Suffolk
Care Services Directory 2019

The essential guide to choosing and paying for care and support
Proud to be in the “Top 3 Most Recommended” Care Home in the Waveney Area

The Dell Care Home is an award winning care home based in the central hub of Lowestoft in Suffolk. The area benefits from a range of amenities including a health centre, a chemist, a school, a library, churches, shops, public houses and a country park.

We provide premium care for the elderly, to enable them to continue living an active and independent life, in warm, safe and comfortable surroundings.

We deliver a comprehensive range of care under one roof, including palliative, respite, and convalescent care, as well as offering many types of specialist care including Alzheimer and Dementia. We recognise each individual is unique. Our compassionate and experienced carers aim to offer the highest standard of residential care for the elderly to deliver only the best for your loved ones.

No wonder The Dell Care Home is in the ‘Top 3 Most Recommended’ Care Homes in Waveney!

E: dell.administrator@wellbeingcare.co.uk
W: www.wellbeingcare.co.uk
Contents

Introduction
How to use this Directory

Welcome message from Suffolk County Council

Suffolk Association of Independent Care Providers
Welcome from Suffolk Association of Independent Care Providers

Helping you to stay independent
Local services, equipment and solutions

Support from the council
First steps and assessment

Services for carers
Assessment, benefits and guidance

Care in your own home
How it can help

Living with dementia at home
Family support, respite and services

Paying for care in your home
Understanding your options

Home care providers
A comprehensive list of local agencies

Housing with care
The different models available

Specialist services
Disability care, end of life care and advocacy

Care homes
Types of homes and activities explained

Paying for care
Understanding the system

Important information
Further help and information

Residential care in Suffolk
Comprehensive listings by region

Useful local contacts

Useful national contacts

Index

Essential checklists
Assistive technology
Home care agency
Care homes
Residential dementia care

All the listings in this publication of care homes, care homes with nursing and home care providers are supplied by the Care Quality Commission (CQC) and Care Choices Ltd cannot be held liable for any errors or omissions.

To obtain extra copies of this Directory, free of charge, call Care Choices on 01223 207770.

Alternative formats
This Directory is available electronically at www.carechoices.co.uk where there is a Browzaloud option for those requiring the information in spoken word.

Visit www.carechoices.co.uk for further assistance with your search for care
Welcome to this edition of the independent Suffolk Care Services Directory, which contains information for adults looking for care or support within the county, whether they are paying for it themselves or receiving support from the council.

Staying as independent as possible is important to everybody. This Directory contains information about the care and support services available to enable you to do this when remaining at home, moving into a housing with care scheme, or within a care home or care home with nursing.

If you feel you need support to remain independent, first look to your community. There’s a host of organisations and voluntary services that could help you.

If you think you need more formal care and support, arrange an assessment with your local Adult and Community Services department to establish your specific needs. This is free, irrespective of your income and available to all those who appear to need care and support. More details are provided on page 14. The assessment will determine whether you are eligible for financial support via a Personal Budget, which may allow you to buy in your own support and take control of your situation.

Alternatively, your circumstances may mean you are classed as a ‘self-funder’, with the means to pay for your care. This is discussed on page 21 for those paying for care at home and 44 for those paying for residential care.

Support or care to remain living in your own home may be the option that best suits your circumstances. Ideas to make life easier at home start on page 7 and a list of local home care providers begins on page 25.

If you are unable to remain at home, you may want to consider a housing with care scheme (see page 34) or residential care. Comprehensive lists of care homes and care homes with nursing in Suffolk start on page 51.

There’s also important information about care decisions, including finding care in another county, making a comment or complaint about a service and how solicitors can help you.

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

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

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

The website includes detailed information for each care provider, including the address, phone number and the service’s latest CQC inspection report and rating (see page 48), indicating the quality of care provided.

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

Search for care at www.carechoices.co.uk to find support in your area
Welcome message from Suffolk County Council

Welcome to the 2019 edition of Suffolk’s independent Care Services Directory.

We all want to live as independently as possible and get on with our daily lives. People often tell us that they need a little bit of help, and most people can stay independent with a little bit of help from health and social care services. But the things most people really want to know are, what is on my doorstep to help me? What simple things can help me to live independently at home? Where can I find good advice and guidance to help me to make the best possible decisions about my care and support?

This Directory should help you to find the answers to these questions. Inside, you will find lots of useful information and details of organisations that can help you and anyone you know or care for to stay independent, safe and well for as long as possible.

At Suffolk County Council, we want people to live happy, fulfilling and independent lives as they age, whether you are a carer or you’re managing a health condition or disability. We know that often it’s simple ideas or equipment that can make a real difference to how we live at home or how we support our loved ones.

Accessing the right care at the right time is central to maintaining wellbeing and independence. We hope that you can use this Directory to choose the right support service for you when you need it.

The range of choice in how you receive care and support has increased in Suffolk. Suffolk County Council works in partnership with care providers to ensure we have services which are as diverse as our population, and which are reliable. As well as accessing community and housing-based services, many people are using smart apps and equipment to support themselves, or to make a difference to how they connect with friends and loved ones.

There is also technology to help carers in their roles. We know that people sometimes worry about an older relative and there are many resources available to reassure carers. For example, safe and secure apps can be used on a mobile phone to show carers where people who live with dementia are, and smart home technologies enable you to securely check-in with your friends and family each day.

Suffolk County Council firmly believes that a greater focus on digital technology will help to transform how we all care for our loved ones.

With various products, from smart tech watches and apps on our phones, through to simple electronic reminders, we can all provide support using day-to-day items.

Alongside usable smart tech, there are adaptations you can make in your own home which can support your changing needs. Adapting your existing environment to aid your mobility or providing companionship and reducing isolation can help to prevent a deterioration in health and wellbeing.

Please use the helpful checklists and useful contacts in this Directory to inform the choices you make and consider what is right for you, your family member or the person you care for.

We hope that this Directory helps you to think about what’s available locally and contains the information you need to make the right choices.

**Customer First** is the first point of contact for Adult and Community Services in Suffolk. A web chat is available Monday to Friday, 8.00am to 6.00pm, excluding bank holidays.

Tel: 0808 800 4005
Email: customer.first@suffolk.gov.uk
Web: www.suffolk.gov.uk/adult-social-care-and-health

Visit www.carechoices.co.uk for further assistance with your search for care
Suffolk Association of Independent Care Providers

The Suffolk Association of Independent Care Providers Limited (SAICP) was founded in June 2006, with membership open to any independent or voluntary care service provider in Suffolk. The Association is a not-for-profit support mechanism, established by care providers, for care providers, offering support, information and guidance throughout the social care sector in Suffolk.

Since inception, the Association has successfully supported providers of care through partnership working, by engaging with not only the local authority, but also with other statutory bodies such as the Care Quality Commission, NHS Suffolk and the clinical commissioning groups in Suffolk.

We hope to carry on with our work to ensure that the elderly and vulnerable people of Suffolk who require help from the social care system are able to receive a high quality of care, delivered by care staff who have access to training. We also intend to continue to support owners and managers of care services to help resolve any problems they may encounter.

For further information, please go to the SAICP website at www.saicp.org.uk

Helping you to stay independent

Services developed in partnership with the voluntary sector

Adult and Community Services works with voluntary and community organisations to supply preventative care services. These are a vital form of support and help to maintain independence and social inclusion, and delay or avoid the need for more statutory interventions.

Examples include:

- support schemes to help people being discharged from hospital;
- support for carers; and
- handyperson schemes.

Day care centres

Day care centres give people the chance to change their routine, meet new people, take up an activity or receive specialist services such as chiropody or hairdressing. There is a wide variety around the county, catering for older people, people with mental health conditions, learning disabilities and dementia.

Many people can feel lonely or isolated without an opportunity to fill their days with meaningful activities. Research has shown that one way to alleviate loneliness and promote wellbeing and independence is to provide regular social contact and a focus for activities.

Examples include:

- day services, lunch clubs and social groups;
- befriending, visiting and telephone contact services;
Centres can be as important for carers as those attending as they allow for a regular break from caring.

You can find local day opportunities by searching ‘day centres’ at www.suffolk.gov.uk/infolink

---

**Meals on wheels**

Some services are able to deliver frozen or freshly cooked meals to your home. Frozen meals can be delivered in bulk and kept in your freezer until required, while hot meals should be eaten immediately.

