around you and your social and communal interests, as well as your medical needs

**WE WORK HARD TO  
PROVIDE YOU WITH  
THE HIGH-QUALITY  
CARE YOU DESERVE  
AND VALUE.**

**PERSON CENTERED  
CARE SERVICES TO  
SUIT YOUR NEEDS**

**PROVIDING YOU  
WITH THE BEST  
POSSIBLE CARE.**



**WWW.TOTALHC.CO.UK**

**Total Healthcare 5 Market Place Whittlesey PE7 1AB**



# Personal care in your own home

If you need support with your personal care, such as washing yourself or getting dressed, you can employ a care worker to help you.

Care workers can visit you at home daily and generally visits are available from 7.00am until 10.00pm, although night services can also be provided. Your visit length will depend on the support that you need. The hourly rate charged for services depends on what is required, the time of day, and location.

You may choose to employ an individual support worker or 'personal assistant' to help you. Employing a personal assistant means you will be cared for by the same individual, which can help build trust and relationships. It does however mean that you become an employer, but support is available for this.

Peterborough Council for Voluntary Service (PCVS) provides a Direct Payments Support service where, for a small charge, you can be supported to set up and manage your Direct Payments to pay your personal assistant. For more information about Direct Payments, see page 46.

There is lots of information on personal assistants online at **[www.skillsforcare.org.uk](http://www.skillsforcare.org.uk)**

To find a personal assistant in Peterborough, visit **[www.peterborough.gov.uk/pin](http://www.peterborough.gov.uk/pin)** (search 'Personal assistant').

If you require a lot of help with your personal care, it may be easier and cheaper to have a support worker who lives in your home. You may also want to consider 24-hour live-in care on a short-term basis so a relative who looks after you can take a break. Charges for live-in care depend on the amount of care, skills, and support required.

## Tip

Some care workers may also help you with cleaning, shopping, and cooking. Before you choose who to use, ask them what they can and can't do. If a homecare provider only provides personal care, you may want to employ a cleaner as well.



You can use the checklist on page 51 to help you choose a care worker.

## Inspecting and regulating home care providers

All registered providers of home care must be regulated by the Care Quality Commission (CQC). All services are inspected by the CQC, who award quality rating reports. The ratings mean you can easily see where a service is performing well, and where it needs to improve.

## Tip

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** website at **[www.cqc.org.uk](http://www.cqc.org.uk)**



To find out more about paying for care, visit **[www.peterborough.gov.uk/pin](http://www.peterborough.gov.uk/pin)** (search for 'Paying for care').

For more information about care at home, visit **[www.peterborough.gov.uk/pin](http://www.peterborough.gov.uk/pin)**

For home care arranged by the council, the agencies used are accredited to work for the council. The council will let you know how much the care will cost you, and if you are unable to afford this, the council may be able to contribute towards the cost. For more information, see page 42.



# Someone else managing your money

There may come a time when you are unwell and cannot tell the people around you what you do and do not want. By making plans now, you can record your preferences so that if you are ever in this situation, your wishes are known and can be followed where possible.

Noting your wishes allows you to express who you are and what is important to you. This gives you control over your treatment and care, and reassurance that the right decisions will be made. It can also be a good way to start conversations with your friends and family about what you want in the future.

## Lasting Power of Attorney (LPA)

An LPA is a legal document that lets you (the 'donor') appoint one or more people (known as 'attorneys') to help you make decisions or to make decisions on your behalf. This gives you more control over what happens to you if you have an accident or an illness and can't make your own decisions, meaning you 'lack mental capacity'.

You must be 18 or over and have mental capacity (the ability to make your own decisions) when you make your

For more information about making an LPA, visit **www.gov.uk** (search 'Lasting Power of Attorney').

## Appointeeship

You can apply for the right to deal with the social security benefits of someone who cannot manage their own affairs.

This is because they lack the capacity to do so or are severely disabled. Find out more by visiting **www.gov.uk** (search 'Appointee').

## Deputyship

You can apply to become someone's deputy if they 'lack mental capacity'. This means they cannot make a decision for themselves at a certain time.

Deputies are authorised by the Court of Protection to make decisions on their behalf. There are two types:

They may still be able to make decisions for themselves at other times. People may lack mental capacity because, for example:

- They've had a serious brain injury or illness.
- They have dementia.
- They have severe learning disabilities.

- Property and financial affairs deputy – you'll do things like pay the person's bills, receive their income, and manage their financial affairs.
- Personal welfare deputy – you'll make decisions about medical treatment and how someone is looked after.

Find out more about becoming a deputy at **www.gov.uk** (Search 'Deputyship').



## 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

# Coming home from hospital

Following a spell in hospital, you might need a bit of extra support for a few days whilst you recover and perhaps to adapt to new ways of doing things. You could ask your family, friends, or neighbours for help until you can get back to doing things for yourself. They are often willing to help and are better able to give support than people who don't know you.

If you feel like you might need help when you leave the hospital, ask on the ward to speak to the hospital social work team. The team will be able to discuss what is worrying you and help you plan for your hospital discharge. You can find information on paying for care when you leave hospital at

**[www.peterborough.gov.uk/pin](http://www.peterborough.gov.uk/pin)**

## Support whilst you recover

There are several community groups across Peterborough who can help you settle back home following a stay in hospital. You can find information online to help you to research and organise care and support at

**[www.peterborough.gov.uk/pin](http://www.peterborough.gov.uk/pin)**

The British Red Cross offers a free Support at Home service for up to six weeks and if you require minimal assistance, the service can also transport you home or to further appointments. For more information, email **[supportathomepeterborough@redcross.org.uk](mailto:supportathomepeterborough@redcross.org.uk)** or call **01733 207113**.

Care Network offers a free Help at Home service for adults who are being discharged from hospital. Checked and trained staff and volunteers give practical and emotional support to help people regain their independence. This might include:

- A regular call to check you're okay.
- Help to collect shopping and prescriptions.
- Help to make arrangements for you to be able to return home.
- Links to other organisations and support.

To discuss your circumstances and how Care Network can help, email **[helpathome@care-network.org.uk](mailto:helpathome@care-network.org.uk)** or call **01954 774800**.

You can also decide to arrange your own support with domestic tasks and personal care on a short-term basis. Details for this can be found starting on page 27.

### Age UK Cambridgeshire and Peterborough

supports the safe, coordinated discharge of patients from hospital along with community-based interventions to support recovery at home and prevent re-admission. Services include:

- Moving furniture pre-discharge.
- Free key safe fitting pre-discharge.
- Arranging transport home, either by staff or taxi.
- Settling home visit on day of discharge.
- Assessment to identify practical support needs and any required onward referrals.
- Continued practical support – food shopping collection/delivery, four weeks' support via daily welfare calls and essential needs delivery, such as prescriptions until long-term solutions are in place.

Email: **[HDsupport@ageukcap.org.uk](mailto:HDsupport@ageukcap.org.uk)**

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

Tel: **01354 691896**



## Adapting to new ways of doing things

The council's reablement team can support you at home for a short time. The team will support you to learn or regain the skills needed for everyday life.