You may find a service by word of mouth or using the internet – your local library may be able to help here. For a list of meals on wheels services operating in Suffolk, visit www.suffolk.gov.uk/infolink and search ‘meals on wheels’.

---

**Adapting your home**

To remain in your own home for as long as you would like, you should ensure that it is safe, secure and warm. Some forward planning to ensure that the garden doesn’t become a burden is also sensible. If you are not planning to move, think about adaptations that would make life easier now and later on.

**Home Improvement Agencies (HIAs)**

HIAs are local organisations funded and supported by local and central government. They work professionally and sensitively with older and disabled homeowners, providing advice, support and assistance to help them repair, improve, maintain or adapt their homes to meet their changing needs.

Most HIAs provide three main services, including: information and advice on repairs or adaptations you may be considering – this usually entails a visit to your home and is often free; a handyperson service for small jobs and repairs – typically, the HIA will employ its own handypersons and charge you an hourly rate for their services; and a home adaptations service for more major works.

The HIA will work with you to specify the adaptations needed, and they will normally offer to get estimates from one or more of their regular contractors. Subject to your acceptance, the HIA will then offer to manage the works contract for you for an agreed fee.

HIAs may also be helpful if you are not sure whether you can afford the home repairs or adaptations you need. They can advise on your eligibility for any grants and, if necessary, put you in touch with an independent financial adviser.

For further information about, and contact details for, local HIAs, visit www.housingcare.org or visit www.suffolk.gov.uk/infolink and search ‘home improvement agency’.
Making life easier at home

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

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

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

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

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

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

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

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

If you are having problems with preparing food, consider buying ready-chopped options or try a chopping board with spikes. There are also long-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, or non-slip mats for the table. Lightweight cups and mugs with two handles could also be a solution.

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

Is it becoming **difficult to get dressed**? If so, specially adapted clothing is available, or you could buy a long-handled shoe horn, a dressing stick or a button hook. If you are having a lot of difficulty, consider home support, see page 18.

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

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

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

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

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

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

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

**Suffolk County Council** • Tel: 0808 800 4005
Email: customer.first@suffolk.gov.uk
Web: www.suffolk.gov.uk/adult-social-care-and-health
How can Daily Living Aids keep you independent for longer in Suffolk?

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

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

To purchase equipment visit our partner stores:

<table>
<thead>
<tr>
<th>Store Name</th>
<th>Address</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>AGA</td>
<td>Unit 2B Williamsport Way, Lion Barn Industrial Estate, Needham Market, IP6 8RW</td>
<td>01449 720809 <a href="http://www.agamobility.co.uk">www.agamobility.co.uk</a></td>
</tr>
<tr>
<td>Rehabilitation</td>
<td>7, Bridge Street, Halesworth, Suffolk IP19 0AE</td>
<td>01986 873803 <a href="http://www.rehability.co.uk">www.rehability.co.uk</a></td>
</tr>
<tr>
<td>Felgains</td>
<td>33 Knightsdale Road, Ipswich, Suffolk IP1 4JJ</td>
<td>01473 741144 <a href="http://www.felgains.com">www.felgains.com</a></td>
</tr>
</tbody>
</table>

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

OR YOU CAN BUY DAILY LIVING AIDS ONLINE AT:

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

ORDER BY PHONE Freephone: 0800 910 1313
FREE DELIVERY When you spend over £50.00
SELF HELP GUIDE Find solutions to your problems

Shop online at: www.manageathome.co.uk

Call us or visit our website to request a free catalogue

keeping people independent for longer
Specialist equipment

There is a range of equipment available to make life easier and to improve safety and independence in the home, such as stair rails, raised toilet seats and shower stools. These items are often referred to as ‘simple aids for daily living’.

The Disabled Living Foundation (DLF) provides a quick and easy to use online guided advice service called AskSARA, which can help anyone who finds that they have difficulties with everyday tasks.

Visit [www.asksara.org.uk](http://www.asksara.org.uk) to learn more about possible solutions or see pages 8 and 9. Once you have identified equipment that might help with your support needs, use the checklist on page 13 to make sure it’s right for you.

Useful contacts

**HF Trust Ltd**  
A national charity providing services for people with learning disabilities.  
Tel: 0117 906 1700  
Web: [www.hft.org.uk/our-services/personalised-technology](http://www.hft.org.uk/our-services/personalised-technology)

**Sensing Change**  
Suffolk-based advice for people with hearing or visual impairment.  
Tel: 01473 260030  
Text: 07739 249056  
Minicom: 01473 711825  
Email: info@sensingchange.org.uk  
Web: [www.sensingchange.org.uk](http://www.sensingchange.org.uk)

Equipment and services are available from a range of sources. For further information, please visit [www.suffolk.gov.uk/infolink](http://www.suffolk.gov.uk/infolink) and search ‘assistive technology’.

Wheelchair Access Vehicle Hire and Sale from Ransome Mobility Solutions

**WHY CHOOSE US**

We’re offering a range of wheelchair access vehicles for hire and sale for the elderly and less abled, as well as for carers, care homes and family members in Suffolk, Essex, Norfolk, Cambridgeshire, and across the UK.

We have a range of vehicles to meet your requirements from 3 seater + wheelchair to larger 5 seater vehicles and would be happy to give you a quotation to find a vehicle to meet your needs.

**We have competitive rates for:**

- Day Hire  
- Weekend Hire  
- Week Hire

**We Offer**

- Finance  
- Part Exchange  
- Warranty

**Call 01473 727263 today for a** FREE quotation  
[www.ransomemobility.co.uk](http://www.ransomemobility.co.uk)

Ransome Mobility Solutions, Airport Garage, 474 Felixstowe Road, Ipswich, Suffolk IP3 8SU

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

Telecare is equipment that can detect falls, inactivity, smoke, flooding, gas or extreme temperatures in the home. Sensors, when activated, will connect to a response centre where trained operators will contact the individual through their home unit. They will take the most appropriate action, such as contacting a nominated responder, family member, carer, neighbour, doctor or the emergency services.

Telecare can allow users to regain confidence in their homes and remain independent. Relatives and carers are also reassured, safe in the knowledge that should an incident occur, they will know about it. Some devices can also help monitor particular health conditions and reduce the need for hospital admission.

You can buy telecare and assistive technology from private companies and organisations or, if you're eligible through an assessment (see page 14), Suffolk County Council may be able to provide it for you.

For further information, please visit www.suffolk.gov.uk/infolink – search ‘telecare’ and click on ‘assistive technology’.
Assistive technology checklist

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

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

Suitability

Does the equipment support your specific needs? □

Are you willing to use it? □

Will it fit into your everyday life and routine? □

Have you tried a demo of the equipment? □

Do you understand what the equipment is for? □

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

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

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

Usability

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

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

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

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

Is it portable? □

Will it need to be installed by a professional? □

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

Reliability

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

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

Can you speak to someone who already uses it? □

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

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

Cost

Do you know how much it costs? □

Will you need to pay a monthly charge? □

Are there alternative solutions that might be free? □

Is there a cost associated with servicing the equipment? □

Notes

Visit www.carechoices.co.uk for further assistance with your search for care
Support from the council

The way councils provide services to eligible adults and their carers is called personalisation. This term is used to describe a number of ways in which eligible adults can receive a mixture of local authority and government money to pay for the care services they need without direct council involvement. If you approach the council for social care support, your needs and finances will be assessed. If you have a carer, they can be involved and have their needs assessed too.

Your assessment

If you appear to have care or support needs, you have the legal right to an assessment of your care needs and finances. Councils are statutorily obliged to provide this to you, regardless of whether you access their services. The assessment (which is free) will consider:

- how you can best be supported to live as independently as possible;
- your home and how you are coping in it;
- your emotional wellbeing;
- your diet; and
- any health and medical treatments you need.

You will need to contact Adult and Community Services to arrange an assessment. Call 0808 800 4005 or you can fill in a self-assessment form at www.suffolk.gov.uk

Once Adult and Community Services has an understanding of your care and financial needs, the next stage is to determine what services you may be eligible for and who will pay for them. The council will give you more information on eligibility and the criteria it uses at the time of your assessment.

Information on paying for care can be found on page 21 if you are receiving home care and page 44 if you are moving into a care home.

Personal Budgets

If you are eligible for support from the council, you may be given a Personal Budget.

A Personal Budget is the amount of money that the council calculates it will cost to meet the support needs of eligible people. If you are eligible for a Personal Budget, the actual amount you receive will depend on your eligible needs and your finances. The money should be spent in line with a support plan that has been agreed by both you and the council and can be either a full or a partial contribution to such costs. You may also choose to pay for additional support on top of the budget. Any eventual contractual agreement for services is between you and your care provider, not the council.

If you are eligible, a Personal Budget may be taken:

- by way of an account held and managed by the council in line with your wishes; or
- as a mixture of the above.

A Direct Payment means that any council contribution towards your Personal Budget is paid directly to you. You can choose how to spend your Direct Payment, as long as the money is used to meet the eligible needs set out in your support plan. Direct Payments cannot currently be used to pay for residential care.
Assessments from hospital

If you have been admitted to hospital and you might need care on discharge, you may be referred to the discharge team for an assessment, which will take place on the ward. The team may be made up of social workers, carers’ officers, mental health workers and housing officers.

Whatever services you need on discharge, Adult and Community Services will work with you, your family and carers to either restart services already in place prior to admission or to provide the appropriate services if you are eligible.

Sometimes interim care packages are set up to facilitate your discharge and you will be reassessed by a community social worker within four to six weeks.

Reablement

Reablement is an intensive short-term service that helps people regain skills and confidence, for example, after a fall or hospital stay. To be eligible for reablement, you will need to be referred by a health care professional, such as a hospital discharge team or your care worker. If you are eligible, a reablement worker will support you for a limited period, usually up to six weeks.

Reablement helps people to learn or re-learn daily living skills. It is not about doing things for you, it’s about giving you the skills and confidence to do things for yourself. It can also mean that you do not start to depend on support that could cost you money. For example, a reablement worker could help you regain your confidence following a fall or provide support that enables you to prepare a meal if there has been a change in circumstances that means you need to cook. They may also identify pieces of equipment that could support you to regain or maintain your independence for as long as you can.

Speak to your GP, hospital staff or Adult and Community Services if you think you might benefit from reablement. They can put you in touch with the right services if they feel reablement will help you.

Intermediate care

This aims to give recovery and rehabilitation support to help people regain their independence when they come out of hospital or, just as importantly, prevent them going unnecessarily into hospital.

Intermediate care can be provided in your own home or in a care home, depending on local policy and your specific needs. It can be provided by care staff, occupational therapy and physiotherapy, with additional support provided by the local GP surgery, social workers and community nurses. This combined resource helps people to regain their independence and feel confident in their ability to manage for themselves with any necessary additional support.

Intermediate care, including any care home fees where relevant, is provided by the NHS and is free. It is usually limited to a maximum of six weeks.

If, after this, you have ongoing care or support needs, the council may conduct an assessment and help you arrange any services you might need. There may be a charge for these services.

NHS Continuing Healthcare

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

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

See page 45 for more information.
Personal health budgets

A personal health budget is an amount of money to support a person’s identified health needs. It is planned and agreed between the person and their local NHS team.

The aim is to enable people with long-term conditions and disabilities to have greater choice, flexibility and control over the healthcare and support they receive.

Services for carers

Who is a carer?

Carers regularly look after, help or support someone who wouldn’t be able to manage everyday life without their help. A carer doesn’t have to be living with the person they care for, and the help they give doesn’t have to be physical. The carer may be caring for a partner, another relative, a friend or a neighbour. For example, it may be someone who:

- is over 60;
- is living with dementia;
- has a physical or learning disability or a mental health condition;
- has sight, hearing or communication difficulties;
- has a long-term health condition; or
- misuses drugs or alcohol.

The carer may be helping with:

- personal care, such as washing and dressing;
- going to the toilet or dealing with incontinence;
- eating or taking medicines;
- getting about at home or outside;
- practical help at home and keeping someone company; or
- emotional support or communicating.

Having a carers’ assessment

Anyone who provides, or intends to provide, regular unpaid support to someone who couldn’t manage without their help has the right to have their own needs assessed, even if the person they care for has refused support services or an assessment.

A carers’ assessment is an opportunity for people to tell the council what they need as a carer, and to find out what support might be available. The assessment is an essential first step for carers to get the support they may need. It looks at:

- the care the carer provides and how this affects their life;
- any support they are getting now and what else would help; and
- what they would like their support to achieve.

The assessment can also give lots of information about other services that might help, and other ideas for support. The carer’s assessment will show if the carer qualifies for support from Adult and Community Services.

Carers’ Personal Budgets

The carers’ Personal Budget is a single payment that can be used towards the cost of something specific that will support carers in their caring role. It could be used for leisure activities, education or training, or just to take a short break from caring.

When Adult and Community Services considers a carers’ Personal Budget, it gives priority to situations where there is a significant risk of the carer not being able to continue to provide care if they do not get some support. The amount a carer could get depends on their needs identified by their carers’ assessment. The money is not taxed, and it will not affect any benefits.
Respite at home

Home-based respite services give carers a break from their caring responsibilities. A care worker can come in to look after the person being cared for, so the carer can have some time to themselves. The breaks could be regular or just when needed.

Respite at home is considered to be a service for the person who is being cared for. If they have a Personal Budget for their own needs (see page 14) they could use that money to pay for it.

A financial assessment of the person being cared for will confirm whether they need to pay towards the cost of this service.

Benefits

Carers may want to explore whether they are entitled to Carer’s Allowance – currently £64.60 per week but this may change over the lifetime of this Directory.

Carers may also qualify for Carer’s Premium or Carer’s Credit depending on their eligibility. The Government’s website, www.gov.uk has more information on benefits, including carers’ benefits. Alternatively, contact a local carers’ organisation which may be able to help undertake a benefit check. You can find out more about what organisations support carers in Suffolk by exploring www.suffolk.gov.uk/infolink

Age UK Suffolk
Offers a range of services to support family carers.
Tel: 01473 351234
Email: enquiries@ageuksuffolk.org
Web: www.ageuk.org.uk/suffolk/services-and-information/family-carers

Suffolk Carers
Offers advice, support and help to carers.
Email: info@suffolk-carers.org.uk
Web: www.suffolk-carers.org.uk

Suffolk Family Carers
Helps family carers across Suffolk get the support they need to live fuller lives.
Provides advice, guidance and practical support tailored to carers’ specific needs.
Tel: 01473 835477
Web: www.suffolkfamilycarers.org

Resource for those supporting disabled children

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

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

www.myfamilyourneeds.co.uk

Birth to Adulthood • Directory • Guidance • Real Life • Ask the Experts
To join the family call 01223 207770 or email hello@myfamilyourneeds.co.uk

@WeAreMFON

Visit www.carechoices.co.uk for further assistance with your search for care
Care in your own home

Carefully chosen home care with a good quality provider is an excellent way to retain your freedom and independence, whilst getting the help you need to stay happy and safe.

It can offer the opportunity for you to stay at home, in your own familiar surroundings, and to retain or regain a quality of life you might have feared you had lost.

Why choose home care?

Reasons for choosing home care can vary. Sometimes after a stay in hospital, someone might find they need some help whilst they recuperate. Others can find that a long-term condition or disability means they can no longer cope and they need a bit of help.

After a stay in hospital someone may carry out an assessment of your situation to see if home care will benefit you. You and your family will be fully involved in looking at what will suit you best if you’d like them to be.

Alternatively, you or those close to you might notice changes in your ability to manage the day-to-day things you normally cope with easily, like preparing meals or looking after yourself. If this happens, contacting Adult and Community Services is a good first step towards finding help.

How home care can help you

The level of home care provided can be tailored to meet your needs – from a visit once a day to a much greater amount of support.

Even those with quite significant and debilitating medical conditions can get skilled personal care that can enable them to stay in their own homes. Some agencies will provide live-in care, where a care worker will stay with you at home to support you throughout the day and night.

Finding care in your area

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

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

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

The website includes detailed information for each care provider, including the address, phone number and the service’s latest CQC inspection report and rating (see page 48), indicating the quality of care provided.

You can also view an electronic version of this Directory on the site and have it read to you by using the ‘Browsealoud’ function.