Reablement programmes last between a few days and a few weeks and may suggest equipment you

could purchase to help make day-to-day living easier. Many people find that after their reablement programme they can cope very well on their own, without the need for further care and support.

For more information, visit **[www.peterborough.gov.uk](http://www.peterborough.gov.uk)** (search 'Reablement').

## Housing options

Finding the right support or accommodation is key to helping you remain independent and confident in your wellbeing and security.

Most people want to stay in their home for as long as possible, and there is a range of things to help.

This includes using equipment, see page 23, adapting your home, see page 26, getting some help with cleaning or help with small jobs around the home, see page 27, or considering help with personal care, see page 37.

Many people find it useful to talk options over with family and friends. You could also discuss your options with the organisations listed at the end of this section.

For more information, visit **[www.peterborough.gov.uk/pin](http://www.peterborough.gov.uk/pin)** (select 'Adults' then 'Staying independent') or see page 21.

### Tip

Use the action plan on page 6 to help you decide what you could do to stay safe, well, and independent at home for longer.



If you find that making these changes is not providing enough support, there are several housing options available that might meet your needs and help you remain independent. Housing advice is available from the following organisations.

### Elderly Accommodation Counsel (EAC)

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

### Papworth Trust – Peterborough office

North Wing, Trinity Court, Trinity Street PE1 1DA

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

Tel: **0300 456 2354**

### Shelter

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

Tel: **0808 800 4444** (advice helpline).

## Sheltered housing and Extra Care housing

If you need additional support on a long-term basis, sheltered or Extra Care housing may suit your needs.

### Sheltered or retirement housing

This involves having your own flat or bungalow in a block, or on a small estate, where all the other residents are older people. This means over 55 usually, although sometimes older. With a few exceptions, all developments or 'schemes' provide independent, self-contained homes with their own front doors.

There are many different types of scheme, both to rent or to buy. They usually contain between 15 and 40 properties, and range in size from studio flats or bedsits, through to two- and three-bedroom properties. Many schemes run social events, and these are usually organised and run by residents living in the scheme.

### Extra Care housing

This has been designed to enable older people to live independently.



You have your own home, but also have the reassurance of knowing that there is a care team on site 24 hours a day to meet your personal care needs.

Most schemes have a restaurant and dining area, communal lounge, laundry rooms, assistive

bathroom, hairdressers, and a guest suite available for your visitors. Your Extra Care home can be owned, part-owned and part-rented, or rented.

To find out more, visit [www.peterborough.gov.uk/pin](http://www.peterborough.gov.uk/pin) (search 'Housing options').

## Care homes

Moving into a care home is a major commitment – it involves changing where you live and potentially paying a lot of money for your ongoing accommodation and care needs.

### Tip

Before you think about moving into a care home, consider other less disruptive, and potentially less costly options such as equipment, adaptations, or personal care. Consider whether you really need the amount of care available at a care home.



If no other accommodation options are suitable for you, a care home may be the way to meet your needs. Residential and nursing care homes are where a number of people live together.

Residents can be supported by care workers who are available 24 hours a day. Care homes may be privately owned or run by charities.

If you want the council to help you find a place in a care home, you will need to have a care and support assessment. This assessment must show that you have an eligible care and support need that cannot be met through alternative options.

The council will let you know how much the care home will cost, and if you are unable to afford this, the council may contribute towards the cost.



## Types of care home

### Residential care homes

These are for people who can't continue to live at home, even with additional support or changes to their home. See page 21 for support which may help you remain independent at home. If you are unable to receive the support you need at home, you may want to consider a residential care home.

A residential care home helps you with personal care, including eating, washing, going to the toilet, and dressing. These homes do not offer nursing support.

### Care homes with nursing

Nursing homes provide the same personal care as residential homes, but they also provide 24-hour nursing care by trained staff. Before entering a nursing home, you will need to be assessed to ensure that your needs will be best met within a nursing home.

If you have a diagnosis of dementia, you will need to make sure that the home is registered to meet your needs. When considering potential care homes, use the checklist on page 64 and, for homes providing dementia care, use the checklist on page 65.

## Inspecting and regulating residential care services

All care homes must be registered with the Care Quality Commission or CQC. All services are inspected by the CQC, who award quality rating reports. The ratings mean you can easily see where a service is performing well, and where it needs to improve.

### Tip

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 website at [www.cqc.org.uk](http://www.cqc.org.uk)



# End of life care

Talking about the future and dying can be difficult, but it is important that you and your family, friends, and carers discuss your wishes as you near the end of your life.

More people are starting to make 'end of life plans' to make it easier for others to support and carry out their wishes when the time comes. This could include where you want to die, what treatment you would want, any cultural or religious requirements, and planning ahead for your funeral.

You might want to consider taking out a funeral plan to ensure that costs for your funeral are covered.

End of life care should help you live as well as possible until you die, and to die with dignity. Planning ahead for your needs should mean that, if you wish to, you can remain in your own home or care home and not have to be admitted to hospital. Wherever you are being cared for, as you approach the end of your life you are entitled to a high quality of care.

## Palliative Care Hub

This is a service for anyone that needs specialist palliative care advice or support. It is available to patients, family/friends, carers, GPs, and other health care professionals.

The hub can give advice and support where able, signpost to appropriate services, transfer you to another healthcare professional that can better help you, or complete necessary referrals to other services. You can contact the hub by calling **111** (select option three to speak to a clinical nurse specialist).

If you are being cared for at home or in a care home, your GP has overall responsibility for your care. The people providing your care should ask you about your wishes and preferences and take these into account as they work with you, your family, and your GP to plan your end of life care.

For more information, visit

**[www.peterborough.gov.uk/pin](http://www.peterborough.gov.uk/pin)** (search 'End of life care').

### Arthur Rank Hospice

Supports people in Cambridgeshire living with an advanced serious illness or other life-limiting condition and those who need end-of-life care.

Email: **[reception@arhc.org.uk](mailto:reception@arhc.org.uk)**

Web: **[www.arhc.org.uk](http://www.arhc.org.uk)** • Tel: **01223 675777**

### Sue Ryder Thorpe Hall Hospice

Specialist palliative care inpatient unit in Peterborough. It supports those living with life-limiting conditions, as well as their families.

Email: **[thorpehall@sueryder.org](mailto:thorpehall@sueryder.org)**

Web: **[www.sueryder.org/how-we-can-help/sue-ryder-thorpe-hall-hospice](http://www.sueryder.org/how-we-can-help/sue-ryder-thorpe-hall-hospice)**  
Tel: **01733 225900**

# What to expect from the council

Peterborough City Council provides you with the advice, information, and support you need to stay independent, safe, well, and living a fulfilled life. Social care supports adults of all ages and disabilities and can also support friends and family in their caring role. Most people find that they can get the support that they need from their friends, family, and local community.

If you would like to know more about getting out and about, see page 7. There are also some helpful tips about how to make some small changes to your home to keep you independent. This includes using equipment or getting some help to cook and clean on page 23. Find out more about keeping healthy and well on page 16.

### Tip

Use the action plan on page 6 to help you decide what you could do to stay independent, safe, and well.



Sometimes you might need some additional support to that provided by your friends, family, and local community. In this case, the council's Adult Social Care service could help you.