Visit www.carechoices.co.uk

The Care Quality Commission (www.cqc.org.uk) is responsible for checking that any care provided meets essential standards of quality and safety. Further information is on page 48.

The United Kingdom Homecare Association (UKHCA) requires its members to comply with a code of practice. This code includes a commitment to treat customers with dignity and respect and operate at a level above the legal minimum required in legislation.

Social care regulations do not apply to cleaners,
handymen or gardeners. However, some home care agencies are increasingly providing staff who can help meet these needs too.

The benefits of using a regulated agency include:

- assessing your care needs and tailoring a plan to meet those needs;
- advertising, interviewing and screening suitability of workers;
- arranging necessary insurance cover;
- providing training and development for care workers;
- managing workers’ pay, including compliance with the National Minimum Wage;
- managing employment relationships, including sickness, absence and disciplinary matters; and
- managing health and safety issues.

Living with dementia at home

If you are concerned about persistent forgetfulness or memory difficulties, it is important to consult a GP. They can undertake an initial examination and refer you to a memory clinic for further investigation if necessary.

The various types of support available to you and your carer are likely to involve NHS services, Adult and Community Services and voluntary agencies. Some examples of services and support to help people living with dementia include:

- specialist day centres;
- respite care or short breaks;
- assistive technology and community alarms;
- home care;
- meals at home;
- community equipment;
- extra care sheltered housing; and
- carers’ support groups.

Family support

If you know someone who is worried about their memory, encourage them to visit their GP.

The more support you can give someone, the better life with dementia can be, especially in the early years. Focus on what the person can do, not what they cannot do, help with little errands or with cooking, listen to the person with dementia, and find out more about the condition.

When someone is living with dementia, they need:

- support to live their life;
- reassurance that they are still valued and that their feelings matter;
- freedom from as much external stress as possible; and
- appropriate activities and stimulation to help them to remain alert and motivated for as long as possible.
Dementia Friends

People with dementia sometimes need a helping hand to go about their daily lives and feel included in their local community. Dementia Friends is giving people an understanding of dementia and the small things they can do that can make a difference to people living with dementia – from helping someone find the right bus to spreading the word about dementia.

See www.dementiafriends.org.uk for further information.

Respite care

Spouses, partners and relatives who care for a person with dementia may require a break from their caring responsibilities. This is known as ‘respite care’ and may be a regular break of a few hours a week or a period of a few weeks. It may be planned or be required in an emergency and can involve the person with dementia attending a day centre or a care worker visiting the person’s home to enable the carer to have a break. Contact the council to see if you are eligible for support with arranging these services, see page 14 for information on assessments.

Care at home

It can often be best for a person with dementia to stay living in their own home for as long as possible. This may mean that they require some support services at home. The person living with dementia will respond best to the same care staff who know them well. Continuity of care can be provided by either care agencies or care workers employed directly by the person or his or her family.

Specialist dementia day centres

A good day care service will be able to offer a range of activities and support that will enable the person with dementia to retain skills and remain part of their local community.

Activities may include outings, entertainment, personal care, meals, hairdressing and support for carers.

Attendance at day centres can be offered from just a few hours a week to a number of days. Contact the council or your local Alzheimer’s Society office for more details, see ‘Useful local contacts’ on page 64.

Specialist day centres for people with dementia should be organised and run with their needs in mind, aiming to build on their strengths and abilities.

Alzheimer’s Society

This leading charity works to improve the quality of life of people affected by dementia.

If you have concerns about any form of dementia, please contact your local office for information and support and access to local services. See page 64 for contact details.

The Helpline is open Monday to Wednesday, 9.00am to 8.00pm; Thursday to Friday, 9.00am to 5.00pm; and Saturday to Sunday, 10.00am to 4.00pm.

For more information on care homes for people with dementia, see page 42.

Alzheimer’s Society’s National Dementia Helpline is available on 0300 222 1122 and can provide information, support, guidance and signposting to other appropriate organisations.
Paying for care in your home

Councils provide upfront information on how much people can expect to pay for home care and how charges are worked out. This information must be made available when a needs assessment is carried out. Written confirmation of how the charge has been calculated must be provided after a financial assessment.

If you have more than £23,250 in savings or capital, you will have to pay the full cost of your care. The value of your home is not counted when working out charges for non-residential care. If you have more than £23,250, you should tell Adult and Community Services when your savings are likely to fall below this amount.

The council calculates charges in accordance with national eligibility criteria set by the Government. This ensures people are only required to pay what they can afford, taking into account capital, income and expenditure.

Your assessment looks at how much money you have coming in, gives an allowance (set by the Government) for everyday living expenses and makes allowance for disability-related expenditure. This is the extra amount you spend as a result of your disability or illness. The council can help you to identify these costs. They will also carry out a full benefit check and, if you want them to, assist you with claiming your full entitlement.

Figures mentioned here may change over the lifetime of this Directory.

Non-means tested care and support

Care provided by the NHS is free; for example, services provided by a community or district nurse. Some people do not have to pay towards care services. For example, aftercare services provided under section 117 of the Mental Health Act are free of charge.

If you need care or support you may be eligible to claim Attendance Allowance (AA), or Personal Independence Payments (PIP). AA and PIP are non-means tested benefits. Provided you are eligible, you can receive AA or PIP regardless of how much income or capital you have. AA is payable to people over the age of 65 and PIP to those aged 16 to 64.

There are different rates that can be awarded, dependent on the level and type of help you need. These can be found at [www.gov.uk](http://www.gov.uk).

Other ways to fund your care and support

It is important to seek independent financial advice if you are paying for your own care and support. There are independent financial advisers that focus specifically on care funding advice, often referred to as specialist care fees advisers. They are regulated by the Financial Conduct Authority (FCA) and must stick to a code of conduct and ethics and take shared responsibility for the suitability of any product they recommend.

The Society of Later Life Advisers (SOLLA)
Aims to assist consumers and their families in finding trusted, accredited financial advisers who understand financial needs in later life.
Web: [www.societyoflaterlifeadvisers.co.uk](http://www.societyoflaterlifeadvisers.co.uk)

The Money Advice Service
A free and impartial money advice service set up by the Government.
Tel: 0800 138 7777
Web: [www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk)

Further information on paying for care can be found beginning on page 44.
SEARCH FOR CARE IN YOUR AREA

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

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

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

### About the agency

<table>
<thead>
<tr>
<th>Question</th>
<th>Agency 1</th>
<th>Agency 2</th>
<th>Agency 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>How long has the agency been operating?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>How long are staff allocated per visit?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can you contact the agency in an emergency or outside office hours?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Does the agency have experience with your specific needs?</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Staff

<table>
<thead>
<tr>
<th>Question</th>
<th>Agency 1</th>
<th>Agency 2</th>
<th>Agency 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are you likely to be visited by different staff each day?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are all staff checked with the Disclosure and Barring Service?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Will you be notified in advance if your care worker is on holiday or sick?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are staff matched to you specifically, based on your needs and preferences?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can you meet your care worker(s) before they start?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Does the agency have both male and female staff?</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Accommodating your needs

<table>
<thead>
<tr>
<th>Question</th>
<th>Agency 1</th>
<th>Agency 2</th>
<th>Agency 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Can the agency accommodate your needs if they increase? Ask about the process for this.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Does the agency have a training scheme in place?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are all staff trained to a certain level?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are staff able to help with administering medication if required?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is there a way for staff to communicate with each other about the support they provide when they visit you? How?</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Regulation

<table>
<thead>
<tr>
<th>Question</th>
<th>Agency 1</th>
<th>Agency 2</th>
<th>Agency 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Will your support plan be reviewed at regular intervals?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can you see the agency’s contract terms?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can you lodge a complaint easily?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are complaints dealt with quickly?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Can you see a copy of the agency’s CQC registration certificate and quality rating?</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Notes

*See page 48.*
Live-in Care
from £695 per week

The alternative to Care Home admission.
Live-in Care enables anyone with care needs to continue living in their own home with a round-the-clock care worker.

Able Care can provide:
✔ Carers that you prefer returning to you on a weekly or fortnightly basis
✔ Carers that can assist with personal care
✔ Carers to help you with your household needs
✔ Carers that can provide support from companionship through to palliative care

Call Able Care on 01603 624135
e: enquiries@ablecareagency.co.uk w: www.ablecareagency.co.uk
Sackville Place, 44/48 Magdalan Street, Norwich NR3 1JU

Your care is our priority.

We believe that people are happiest when they are living in familiar surroundings. Our carers will assist you in feeling confident while living independently in your own home.
We ensure that our carers are trained and highly skilled to assist you with a variety of tasks and our support plans are tailored to your own individual needs and wants.

The services we offer include:
- Personal care
- Medication
- Shopping
- Assistance with correspondence and appointments
- Light domestic duties

E: info@angliacare.co.uk W: www.angliacare.co.uk
T: 01473 719185

At Able Care we believe that people are happiest in the familiar surroundings of their own home. We can support you in maintaining your independence by providing a valuable alternative to residential care, whilst easing the reliance upon family, friends and neighbours.
24/7 Care Providers
Newmarket
Tel: 01638 428330
OP PD SI YA

A & A Healthcare Services Ltd
Ipswich
Tel: 01473 551987
LDA YA

Able Care Agency Ltd
Norwich
Tel: 01603 624135
Advert page 24
OP D PD SI

About Care Services
Ipswich
Tel: 01473 741286
OP D

Above & Beyond Care Ltd
Ipswich
Tel: 01473 722772
OP PD Y A

Affinity Trust Domiciliary Care Agency Suffolk
Stowmarket
Tel: 01449 774030
OP LDA YA

Agincare UK Ltd
Suffolk
Tel: 08000 121 247
Advert page 24
OP D PD LDA MH SI YA AD

All Hallows Homecare – Lowestoft
Lowestoft
Tel: 01502 566879
OP D PD MH SI YA

Allied Healthcare Beccles
Beccles
Tel: 01502 714405
OP D PD LDA MH SI AD

Allied Healthcare Ipswich
Hadleigh
Tel: 01473 826326
OP D PD LDA MH YA AD

Allwell Care Company
Ipswich
Tel: 01473 907695
OP D

Amari Care Services
Lowestoft
Tel: 01502 537293
OP D PD LDA MH SI YA

Anamar-Care Ltd
Saxmundham
Tel: 07807 749806
OP PD SI YA

Angel Steps Care
Mildenhall
Tel: 01638 712414
OP D LDA

Angels By Classic (Healthcare At Home) Ltd
Ipswich
Tel: 01473 722788
OP D PD LDA SI YA

Anglia Care
Ipswich
Tel: 01473 719185
Advert page 24
OP

Anglia Case Management Ltd
Bury St Edmunds
Tel: 01359 271900
OP PD LDA MH SI YA AD

Anglia Home Care Ltd
Lowestoft
Tel: 01502 508443
OP D PD MH YA

Ann Mason Care
Colchester
Tel: 01206 233372
D PD SI

Avenues East – Services
Ipswich
Tel: 01473 836777
OP PD LDA MH SI YA

Avican Support Ltd
Newmarket
Tel: 0333 772 0798
OP D PD LDA MH SI YA

Berkley Home Health – East of England
Bury St Edmunds
Tel: 01284 756516
OP D PD LDA MH SI YA

Better Healthcare Services (Ipswich)
Ipswich
Tel: 01473 232999
OP D PD LDA MH SI YA AD

Beyea Care Ltd
Ipswich
Tel: 01473 212205
OP D PD LDA SI
### Home Care Providers Continued

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

**Bigod Care**  
Bungay  
Tel: 01986 894046  
**Services:** OP, D, PD, MH, SI

**Blackbourne View**  
Bury St Edmunds  
Tel: 01359 235135  
**Services:** OP, D, PD, MH, SI

**Bluebird Care (Felixstowe)**  
Felixstowe  
Tel: 01394 673222  
**Services:** OP, D, PD, LDA, MH, SI, YA

**Bluebird Care (Ipswich)**  
Ipswich  
Tel: 01473 748931  
**Services:** OP, D, PD, YA

**Brett Lee Trust, The**  
Ipswich  
Tel: 01473 251010  
**Services:** LDA

**Briarcare Recruitment Agency Ltd**  
Acton  
Tel: 01787 881185  
**Services:** OP, D, YA

**Briars Residential Care Home, The**  
Sudbury  
Tel: 01787 282249  
**Services:** OP, D, PD, SI, YA

**Bury Home Care**  
Bury St Edmunds  
Tel: 01284 758561  
**Services:** OP, D, PD, LDA, MH, SI, YA, AD

**C F Contact and Support Services Ltd**  
Ipswich  
Tel: 01473 233994  
**Services:** PD, LDA, MH, SI

**Cambridge Care Company**  
Bury St Edmunds  
Tel: 01284 718626  
**Services:** OP, D, PD, LDA, SI, YA

---

**Christies Care**  
Tel: 01728 605107  
[care@christiescare.com](mailto:care@christiescare.com)  
www.christiescare.com

Christies Care is a family owned and run Live-In Care Agency. Rated **outstanding** by the CQC and recipients of a **2017 Princess Royal Training Award**, we have grown to be one of the largest providers of 24 hour care in the UK.

**Winners of the ‘Excellent Training’ award at the Suffolk Care Awards 2018**

For over 30 years, Christies Care’s trained live-in carers have been providing long term, respite and end of life care; empowering their clients to lead the lives they want, in their own homes.

- **Stay in your own home**
- **Award-winning, industry-leading, 11 day induction training course**
- **Support service for clients and carers**
- **24/7 emergency line**
- **Person-centred care**

**Christies Care Ltd, Rose House, Street Farm Road, Saxmundham, Suffolk, IP17 1AL**

---

**East of England Homecare**  
Providing care for you at home

East of England Homecare is a community interest company sharing profit with the local community. We help people remain comfortably in their own homes by providing:

- Personal Care
- Shopping
- Companionship
- Sit-in services
- Home from hospital

**Call us on**  
01473 228877  
www.eehomecare.co.uk | eehomecare@outlook.com

---

*Search for care at [www.carechoices.co.uk](http://www.carechoices.co.uk) to find support in your area*
### Home care providers continued

<table>
<thead>
<tr>
<th>Company Name</th>
<th>Address</th>
<th>Telephone Number</th>
<th>User Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cambridge Care Company</td>
<td>Newmarket</td>
<td>01638 561100</td>
<td>OP D PD LDA MH SI YA AD</td>
</tr>
<tr>
<td>Cambridge Care Company – Haverhill</td>
<td>Haverhill</td>
<td>01440 705589</td>
<td>OP D PD LDA SI YA</td>
</tr>
<tr>
<td>Care Partnership (UK) Ltd, The – Waveney Office</td>
<td>Lowestoft</td>
<td>01502 732658</td>
<td>OP D PD LDA SI YA</td>
</tr>
<tr>
<td>Care Signature Christian Homecare Services Ltd</td>
<td>Ipswich</td>
<td>07783 597254</td>
<td>D PD LDA MH SI</td>
</tr>
<tr>
<td>Carewatch (Ipswich)</td>
<td>Ipswich</td>
<td>01473 216112</td>
<td>OP D PD LDA MH SI YA AD</td>
</tr>
<tr>
<td>Caring For You Home Services Ltd</td>
<td>Sudbury</td>
<td>01787 372131</td>
<td>OP D YA</td>
</tr>
<tr>
<td>Caring Forever Ltd</td>
<td>Beccles</td>
<td>01502 712088</td>
<td>OP D PD SI YA</td>
</tr>
<tr>
<td>Caring Moments Ltd</td>
<td>Lowestoft</td>
<td>01502 560055</td>
<td>OP D PD LDA SI YA AD</td>
</tr>
<tr>
<td>Carlton Hall Residential Home</td>
<td>Lowestoft</td>
<td>01502 513208</td>
<td>OP D</td>
</tr>
<tr>
<td>Cephas Care Ltd Domiciliary Care Agency</td>
<td>Ipswich</td>
<td>01473 322600</td>
<td>OP D PD LDA MH SI YA AD</td>
</tr>
<tr>
<td>Choices Healthcare Ltd</td>
<td>Ipswich</td>
<td>01473 212120</td>
<td>OP D PD LDA MH SI YA AD</td>
</tr>
<tr>
<td>Christies Care Ltd</td>
<td>Saxmundham</td>
<td>01728 605107</td>
<td>OP PD LDA MH SI YA AD</td>
</tr>
<tr>
<td>ClarkeCare Ltd</td>
<td>Bury St Edmunds</td>
<td>01284 365247</td>
<td>OP D PD SI YA</td>
</tr>
<tr>
<td>Clover</td>
<td>Ipswich</td>
<td>07780 654367</td>
<td>LDA YA</td>
</tr>
<tr>
<td>Complete Community Support (East) Ltd</td>
<td>Ipswich</td>
<td>01473 747247</td>
<td>LDA YA</td>
</tr>
<tr>
<td>Consensus (2013) Ltd – Redan Street</td>
<td>Ipswich</td>
<td>01473 226399</td>
<td>PD LDA MH SI YA</td>
</tr>
<tr>
<td>Consensus Community Support Ltd – Redan Street</td>
<td>Ipswich</td>
<td>01473 226399</td>
<td>PD LDA MH YA</td>
</tr>
<tr>
<td>Daily Care Agency, The Eye</td>
<td>Eye</td>
<td>01379 388438</td>
<td>OP D PD</td>
</tr>
<tr>
<td>Deben View</td>
<td>Woodbridge</td>
<td>01394 384565</td>
<td>OP D PD MH</td>
</tr>
<tr>
<td>Deben Willow Care</td>
<td>Woodbridge</td>
<td>01728 453677</td>
<td>OP D PD LDA MH SI YA</td>
</tr>
<tr>
<td>District Care Ltd</td>
<td>Lowestoft</td>
<td>01502 566544</td>
<td>OP D</td>
</tr>
<tr>
<td>Divinus Support Ltd</td>
<td>Brandon</td>
<td>01842 813022</td>
<td>OP D PD LDA MH YA</td>
</tr>
<tr>
<td>East of England Homecare CIC</td>
<td>Ipswich</td>
<td>01473 228877</td>
<td>OP PD SI YA</td>
</tr>
</tbody>
</table>