### Tip

Before contacting Adult Social Care, ask yourself the following questions.



- What would you like to be able to achieve?
- If achieved, what difference would this make to your life?
- What has changed recently in your life?
- What options have you considered?

Adult Social Care will identify the best options available to help you.

This could be accessing community-based support support, getting some equipment, or referring you for a more in-depth assessment. If you are planning on contacting Adult Social Care on behalf of somebody else, then you will need to make sure that they know that you are planning to do so. If you're able to, it's helpful to discuss the questions above with Adult Social Care with the individual before making contact.

You can contact the council by completing the online contact form at **[www.peterborough.gov.uk/healthcare/adult-social-care](http://www.peterborough.gov.uk/healthcare/adult-social-care)** (select 'Contact us about adult services') or call **01733 747474**.

If you're looking after someone who couldn't manage without your help, you may also need some support so that you can continue to provide care and maintain your own health and wellbeing. See page 12 for more information or use the form or contact number above. For more information, visit **[www.peterborough.gov.uk/pin](http://www.peterborough.gov.uk/pin)**

## Care and support plans

If you are referred for a more in-depth care and support assessment, the Adult Social Care team will have a detailed conversation with you to understand your circumstances and to appreciate what you would like to achieve. The team will look at the support you receive from family, friends, and your local community, and will work with you to

determine what additional support will help you to remain independent.

Your care and support plan is all about you – your strengths and abilities, your care needs, what you want to achieve, and the support you need to live as independently as possible.

## Someone to speak on your behalf

Sometimes you might need someone to help you express yourself or speak on your behalf. This is known as advocacy, and someone who supports you is called an advocate. Advocates can give advice, support, and information to people of any age, helping you to voice your concerns and guiding you through the care planning process.

You can have an advocate present with you when you have conversations with the social care practitioner if you wish. You might also consider using an advocate if you feel unsure or concerned when you are faced with making an important decision about your care and support.

Advocacy is commissioned across Cambridgeshire and Peterborough. VoiceAbility is the main provider subcontracting with Cambridgeshire Deaf Association for the deaf community and National Youth Advocacy Service (NYAS) for children's advocacy.

### VoiceAbility

Peterborough Office, 27 London Road PE2 8AN

Email: **[tvcp@voiceability.org](mailto:tvcp@voiceability.org)**

Web: **[www.voiceability.org](http://www.voiceability.org)**

Tel: **0300 222 5704** (referral helpline).

For information, visit **[www.peterborough.gov.uk/pin](http://www.peterborough.gov.uk/pin)** (search 'VoiceAbility').

# Paying for your care

There's lots of free support available in the community that can help you to continue to live independently. However, you may have to pay for some support you receive.

Paying for care can be an expensive and long-term commitment. If you think you may need care in the future, it is a good idea to get advice on how to pay for it before making any decisions.

Visit **[www.peterborough.gov.uk/pin](http://www.peterborough.gov.uk/pin)** (search 'Money matters') for financial support or refer to the following organisations.

## Age UK Cambridgeshire and Peterborough

Email: **[infoandadvice@ageukcap.org.uk](mailto:infoandadvice@ageukcap.org.uk)**

Web: **[www.ageuk.org.uk/cambridgeshireandpeterborough](http://www.ageuk.org.uk/cambridgeshireandpeterborough)**

Tel: **0300 666 9860**

## Citizens Advice Peterborough

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

Tel: **0808 278 7850** (Monday to Friday, 9.00am to 4.00pm. Outside of these hours, an automated attendant system is in operation).

## Independent Age

Email: **[advice@independentage.org](mailto:advice@independentage.org)**

Web: **[www.independentage.org](http://www.independentage.org)**

Tel: **0800 319 6789**

## Money Helper

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

Tel: **0800 138 7777**

## Society of Later Life Advisers (SOLLA)

Email: **[admin@societyoflaterlifeadvisers.co.uk](mailto:admin@societyoflaterlifeadvisers.co.uk)**

Web: **[www.societyoflaterlifeadvisers.co.uk](http://www.societyoflaterlifeadvisers.co.uk)**

Tel: **0333 202 0454**

## Disability benefits

You may be entitled to disability benefits which you can use to help pay for the care and support you need.

These benefits are not means tested and include:

- Personal Independence Payment (PIP) – helps with the extra costs of a long-term health condition or disability and can be claimed from the age of 16 until your state pension age. Check this at **[www.gov.uk/state-pension-age](http://www.gov.uk/state-pension-age)** (PIP does not stop at pension age if it was claimed before this time).
- Attendance Allowance – for people of state pension age or older, paid at two different rates.

The lower rate is for those needing care by day or night, and the higher rate is for those needing care both day and night, or who are terminally ill.

If you're already in receipt of one of these benefits, this will be taken into account when undertaking your financial assessment.

### Tip

If you're not in receipt of one of these benefits but think you may be eligible, apply at **[www.gov.uk/browse/benefits/disability](http://www.gov.uk/browse/benefits/disability)** or call **Citizens Advice** on **0808 278 7850**.



## Financial assessment and arranging your care

If you are unable to meet the cost of your care yourself, the council will carry out a financial assessment to see if it is able to contribute. There are different financial thresholds depending on whether you are receiving care at home or are moving into a care home.

If your capital, savings, assets (for example, stocks, and shares, Premium Bonds, ISA's, property other than your main home) and income are above these thresholds (current upper threshold is £23,250), you will need to pay the full cost of your care and support.



The financial assessment, or means test, works out what you'll have to pay towards the cost of your care. It's carried out by the council after it completes your care needs assessment (see page 43), which looks at what care needs you may have.

The financial assessment will consider:

- Your income, including any pensions and benefits.

- Your capital, including savings, assets, such as a second property, stocks and shares etc.

If you'll be getting care services at home, the value of your home is not included if you own it. This is different to the rules about charging if you're moving to a care home (see page 46).

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## Deprivation of assets

If someone intentionally reduces their assets – such as money, property, or income – so that these won't be included in the financial assessment for care, this is known as 'deprivation of assets'.

If the council concludes that you have deliberately reduced your assets to avoid paying towards the cost of care, your financial assessment may be completed as if you still owned the assets.

---

## Paying for care in your own home

If you have capital or savings of more than £23,250, not including your home, or you choose not to disclose your financial circumstances, you will have to pay the full cost of any care and support you require in your own home or periods of respite care in a care home. The council can arrange care for you, and you will be invoiced for this, or you can arrange your care privately and pay for it directly.

If you ask the council to arrange your care and support for you, you will be charged a fee to cover the costs of arranging and administering your care and support services. The fee is currently £10 per invoice (invoices are usually issued every four weeks). This is in addition to the costs of meeting your assessed care and support needs.

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## What you'll have to pay

What you'll be asked to pay for care and support services depends on your financial situation. The council can't charge anyone else, such as your partner or someone you live with, and the following factors will be considered.

### Your income

This must not go below a certain amount, known as the Minimum Income Guarantee (MIG). This is so you can still afford daily living costs, such as food and utility bills.

If your weekly income is higher than your care costs, you'll usually have to pay for all your care yourself – as long as you're left with at least your MIG amount.

If the council includes any disability-related benefits you receive within your financial assessment, they must also consider allowing any disability-related expenses you have.