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care.
Figtree House Care provide the following services to you in your own home:

- Personal Care
- Palliative Care
- Cleaning Services
- Social Trips
- Emergency Care
- Live In Care...

And many other services

Contact us today on:

01473 381441
diane@figtreehousecare.co.uk

Live-in Support with Frantec

20 years of providing high quality, person-centred support in your own home.

We work with:
- Physical and Sensory Impairments
- Learning Disabilities
- Elderly / Palliative Care
- Complex Needs

Contact us for a discussion and no-obligation assessment of your personal needs and see how we can assist you to live independently.

Leading Lives

LEAD THE LIFE YOU CHOOSE

High quality social care support in your home, in the community and short break respite care across Suffolk.

Call us: 01473 406 777
www.leadinglives.org.uk

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

Elimay Homecare
Ipswich
Tel: 07776 208462
OP PD MH YA

Emily Bray House
Ipswich
Tel: 01473 720610
OP D PD MH

Figtree House Care
Ipswich
Tel: 01473 381441
Advert page 28
OP D PD LDA MH SI YA

First Choice Home Care (Halesworth)
Halesworth
Tel: 01986 800227
OP D PD SI Y

First Choice Homecare
Brandon
Tel: 01842 770441
OP D PD SI Y

First Prime Care Ltd
Diss
Tel: 01379 643879
OP PD LDA MH YA

FitzRoy Supported Living Suffolk
Bury St Edmunds
Tel: 01359 271229
OP LDA YA

Fonjock’s Social Work Practice Ltd
Bury St Edmunds
Tel: 01284 764411
LDA MH YA

Forest Homecare Suffolk
Sudbury
Tel: 01787 370560
OP D PD LDA SI YA

Forget Me Not Home Services Ltd
Hadleigh
Tel: 01473 829977
OP D

Fountain of Health Ltd
Ipswich
Tel: 01473 677618
OP D PD LDA YA

Fuchsia Homecare Bury St. Edmunds
Bury St Edmunds
Tel: 01284 728348
OP D PD LDA MH SI YA

Fuchsia Homecare Ltd
Ipswich
Tel: 01473 233797
OP D PD LDA MH SI YA

FUN Domiciliary Care Agency
Ipswich
Tel: 01473 822699
LDA

Green Rose Care Head Office
Ipswich
Tel: 07462 474092
OP LDA MH

Hales Group Ltd – Ipswich
Ipswich
Tel: 01473 732126
OP D PD SI YA

Hales Group Ltd – Lowestoft
Lowestoft
Tel: 01502 530676
OP D PD MH SI YA

Harmonize Care
Colchester
Tel: 07539 348263
OP D PD LDA MH SI YA AD

Haverhill Community Care Ltd
Haverhill
Tel: 07379 007008
OP D PD LDA MH SI YA

Headway Suffolk
Ipswich
Tel: 01473 712225
OP D PD LDA MH YA

Visit www.carechoices.co.uk for further assistance with your search for care
Do you need a helping hand?

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

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

For more information
www.helpinghands.co.uk

Looking for care? 0808 274 2935
<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td>OP</td>
<td>Older people (65+)</td>
</tr>
<tr>
<td>D</td>
<td>Dementia</td>
</tr>
<tr>
<td>PD</td>
<td>Physical disability</td>
</tr>
<tr>
<td>LDA</td>
<td>Learning disability, autism</td>
</tr>
<tr>
<td>MH</td>
<td>Mental health</td>
</tr>
<tr>
<td>SI</td>
<td>Sensory impairment</td>
</tr>
<tr>
<td>YA</td>
<td>Younger adults</td>
</tr>
<tr>
<td>AD</td>
<td>People who misuse alcohol or drugs</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Address</th>
<th>Contact Information</th>
<th>User Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Papworth Trust Centre Waveney, The</td>
<td>Lowestoft</td>
<td>01502 574526</td>
<td>OP D PD LDA MH SI YA</td>
</tr>
<tr>
<td>Papworth Trust, The – Ipswich</td>
<td>Ipswich</td>
<td>01473 211671</td>
<td>OP PD LDA MH</td>
</tr>
<tr>
<td>Peppercorn House</td>
<td>Ipswich</td>
<td>01473 603850</td>
<td>Advert page 30</td>
</tr>
<tr>
<td>Pitches View</td>
<td>Reydon</td>
<td>01502 726063</td>
<td>OP D PD MH</td>
</tr>
<tr>
<td>PnS Domiciliary Services</td>
<td>Bury St. Edmunds</td>
<td>01284 724223</td>
<td>OP D PD LDA MH SI YA</td>
</tr>
<tr>
<td>PnS Domiciliary Services</td>
<td>Bury St Edmunds</td>
<td>07581 240741</td>
<td>OP D LDA MH YA</td>
</tr>
<tr>
<td>Potsford Care Services Ltd</td>
<td>Woodbridge</td>
<td>01728 748322</td>
<td>OP D PD LDA MH SI YA</td>
</tr>
<tr>
<td>Premier Healthcare Agency</td>
<td>Beccles</td>
<td>01502 711126</td>
<td>OP PD SI YA</td>
</tr>
<tr>
<td>Prestige Nursing Halesworth</td>
<td>Halesworth</td>
<td>01986 899075</td>
<td>OP D PD LDA MH SI YA AD</td>
</tr>
<tr>
<td>Prestige Nursing Ipswich</td>
<td>Ipswich</td>
<td>01473 559750</td>
<td>OP D PD LDA MH SI YA AD</td>
</tr>
<tr>
<td>Primary Homecare Ltd</td>
<td>Ipswich</td>
<td>01473 833533</td>
<td>OP D PD LDA MH SI YA</td>
</tr>
<tr>
<td>Quality Care Homegivers Ltd</td>
<td>Stowmarket</td>
<td>01449 780480</td>
<td>OP D PD LDA SI YA</td>
</tr>
<tr>
<td>Rose Care Suffolk Ltd</td>
<td>Felixstowe</td>
<td>01394 670281</td>
<td>OP D PD MH SI YA</td>
</tr>
<tr>
<td>Royal Mencap Society – Drummond Court</td>
<td>Bury St Edmunds</td>
<td>01284 767445</td>
<td>OP LDA YA</td>
</tr>
<tr>
<td>Safe and Sound Homecare Ltd</td>
<td>Ipswich</td>
<td>07908 397349</td>
<td>OP D PD SI YA</td>
</tr>
<tr>
<td>Sanctuary Home Care Ltd – Exning</td>
<td>Exning</td>
<td>01638 578020</td>
<td>OP D PD LDA SI</td>
</tr>
<tr>
<td>Sanctuary Supported Living</td>
<td>Ipswich</td>
<td>01473 603133</td>
<td>PD LDA SI YA</td>
</tr>
<tr>
<td>Sarah’s Carers</td>
<td>Woodbridge</td>
<td>01235 606200</td>
<td>OP D PD LDA SI YA</td>
</tr>
<tr>
<td>Savile Court</td>
<td>Felixstowe</td>
<td>01394 284601</td>
<td>LDA</td>
</tr>
<tr>
<td>Seckford AlmsHouses</td>
<td>Woodbridge</td>
<td>01394 386520</td>
<td>OP PD SI</td>
</tr>
<tr>
<td>St Edmunds Care</td>
<td>Bury St Edmunds</td>
<td>01284 336222</td>
<td>OP D PD YA</td>
</tr>
<tr>
<td>St Elizabeth Care Agency</td>
<td>Ipswich</td>
<td>01473 707900</td>
<td>OP D PD LDA MH SI YA</td>
</tr>
<tr>
<td>Steeple View</td>
<td>Stowmarket</td>
<td>01449 678514</td>
<td>OP D LDA</td>
</tr>
<tr>
<td>Sue Ryder – Bixley</td>
<td>Ipswich</td>
<td>01473 295200</td>
<td>OP PD SI YA</td>
</tr>
</tbody>
</table>