### Your capital

Capital is money or items that have a financial value, for example, savings, investments, land, and property.

If your capital is:

- Less than £14,250 – you won't have to use any of your capital to pay for your care.
- Between £14,250 and £23,250 – you're assumed to have £1 per week extra in your income for every £250 in capital between these limits.
- More than £23,250 – you may have to pay for all the care you receive.

If you own your home, it won't be included in the assessment if you're getting care services at home.

Visit [www.peterborough.gov.uk/pin](http://www.peterborough.gov.uk/pin) (search 'Paying for your care at home') for more information.

## Direct Payments

If you are assessed to be eligible to receive financial support from the council towards the cost of your care, you can receive your personal budget in the form of a Direct Payment so that you can manage things yourself. Alternatively, you can ask the council to arrange your care for you.

A Direct Payment puts you in control so that you can arrange and purchase the care and support agreed in your care and support plan.

The Direct Payment Support service can meet you and provide a free information and advice visit.

If you have a personal assistant, the service can assist with recruitment and employment.

### **Peterborough Council for Voluntary Service**

Currently contracted by the council to provide the Direct Payment Support Service.

32-34 Cromwell Road, Peterborough PE1 2EA

Email: [pcvs@pcvs.co.uk](mailto:pcvs@pcvs.co.uk)

Web: [www.pcvs.co.uk/direct-payments](http://www.pcvs.co.uk/direct-payments)

Tel: **01733 342683**

For more information, visit [www.peterborough.gov.uk/pin](http://www.peterborough.gov.uk/pin) (search 'Direct Payments').

## Individual Service Fund (ISF)

ISFs were formally introduced in the Care Act 2014, as an option for commissioning self-directed support. An ISF is where you choose a provider, rather than the council or yourself, to manage your personal budget.

The ISF provider will arrange services and support for you, with your full involvement and agreement. With an ISF, you get choice and control of your support without having to manage the money yourself, which can be the case with a Direct Payment.

If ISFs are an option for you, a suitable organisation of your choice will be asked to manage your personal budget on your behalf. Your family, advocate, or carer could also help you. You would work with the organisation to plan support services and activities to help achieve the outcomes identified in your care and support plan.

ISFs can be used for a range of different purchases if they demonstrate that they are achieving positive outcomes for you. The services and activities must help meet your assessed needs.

## Paying for care in a care home or care home with nursing

If your income, capital, and savings are more than £23,250, you are likely to have to pay the full cost of your care. If you own your home, its value will usually be included when calculating your capital. Sometimes it won't be included. For example, its value will be disregarded if it's still the main home of your partner, a close relative aged 60 or over, or a close relative with a disability. Other exemptions may apply.

The care homes you consider must be able to meet your assessed care needs. If the council is contributing towards the cost of your care, your choice of care home will be limited to those that accept the council's funding level. If the home you have chosen charges more than the council's funding level, you must find someone to help pay the difference (also known as a 'third party top-up').

Except in limited circumstances, the law states that you are not allowed to make this additional payment yourself. The responsibility for this often falls to a member of your family or a benevolent sponsor such as a charity.

Once confirmed, they must sign an agreement with the council formalising the arrangement. The council must be satisfied that the top-up fee can be paid for as long as it's needed.



## Who can pay top-up fees?

You can only pay your own top-up fees in one of the following situations:

- You've just moved permanently into a care home and are in the 12-week property disregard period. Find out more at [www.independentage.org/get-advice/support-care/paying-for-care](http://www.independentage.org/get-advice/support-care/paying-for-care) (select 'Selling your home to pay for residential care').
- You have a Deferred Payment Agreement with the council.
- Your accommodation is being provided as aftercare under section 117 of the Mental Health Act 1983.

The top-up fee contract must explain how much the payments will be, how often they'll need to be paid, what might happen if you or your chosen third party can no longer afford the top-up, and how any annual increase in costs will be shared.

You may be able to arrange a Deferred Payment Agreement with the council. This is an arrangement which lets you use the equity held in your home to help pay for care home costs. This means the council could provide financial help which it will then recover once your home has been sold, or from your estate.

Visit [www.peterborough.gov.uk/pin](http://www.peterborough.gov.uk/pin) (search 'Paying for your care in a care home') for more information.

If you move into a care home that provides nursing care, you may be entitled to a non-means-tested contribution towards the cost of your nursing care from the NHS, paid directly to the home. You can find out more at [www.nhs.uk](http://www.nhs.uk) (search 'NHS-funded nursing care').

## NHS Continuing Healthcare

You may also be eligible for NHS Continuing Healthcare, which is social care arranged and funded solely by the NHS and is free of charge.

To be eligible, you must be assessed by a team of healthcare professionals, known as a multidisciplinary team. Visit [www.nhs.uk](http://www.nhs.uk) (search 'NHS Continuing Healthcare').

## Running out of money

If your capital and savings are likely to fall below £23,250, let the council know well in advance.

The council can arrange an assessment as soon as possible and may contribute towards the cost of your care if you are eligible.

# Making a compliment, comment, or complaint

You should feel able to give feedback on any aspect of your care or support. It should not be difficult to provide feedback and you should feel your comments are being taken seriously.

It is best to give your feedback to the manager of the service before you take any further action.

You can make a complaint about any service provided by Adult Social Care. If your complaint is in relation to a private care provider, you should ideally contact it first. The law says that the provider must respond to any complaints made.

If you prefer to complain to the council as the commissioner of your care provider, or if you are not satisfied with the response you receive from the provider you can complain to the council's Adult Social Care complaints team or the Central Complaints Office.

Email: [asccomplaints@peterborough.gov.uk](mailto:asccomplaints@peterborough.gov.uk)  
Tel: **01733 296331**  
Write to: The Central Complaints Office, Sand Martin House, Bittern Way, Fletton Quays PE2 8TY



➔ A member of staff will explain the complaints process and timescales and if your complaint is about a care provider, they will ask you if you consent to the council sharing the complaint with the care provider.

If you are not happy with the response from the care provider and the council, you can complain to the Local Government and Social Care Ombudsman.

Web: [www.lgo.org.uk](http://www.lgo.org.uk) • Tel: 0300 061 0614

## Healthwatch Peterborough

Healthwatch Peterborough makes sure NHS leaders and other decision makers hear your voice and use your feedback to improve care.

It can help you find out information about local services including what to do if you need help.

You can also volunteer with Healthwatch Peterborough to listen to the experiences of people in your community and get involved in projects to make services better.

Whether you'd like to share your feedback about health and care services, or you're looking for local support – get in touch. Healthwatch Peterborough is here to help.

Email: [enquiries@healthwatchcambspboro.co.uk](mailto:enquiries@healthwatchcambspboro.co.uk)

Web: [www.healthwatchpeterborough.co.uk](http://www.healthwatchpeterborough.co.uk)

Tel: 0330 355 1285

Text: 07520 635176

Write to: Healthwatch Peterborough,  
6 Oak Drive, Huntingdon PE29 7HN

# Safeguarding adults

Anyone can be vulnerable to abuse at some point in their life. Some adults are less able to protect themselves against harm or exploitation, and some have difficulty making their wishes and feelings known. This may make them more vulnerable to abuse. Abuse can take place anywhere, including at home, in a care home, at a day centre, in a hospital, or outside in the community.

The harm may be caused by a partner, carer, relative, friend, care worker, stranger, or someone else with care and support needs, and it may be deliberate or unintentional. If you've been affected by abuse, you might feel scared and helpless. It's important to know that there are people you can turn to for help and there are things you can do to protect yourself. Whatever the circumstances, it is important that you raise your concerns.

## Types of abuse

There are different types of abuse that you or someone that you know could be experiencing:

- **Physical:** such as someone hitting, slapping, pushing, or kicking you.
- **Sexual:** this includes any type of sexual behaviour that you don't want or cannot consent to.
- **Psychological:** such as bullying, threatening to leave you alone, or threats to put you in a care home, or denying access to your friends.
- **Financial:** such as taking or spending your money without your permission.
- **Neglect or self-neglect:** such as not being given or eating enough food, not being given or taking your medication, or not allowing access to care workers who can support you.
- **Discriminatory:** any behaviour that is based on you being different such as excluding you from an activity because you have a hearing impairment, because of your ethnicity, or because of the language you speak.
- **Domestic abuse:** this is any form of unacceptable personal abuse committed by a partner, ex-partner, or a family member.



- **Organisational:** such as your care provider or other organisations treating you badly, neglecting you, or providing a poor-quality service.
- **Modern slavery:** such as being forced to work by people who abuse you or are cruel to you.

## What to do if you are concerned about someone

If you are worried about someone who is in immediate danger or needs medical treatment, contact the police and/or call an ambulance on **999**.

If you are worried that either you or someone that you know is experiencing, or is at risk of, abuse, and there is no immediate danger:

- Tell someone you trust today – this may be a family member, friend, neighbour, or GP.
- If you think the police need to be involved, call **101**.

For more information, visit **www.peterborough.gov.uk/pin** (search 'Recognising abuse and reporting concerns').

If you are concerned that an adult is at risk of experiencing abuse or neglect, you can contact the council as follows.

### Non-urgent referrals

#### Peterborough Adult Social Care

Email: **adultsocialcare@peterborough.gov.uk**

Tel: **01733 747474** (9.00am to 5.00pm, Monday to Friday).

### Emergency referrals

If it is outside of office hours and someone is in danger and unable to protect themselves, or cannot remain in the community without immediate intervention, call the following number.

Tel: **01733 234724**



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

**www.myfamilyourneeds.co.uk**

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

Ask questions

Get involved

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# Home

is where the heart is

*Let's keep it there*

**Homecare, Live in Care  
& Night Care throughout  
Peterborough, Oundle,  
Stamford & Rutland**



“She's my lovely  
blue angel”

You love your home, and you feel safe and want to remain there. Needing additional care or support shouldn't change that, be it 24-hour care, night care, day care visits or companionship.

From companionship, sits, shopping and outing visits, to personal care, medication support, food preparation, domestic support through to complex, specialist care, with our fully trained, professional team and 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.

With such a personal service, you'll want to engage with people you can trust, who are highly trained, who listen, understand and show compassion. Our team deliver all of this and more.

**Call our friendly team today to see how we can tailor a care package for you.**

**Bluebird Care Peterborough & Oundle**

**01733 459907**

[bluebirdcare.co.uk/peterborough-oundle](https://bluebirdcare.co.uk/peterborough-oundle)  
[peterborough@bluebirdcare.co.uk](mailto:peterborough@bluebirdcare.co.uk)

**Bluebird Care Stamford & Rutland**

**01780 480881**

[bluebirdcare.co.uk/stamford-rutland](https://bluebirdcare.co.uk/stamford-rutland)  
[stamford@bluebirdcare.co.uk](mailto:stamford@bluebirdcare.co.uk)

Inspected and rated

**Outstanding** ★



# Choosing care and support

## Home care and personal assistant checklist

© 2023 Care Choices Ltd

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 and personal assistants (PA) so you can make notes. You can download and print this checklist at [www.carechoices.co.uk/checklists](http://www.carechoices.co.uk/checklists)

### About the agency or PA

How long have they been operating?

How long are care workers allocated per visit?

Can you contact them in an emergency or outside of their usual hours?

Do they have experience with your specific needs?

### Care workers

Are you likely to be visited by a different person each day?

Are all care workers, or is the PA, checked with the Disclosure and Barring Service?

Will you be notified in advance if your care worker or PA is on holiday or sick?

Are care workers matched to you specifically, based on your needs and preferences?

Can you meet your care worker(s) before they start?

### Accommodating your needs

Can your needs be accommodated if they increase? Ask about the process for this.

Are all care workers trained to a certain level?

Are they able to help with administering medication if required?

Is there a way for care workers 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 or PA's contract terms?

Can you lodge a complaint easily?

Are complaints dealt with quickly?

Can you see a copy of the agency's CQC registration certificate and quality rating?\*

### Notes

.....

.....

.....

.....

\*See page 37. NB. PAs are not required to be registered with the Care Quality Commission.



# Home.

01733 333342



## There's no place like it.



**Award Winner**  
out of 1,000+ providers



East of England  
Region

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Read dozens of independently verified reviews on: [www.homecare.co.uk](http://www.homecare.co.uk)



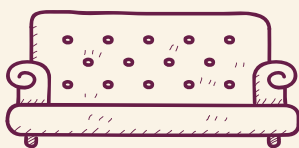


“ Having tried several Care Agencies and not been satisfied, I am glad I found Home Instead. They are very good to deal with, take on board any wishes I have and management are very easy to talk to and Care Professionals have always done their job well. Thank-you. ” Mrs S, Peterborough (client next of kin).

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

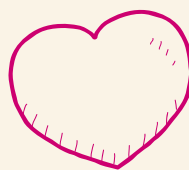
Our approach to providing care is very different. We take pride in helping our clients lead a more comfortable and confident life, helped by Care Professionals whose personality and life experiences ease communication and ensures dignity. We also strive for continuity of care, with our clients seeing the same Care Professionals time and time again, allowing a relationship based on trust and companionship to develop.

Owners Phil and Amy know from experience what a tough decision it can be choosing which care provider to trust with looking after ageing loved ones. Our visits are typically an hour or more, providing time for our Care Professionals to provide high quality care and truly get to know their clients. For us, nothing is more important than providing a convenient and reliable care solution that works for everyone in your family. If someone in your family needs a little help please get in touch to arrange a free consultation with a member of our friendly care team.



Our Services tailored to your needs:

- Personal Care
- Companionship
- Light Housekeeping
- Shopping
- Accompanying to Appointments
- Meal Preparation
- Respite Support
- Home Help Services
- Highly Trained Care Professionals and much more...