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

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

**Search for care at** www.carechoices.co.uk **to find support in your area**
<table>
<thead>
<tr>
<th>Service User Bands</th>
<th>Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>OP Older people (65+)</td>
<td>Suffolk Coastal Home Care Service Home First, Ipswich, Tel: 01728 652442, OP D PD LDA MH SI YA AD</td>
</tr>
<tr>
<td>D Dementia</td>
<td>Vital Healthcare Services Ltd, Ipswich, Tel: 01473 212089, OP D PD LDA MH SI YA</td>
</tr>
<tr>
<td>PD Physical disability</td>
<td>Suffolk Home First South, Ipswich, Tel: 01473 263271, OP D PD LDA MH SI YA AD</td>
</tr>
<tr>
<td>LDA Learning disability, autism</td>
<td>Vivid Community Care Ltd, Colchester, Tel: 01206 264173, OP LDA MH</td>
</tr>
<tr>
<td>SI Sensory impairment</td>
<td>Sydney Brown Court, Hadleigh, Tel: 01473 827040, OP D PD SI</td>
</tr>
<tr>
<td>YA Younger adults</td>
<td>Waveney Care Ltd – 124 Denmark Road, Lowestoft, Tel: 01502 530380, OP D PD MH SI</td>
</tr>
<tr>
<td>AD People who misuse alcohol or drugs</td>
<td>Swann House, Saxmundham, Tel: 01728 603916, OP D PD MH SI</td>
</tr>
<tr>
<td>MH Mental health</td>
<td>Waveney Home First, Lowestoft, Tel: 01502 448709, OP D PD LDA MH SI YA AD</td>
</tr>
<tr>
<td>SYGmacare Ipswich, Tel: 01473 719999, OP D PD MH SI YA</td>
<td>Wellbeing Care Support Services, Lowestoft, Advert inside front cover, OP D LDA YA</td>
</tr>
<tr>
<td>LDA</td>
<td>West Suffolk Hospital, Bury St Edmunds, Tel: 01284 713538, OP D PD LDA MH SI YA AD</td>
</tr>
<tr>
<td>PD LD</td>
<td>Time2Care (BSE) Ltd, Newmarket, Tel: 0333 121 2126, OP D PD LDA SI YA</td>
</tr>
<tr>
<td>MH</td>
<td>Westminster Homecare Ltd (Ipswich), Ipswich, Tel: 01473 226868, OP D PD LDA MH SI YA AD</td>
</tr>
<tr>
<td>SI</td>
<td>Trinity Carestaff Solutions Ltd, Bury St Edmunds, Tel: 01284 701944, OP D PD MH SI YA</td>
</tr>
<tr>
<td>YA</td>
<td>William Wood House, Sudbury, Tel: 01787 311940, OP D PD MH</td>
</tr>
<tr>
<td>AD People who misuse alcohol or drugs</td>
<td>Tru Care Ltd, Saxmundham, Tel: 01728 603495, LDA</td>
</tr>
<tr>
<td>MH</td>
<td>Willowcare (Suffolk) Ltd, Brandon, Tel: 01842 862522, OP D PD LDA SI YA</td>
</tr>
<tr>
<td>SI</td>
<td>United Response – Ipswich DCA, Ipswich, Tel: 01473 836160, PD LDA MH</td>
</tr>
<tr>
<td>YA</td>
<td>Your Care and Support Suffolk, Ipswich, Tel: 07584 906053, OP D MH SI YA</td>
</tr>
<tr>
<td>AD People who misuse alcohol or drugs</td>
<td>Vange Place, Haverhill, Tel: 07817 975307, PD LDA YA</td>
</tr>
<tr>
<td>MH</td>
<td>Your Life (Ipswich), Ipswich, Tel: 01473 221505, OP</td>
</tr>
<tr>
<td>SI</td>
<td>Visionshealthcare Ltd, Newmarket, Tel: 01223 426011, OP D PD LDA MH YA</td>
</tr>
<tr>
<td>YA</td>
<td>Yourlife (Bury), Bury St Edmunds, Tel: 01284 760489, D PD SI</td>
</tr>
</tbody>
</table>

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

Housing with care combines independent living in a home with security of tenure, along with care services arranged according to need. Schemes may be run by housing associations, the local authority, voluntary organisations or private companies.

Properties may be available for rent, mixed tenure or to purchase.

Supported Living

Supported Living is a term generally used to describe situations in which people (often adults with a learning disability or mental health condition) rent their home, and their personal care or support is arranged separately. This means they can change their support without having to move to move and take the same support with them. People have greater security of tenure and can claim a wider range of welfare benefits than in residential care.

Supported Living can be delivered in a range of settings, including individual flats or houses, clusters of self-contained flats on the same site, shared accommodation, and extra care housing. The individual, a private landlord, a housing association, a local authority or a charity may own the property.

Supported Living refers to the way in which accommodation and support are organised, rather than the amount of support. This will be tailored to individual need and can include access to support 24-hours a day if assessed as necessary, although many people do not require this – particularly with the use of assistive technology (discussed on pages 11 and 12).

To find a Supported Living scheme near you, go to www.suffolk.gov.uk/infolink and search ‘supported living’.

Shared Lives

Shared Lives is a care service for adults with learning or physical disabilities and for older people. It is family-based care provided by individuals and families. Shared Lives carers are local people recruited and trained to make sure they have the right qualities to provide care and support.

Sheltered housing

Sheltered (or retirement) housing is provided by local authority housing departments and housing associations for older people who would like to remain independent but prefer the added security and reassurance of a scheme manager and an alarm call service. A scheme manager is either based at the site or visits regularly. Many sheltered housing schemes also have communal lounges, laundry facilities, lifts, door entry systems and specially-adapted facilities.

Extra care housing

Extra care housing is similar to sheltered schemes, with self-contained accommodation together with some communal facilities. In an extra care scheme, instead of low-level support traditionally provided by wardens in sheltered schemes, higher levels of care and support are provided on site by a designated team of care workers, who can be available 24-hours a day.

Extra care allows you to retain your own tenancy and have care services delivered, ensuring that you can remain safely in your own self-contained
accommodation. To find an extra care housing scheme near you, go to www.suffolk.gov.uk/infolink and search ‘extra care housing’.

To find out more about housing with care in your area, contact your district council.

**Babergh and Mid-Suffolk**
Tel: 0300 123 4000 • Web: www.babergh.gov.uk

**Forest Heath District and St Edmundsbury**
Tel: 01638 719345 or 01284 757178
Email: customer.services@westsuffolk.gov.uk
Web: www.westsuffolk.gov.uk

**Ipswich**
Tel: 01473 433370 • Web: www.ipswich.gov.uk

**East Suffolk**
Tel: 01502 523480
Email: housing@eastsuffolk.gov.uk
Web: www.eastsuffolk.gov.uk

---

### Specialist services

#### Learning disability

If you are living with a learning disability in Suffolk, you should contact your local council for support.