Proud owners  
Phil & Amy



If someone in your family needs a little help please call us on

**01733 333342**

**[www.homeinstead.co.uk/peterborough](http://www.homeinstead.co.uk/peterborough)**

 **Home  
Instead.**  
*To us, it's personal*



# Bee's Care

*Working together as a team*

## Do you feel you require support within your home?

**We provide care in the comfort of your own home**

**Bee's Care provide honest, high – quality care and companionship with a unique focus on providing support when it is most needed**

**We treat Our Service Users with respect, dignity and compassion. The level of care is always adapted to meet the specific needs of an individual and our goal is to promote independence.**

Services that we offer:

- Assistance and companionship with daily tasks
- Personal care such as: bathing, showering and dressing
- Medication support
- Light housework and laundry
- Meal preparation
- Safe mobilisation
- Night care

*As this is the first time using a care company and doing research on what is entailed Bees went beyond that and more. They did not just look after our mum, it was as if they became part of the family. Nothing we asked for was too much. Always arrived early and never clocked watched to leave. I really cannot say thank you enough for looking after mum they way they did.*

**Davide (Service User's next of kin)**



**CareQuality  
Commission**

Safe	Good	●
Effective	Good	●
Caring	Good	●
Responsive	Good	●
Well -lead	Good	●

**Overall  
Good**



If you or someone in your family need help,  
please call us on **01733 838822**

Email us at: **admin@beescare.co.uk**

Visit our website at: **www.beescare.co.uk**

89 Priory Road, West Town, Peterborough, PE3 9EE

Peterborough and borderline areas, which include providers up to the postcode PE10, which encompasses parts of Northamptonshire, Lincolnshire, and Cambridgeshire.

### 4passioncare

Peterborough

Tel: 01733 686063

OP D PD LDA MH SI YA

### Advanced Acute Care Service Ltd

Peterborough

Tel: 07306 780216

OP D PD LDA MH YA AD

### Agile Care Services Peterborough

Peterborough

Tel: 01733 512400

OP D PD MH SI YA

### Alpha Autism Care Ltd

Peterborough

Tel: 01733 963210

LDA MH YA

### Alves iCare Ltd

Peterborough

Tel: 01733 857580

OP D PD LDA SI YA

### APT Care Ltd

Peterborough

Tel: 01733 857560

OP D PD LDA MH SI YA

### Atlas Care Services Peterborough

Peterborough

Tel: 0844 884 2369

OP D PD LDA MH SI YA AD

### Augusta Care Ltd

Peterborough

Tel: 01733 233725

OP PD LDA MH YA

### Bee's Care Ltd

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Tel: 01733 838822

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OP D PD MH SI YA

### Berean Healthcare & Training

Peterborough

Tel: 07448 240599

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## Bespoke home care

Supporting people to live **independently**

We provide a range of services from regular and reliable visiting care to 24-hour live-in care. Whether it's a short daily visit or round-the-clock support, our dedicated care plans are centred around you or your loved one.

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- ✓ Regulated by the CQC and CIW
- ✓ Free care assessments
- ✓ Providing care for over 30 years

**Contact your local branch today!**

**Peterborough**

**01733 910 094**

for more details visit: [helpinghands.co.uk](https://helpinghands.co.uk)

• • • *Because, life is better at home* • • •



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





# Helping you stay at home

As one of Peterborough's largest Care providers supporting the **local authority, NHS and private clients**, we offer services 24 hours, seven days a week, including holidays, in your own home.

We understand the need for familiarity, and ensure we provide consistent and **high quality care**. We also support clients who are dealing with mental health conditions, learning disabilities and dementia, in having a quality everyday life.

## Please get in contact

Visit our website, or give us a call, and a member of our attentive team will gladly help you.

### *Our services include:*

- Home care help
- Bathing, grooming & dressing
- Medication assistance
- Personal care
- Live-in Care
- Light housework & laundry
- Meal preparation
- Safe mobilisation
- Companionship
- Family respite



♥ T: 01733 264113  
♥ E: [enquiries@caringcrew.co.uk](mailto:enquiries@caringcrew.co.uk)  
♥ W: [caringcrew.co.uk](http://caringcrew.co.uk)



30 St John's Street,  
Peterborough,  
Cambridgeshire  
PE1 5DD





**Bishopsfield Court**

Peterborough

Tel: 01733 575761

OP D PD LDA MH SI YA AD

**Bloomsbury Home Care Ltd Bourne**

Bourne

Tel: 01778 218806

OP D PD LDA MH SI YA AD

**Bluebird Care (Peterborough & Oundle)**

Stamford

Tel: 01733 459907

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**Bluebird Care (Stamford & Rutland)**

Stamford

Tel: 01780 480881

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OP D PD LDA SI YA

**Bright Lives Care**

Peterborough

Tel: 07908 067247

OP D PD LDA MH SI Y

**Cambridgeshire Care Agency Ltd**

Peterborough

Tel: 01733 319505

OP D PD LDA MH SI YA

**Cambridgeshire Homecare**

Eye

Tel: 0330 380 0222

OP D PD LDA MH SI YA AD

**Care Club Ltd, The**

Peterborough

Tel: 07539 494120

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**Care Reserve Peterborough**

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Tel: 01733 396164

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**Care4You Healthcare Service Ltd**

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**Caremark Peterborough**

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**Caring Crew – Peterborough Office**

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OP D PD LDA MH YA

**Christine Marie Care**

Peterborough

Tel: 01223 751362

OP D PD SI YA

**Cross Keys Homes****Domiciliary Care**

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Tel: 01733 396484

OP D PD SI

**Crown Mews, 6**

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Tel: 01733 209146

LDA SI YA

**Dandais Care Ltd**

Peterborough

Tel: 01733 732119

OP D PD LDA MH SI

**Deafblind UK**

Peterborough

Tel: 01733 325353

OP D PD LDA MH SI YA

**Dream Elite Care**

Whittlesey

Tel: 01733 686850

OP D PD YA



*Age Care Advice*

Our friendly Companions and Care Workers offer one to one care and social support to those living in their own homes or care homes and will enable you to have complete peace of mind that your loved one's best interests are held in the highest regard.

**WE OFFER CARE PACKAGES, PRACTICAL SUPPORT, ADVICE AND GUIDANCE 7 DAYS A WEEK**

We are passionate about the care of everyone, from vulnerable young adults to your loved ones in their golden years. We pride ourselves on going above and beyond for all those we support to ensure they get the very best care, support and guidance during their time with us.

[www.agecareadvice.co.uk](http://www.agecareadvice.co.uk)  
[agecareadvice.team@nhs.net](mailto:agecareadvice.team@nhs.net)

**GIVE US A CALL**  
**01778 219639**





## We provide homecare so that carers have choices

Our dedicated staff provide personalised care for people of all ages and with a range of conditions. We arrange and deliver support in the home and community to best meet your needs and wishes.

We also provide information, advice and guidance to help people looking after a family member or friend.

Contact us to find out how  
we can help you

0345 241 0954  
hello@caringtogether.org  
caringtogether.org



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[info@care4youhealthcare.co.uk](mailto:info@care4youhealthcare.co.uk)

Regulated by



At **Care4you** our main priority is giving care to the highest standard; our aim is to make a positive impact to the lives of which we care for. We offer many services tailor made to fit everyone's needs, we believe in putting you first.

Every member of our team fulfils an exceptionally high standard of care and is encouraged to develop an aptitude for providing support. With your designated carer, you can be guaranteed a sentimental, person-centric service that is dedicated to maintaining your independence.

*“ I was struggling when my wife passed, but Care4You helped me emotionally and mentally. They helped me remain self-sufficient and happy. ”*



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Mental Health • Floating Support  
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GREAT CARE AND HIGHLY  
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**Have you considered all housing options? See  
the information beginning on page 40.**

**See page 65 for a residential dementia care  
checklist.**



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**OP D PD LDA SI YA**

## Easy Like Sunday Morning Ltd

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**OP YA**

## Empathy Care Services

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## Evergreen Care Trust Stamford

Stamford  
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## Focus Care Supported Living Ltd

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## Haven Care Solutions – Main Office

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## Healthcare Employment Partners Ltd

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## Healthy Care

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Peterborough  
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Home Care • Live-In Care • Supported Living

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**Greenhill Health Care** is a CQC registered company that is fully equipped to provide personal care under the Health and Social Care Act 2014 for Children, Young People, Adults and the Elderly with varying needs including learning disabilities, mental health and physical health.

We provide an individualised tailor-made support to people within their own homes so that they can meet a range of activities of daily living as identified within their support plan whilst pursuing their interests and life aspirations.



Contact Us Today

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Quality Person Centred Care & Support Services

**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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admin@dynamicpassionatecare.com

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Dynamic Passionate Care Limited is a Company house and CQC registered company. So if you are in Peterborough and Cambridgeshire, look no further and feel better in the comfort of your own home.

We specialize in care and daily living assistance to an array of individuals. So whether you need daily or weekly help due to ageing, recovery, or rehabilitation, our caregivers will provide an individualized service you can trust.



Respite care | Post-Surgical Assistance | Dementia | Physical Disability | Palliative care

CARE THAT COMES TO YOU

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### Our Vision

Modus Healthcare Ltd intends to provide an unparalleled experience as one of the best health and social care providers in the field. We envision an organisation whereby people's lives are changed by the gratification and humility that come when truly connecting with and caring for people during their most vulnerable times of need.

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### Our Services Include:

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Personal Care • Domestic Care Support • Live-In/Elderly Care • 24 Hours Care



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[www.myfamilyourneeds.co.uk](http://www.myfamilyourneeds.co.uk)

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- Monthly columnist

Ask questions

Get involved

Join the family



8.9

## HOME CARE AND SUPPORTED LIVING PROVIDER

### Domiciliary and Live-in care

Welcome to InfiniteLife Care, where we believe care is best when it's at home in **familiar surroundings**. We support people to live at home and stay independent with the reassurance of support that's **tailored to them**.

InfiniteLife offers unique, safe, and quality care services to the communities where we operate. We **value** our staff as well as our service users, treating one another with **respect, love and dignity**.

InfiniteLife Care has branches in Essex & Peterborough. We offer tailored services specific to each region on either a live-in or live-out basis.



**0330 113 8884**

[info@infinitelifegroup.co.uk](mailto:info@infinitelifegroup.co.uk) | [peterborough@infinitelifegroup.co.uk](mailto:peterborough@infinitelifegroup.co.uk)

6 Victoria Court, New Street, Chelmsford, CM1 1GP



**Infinitelife Peterborough**

Peterborough  
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**Integrative Care**

Peterborough  
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Peterborough  
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**OP D PD LDA MH YA****Jay and Noah Healthcare**

Peterborough  
Tel: 07488 237675

**OP D PD MH SI YA****K2 Care Ltd**

Peterborough  
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**OP D PD LDA MH SI YA AD****Kando Care Ltd**

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**OP YA****Kingfisher Court**

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**OP YA****Kwikfix Recruitment Services****Peterborough Branch**

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Peterborough  
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**OP D PD LDA SI YA****Maples, The**

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**OP PD LDA MH YA****Olive Healthcare Solutions Ltd**

Peterborough  
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Peterborough  
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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



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*Let us provide you with high-quality care!*

**CARE THAT COMES TO YOU**

# Lav Care Services



**Lav Care Services** is committed to **transparency** and **quality**.

This allows us to ensure that we provide the best possible experience for those we care for and their families or representatives.

Lav Care aims and objectives are embedded in a **holistic** and **person centred** care approach which form the core of the services we provide. Our trained and DBS checked staff are committed to meeting our aims and objectives.



## Our Services

- LIVE-IN CARE
- LEARNING DISABILITIES AND AUTISM
- SUPPORTED LIVING
- DOMICILIARY CARE
- COMPLEX CARE
- MENTAL HEALTH



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E: [admin@lavcareservice.co.uk](mailto:admin@lavcareservice.co.uk)

01223 398500



**Prestige Nursing Peterborough**

Peterborough

Tel: 01529 350 066

Advert page 62

OP YA

**Pure Hearts Care Services**

Peterborough

Tel: 01733 301985

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OP D PD LDA YA

**Quality Care Services Peterborough**

Peterborough

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OP D PD MH YA

**Regional Care Peterborough**

Peterborough

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OP D PD MH YA

**Royal Mencap Society****– Lincolnshire Domiciliary Care Agency**

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Peterborough

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OP D LDA YA

**Sabanu Care**

Peterborough

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OP D PD LDA MH SI AD

**Sahara Community Care Services**

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Tel: 01733 314800

OP D PD LDA MH SI YA

**Sense****– Community and Supported Living Services (East)**

Market Deeping

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Peterborough

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**Social Care Solutions Ltd****(Peterborough and Cambridge)**

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OP LDA YA

**Spinney, The**

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Peterborough

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**St Edmunds Court**

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**Total Healthcare Ltd**

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OP D PD LDA YA

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OP PD LDA SI YA

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OP D PD LDA MH SI YA

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**Wright Care at Home**

Stamford

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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

**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](http://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 37.



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 64. You can download and print this checklist at [www.carechoices.co.uk/checklists](http://www.carechoices.co.uk/checklists)

## Design

Are there clear signs throughout the home? ☐ ☐ ☐

Has the home been designed or adapted for people with dementia? ☐ ☐ ☐

Are the home and grounds secure? ☐ ☐ ☐

Are there prompts outside the residents' rooms to help people identify their own? ☐ ☐ ☐

## Choices

Do residents get choice in terms of what they wear each day? ☐ ☐ ☐

Are residents encouraged to be independent? ☐ ☐ ☐

Can residents decide what to do each day? ☐ ☐ ☐

Can residents have a say in the décor of their room? ☐ ☐ ☐

## Activities

Are residents able to join in with household tasks like folding washing? ☐ ☐ ☐

Are there activities on each day? ☐ ☐ ☐

Can residents walk around outside on their own? ☐ ☐ ☐

Are residents sitting in front of the TV or are they active and engaged? ☐ ☐ ☐

## 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 37.



**A family-run  
independent care  
home providing  
exceptional care**

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## GARDEN LODGE RESIDENTIAL CARE HOME

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E: [managers@gardenlodgecarehome.co.uk](mailto:managers@gardenlodgecarehome.co.uk)

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E: [info@careatflorence.co.uk](mailto:info@careatflorence.co.uk)

Inspected and rated

Good



**DEMENTIA**

**REGISTERED**



## THE LAURELS RESIDENTIAL CARE HOME

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Tel: 01733 211429

OP

## Elliot Avenue

1 Elliot Avenue, South Bretton PE3 9TG  
Tel: 01733 331731

MH

## Abbott House – Oundle

Glaphorn Road, Oundle PE8 4JA  
Tel: 01832 277650

OP D

## Field House Residential Care Home for the Elderly

Eyebury Road, Eye PE6 7TD  
Tel: 01733 222417

OP D PD SI YA

## Acacia House – Peterborough

37a School Road, Newborough PE6 7RG  
Tel: 01733 810000

MH

## Fletton Avenue

35 Fletton Avenue PE2 8AX  
Tel: 01733 315090

LDA YA

## Alan Atchison – 2 David's Close

Werrington PE4 5AN  
Tel: 01733 707774

LDA

## Florence House Care Home

220 Park Road PE1 2UJ  
Tel: 01733 315900 **Advert page 66**

OP D

## Alan Atchison – 5 and 6 Augusta Close

Parnwell PE1 5NJ  
Tel: 01733 890889

LDA

## Franklyn Crescent

57 Franklyn Crescent, Fengate PE1 5NE  
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OP D PD LDA MH SI YA

## Aliwal Manor Care Home

Turners Lane, Whittlesey PE7 1EH  
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OP D

## Garden Lodge

37a Lincoln Road, Glinton PE6 7JS  
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OP D

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### Retirement Home

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OP

## Glenholme Haddon House Ltd

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PD LDA YA

## Castor Lodge Care Home

Splash Lane, Castor PE5 7BD  
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OP D

## Hampton Grove Care Home

Chaffinch Lane, Hampton Vale PE7 8NF  
Tel: 01733 823 332 **Advert page 68**

OP D PD

## Chevington House

36 North Road, Bourne PE10 9AS  
Tel: 01778 421821

OP

## Hermitage, The

6-12 St Marys Street, Whittlesey PE7 1BG  
Tel: 01733 204922

OP

## Clair Francis Retirement Home

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OP D YA

## Keneydon House

2 Delph Street, Whittlesey PE7 1QQ  
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OP D

## Clayburn Court Care Home

Clayburn Road PE7 8LB  
Tel: 0300 123 7235 **Advert page 68**

OP D YA

## Laurels, The

45 High Street, Market Deeping PE6 8ED  
Tel: 01778 344414 **Advert page 66**

OP D PD

## Conquest House

Straight Drove, Farcet PE7 3DJ  
Tel: 01733 244623

LDA MH YA

## Lavender House Care Home

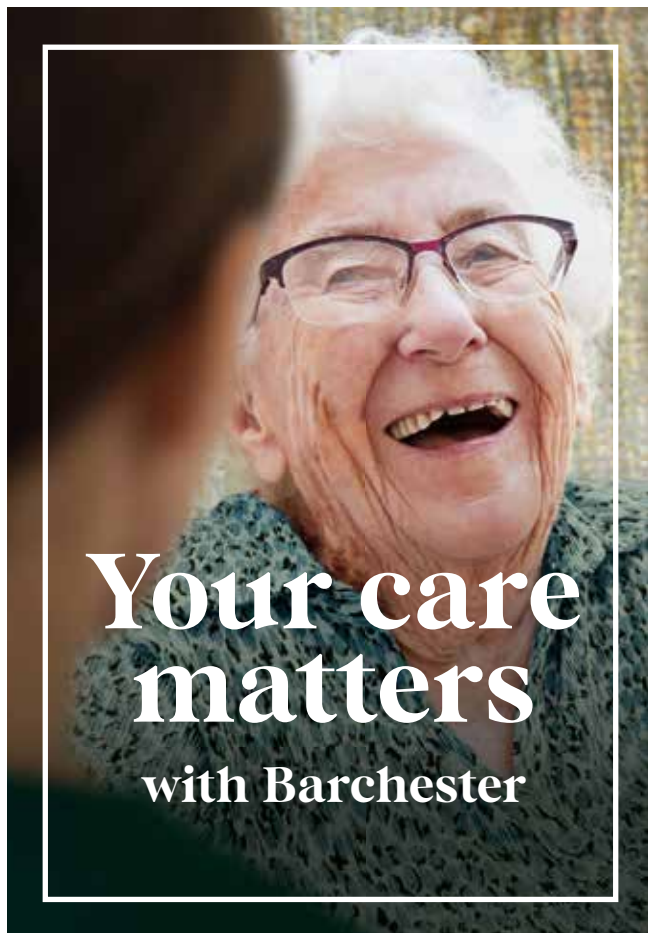
205 Broadway PE1 4DS  
Tel: 01733 564979

OP

**Advert inside front cover and outside back cover**

**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





**Your care  
matters  
with Barchester**

**Everyone deserves  
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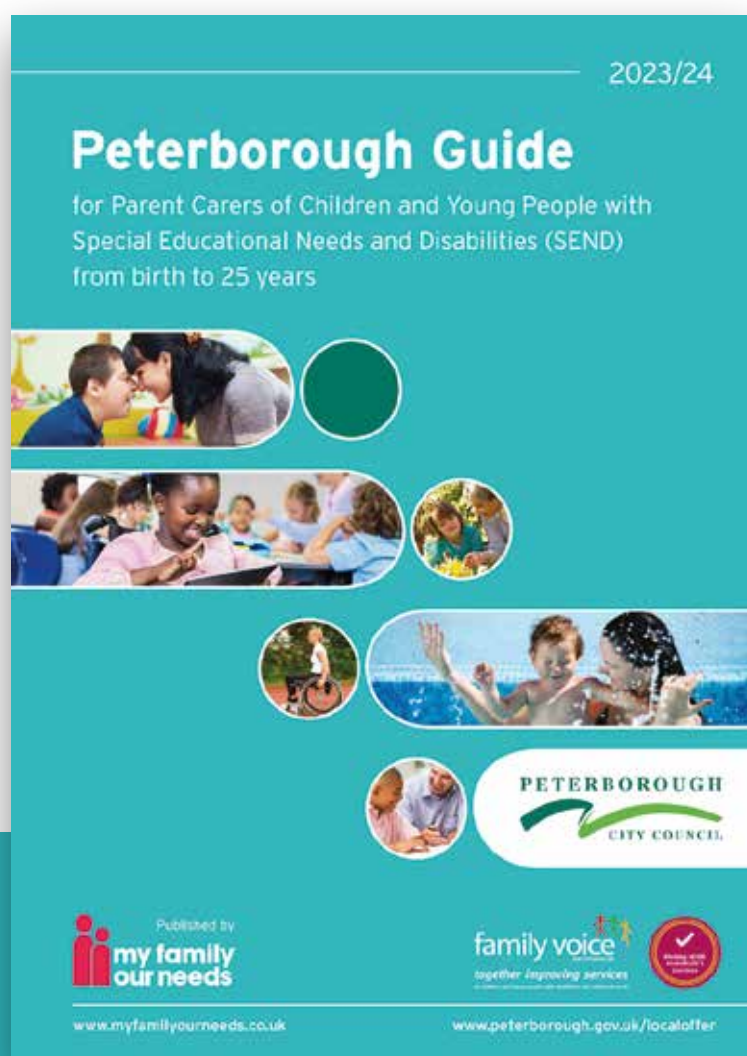
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