They might be able to signpost you to local services and assess your needs in case they can help you.

The council aims to keep people independent in their own homes wherever possible, but if you need to move somewhere with care and support, you might like to consider a housing with care scheme, see page 34.

If your needs are such that you require support in a care home, this Directory contains a list of all care homes in Suffolk. Any learning disability providers are denoted with **LDA**.

You may also find the organisations listed opposite useful.

**Suffolk Infolink**
Contains a list of local services for people with learning disabilities in Suffolk.
Web: www.suffolk.gov.uk/infolink

**Mencap**
Supporting people with learning disabilities to feel valued equally, listened to and included.
Tel: 0808 808 1111
Email: helpline@mencap.org.uk
Web: www.mencap.org.uk

**Scope**
Offers free, impartial and expert information, advice and support to disabled people and their families, 9.00am to 5.00pm weekdays.
Tel: 0808 800 3333
Email: helpline@scope.org.uk
Web: www.scope.org.uk

---

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

www.myfamilyourneeds.co.uk

Birth to Adulthood • Directory • Guidance • Real Life • Ask the Experts

To join the family call 01223 207770 or email hello@myfamilyourneeds.co.uk

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

If you are worried about your mental health, it’s important to remember that you aren’t alone. Lots of people have issues with their mental health and there’s help and advice available in Suffolk to support you. Your GP should be your first point of contact if you want confidential advice or services, or you can contact one of the organisations listed here for free help and support.

**Suffolk Libraries**
Offers a mental health and wellbeing service for Suffolk residents.
Web: [www.suffolklibraries.co.uk](http://www.suffolklibraries.co.uk/health)

**Norfolk and Suffolk Wellbeing Service**
Provides support for people with common mental health and emotional issues, such as low mood, depression or stress. Tel: **0300 123 1503**
Web: [www.wellbeingnands.co.uk](http://www.wellbeingnands.co.uk)

**Suffolk MIND**
Provides support to people with mental health needs and offers one-to-one counselling, courses, peer support and more.
Tel: **0300 111 6000**
Email: info@suffolkmind.org.uk
Web: [www.suffolkmind.org.uk](http://www.suffolkmind.org.uk)

**Cruse Suffolk**
Helps people in Suffolk who have been bereaved.
Tel: **01473 230888**
Web: [www.suffolkcruse.co.uk](http://www.suffolkcruse.co.uk)

**Relate Norfolk and Suffolk**
Supports people who have had a change to their relationships, whether with family or partners.
Tel: **01473 254118**
Web: [www.relate.org.uk/norfolk-suffolk](http://www.relate.org.uk/norfolk-suffolk)

Physical disability

If you have a physical disability or a long-term illness, Adult and Community Services and other organisations in the independent and not-for-profit sectors may be able to signpost you to, or provide you with, a range of services to help you live as independently as possible. There are also services available to support someone who may be your carer.

Sensory services

Sensing Change works in Suffolk to assess people’s sensory needs. It also offers other services, including:

- registration of any sensory loss;
- rehabilitation to help you develop daily living skills;
- daily living equipment, including demonstration and advice;
- training to help you remain independent; and
- advice and information.

For more information, contact Sensing Change.
Stone Lodge Community Centre,
Ipswich IP2 0QY
Tel: **01473 260030**
Text: **07739 249056**
Minicom: **01473 711825**
Email: info@sensingchange.org.uk
Web: [www.sensingchange.org.uk](http://www.sensingchange.org.uk)
Advocacy

Advocates can give advice, support and information to people of any age. They help you to voice your concerns and guide you through difficult or challenging times.

You should consider using the services of an advocate if you feel unsure or concerned when you are faced with making an important decision about your care.

Advocates are not there to tell you what to do or to make decisions for you, but to help you express your views and make your own decisions.

Councils have a legal obligation to provide an advocate to you if you need one at any stage of your care and support planning with them.

Total Voice Suffolk
Tel: 01473 857631
Email: info@totalvoicesuffolk.org
Web: www.totalvoicesuffolk.org

Planning for end of life

Although the subject of dying is often painful to contemplate, planning for the end of life can be a good way to share your wishes and help your family to know what you would like. Good planning for all your needs should mean that you can convey your wishes, including where you would like to die if you choose.

You may wish to remain in your own home or care home in your last days and not be admitted to hospital.

When choosing a service, you should consider its end of life care philosophy and policies. Enabling people to die in comfort and with dignity is a core part of providing care. The way care professionals approach the process will be incredibly important for you, your family and carers.

The service should have an open approach to end of life care. It should initiate conversation with you and your family and work with your GP to ensure your needs and wishes are discussed and planned for. An end of life care plan should also be drawn up, as it is vital to establish your preferences and choices.

You could use the Preferred Priorities for Care (PPC) document to help with outlining your wishes. The PPC document is designed to help you prepare for the future and gives you an opportunity to think about, talk about and write down your preferences and priorities for care at the end of life.

It is also important to know that all health and social care staff must be trained in communication regarding end of life care and will be trained in assessing the needs of individuals and carers.

Planning for your funeral

While you are thinking about the future, you may want to consider writing down your wishes for your funeral. This can help to alleviate pressures on your family. They may appreciate knowing your wishes and that they can make sure they are considered at your funeral. By detailing your wishes, your family can be comforted by the fact that they don’t need to make all the decisions about what you would have liked or wonder whether they are making the right choices.

Things to consider are included in ‘My Funeral Wishes’, a form produced by Dying Matters and the National Association of Funeral Directors. Visit www.dyingmatters.org/page/my-funeral-wishes

You do not have to instruct a funeral director, but if you do, ensure that the director you choose is a member of either the National Association of Funeral Directors or The National Society of Allied and Independent Funeral Directors. These associations have strict guidelines that members must adhere to.

See page 66 for details of organisations that may be able to help you plan for the end of your life or your funeral.
Looking for exceptional care that’s as individual as you are, transparent pricing and over 24 years’ of experience to give you peace of mind now and in the future?

Call to find out about our inclusive care packages and current availability in Suffolk.

**Freephone**

0808 223 5356

www.caringhomes.org/suffolk
Care homes

All care homes and agencies providing care at home in England must be registered with the independent regulator, the Care Quality Commission (CQC).

The CQC inspects every care home and home care agency, publishing a report along with a rating. CQC quality ratings must be displayed at the operator’s premises and on its website. You can also find inspection reports and ratings for all services on the CQC’s website (www.cqc.org.uk).

Types of care home

**Care homes (personal care only)**
If you need someone to look after you 24-hours a day, but don’t need nursing care, a care home offering only personal care may be the best option. Personal care includes bathing, feeding, dressing and help with moving. It is a good idea to have a needs assessment before you choose a care home to ensure it is the best way to meet your needs, see page 14 for more on assessments.

**Care homes with nursing**
A care home with nursing provides the same care and support as a care home offering personal care, but with 24-hour nursing staff on hand. If you think you may need nursing care in a home, you will need to be visited by a social worker or a care manager to work out what care you will need. This visit might be in your own home, or in hospital if you’ve been ill, or in a care home. You will be fully involved in planning for your care needs.

If, after a needs assessment, a care home providing nursing care is the best solution for you, a social worker will give you information to help you find a home which meets your care requirements. The cost of the nursing care part of your fees may be paid by the NHS to the home directly: the current amount is £158.16 per week. This figure may change over the lifetime of this Directory, check with Adult and Community Services.

For help with finding care homes and care homes with nursing in your area, visit www.carechoices.co.uk

Tell us what you think

Complete our short questionnaire

www.carechoices.co.uk/reader-survey

Visit www.carechoices.co.uk for further assistance with your search for care
**Activities in care homes**

The word ‘activity’ can imply many different things but, in the context of a care home, it should mean everything a resident does from when they open their eyes in the morning until they go to sleep at night. Activities should stimulate residents emotionally, physically and mentally and, in a good care home, should encompass all aspects of daily life. They can range from choosing what to wear, to helping with tasks around the home or garden, to listening to the radio or joining in with an art or exercise class.

Above all, activities provide a point of interest, fun and challenge to each day. They should enable people to participate in daily life, be engaged and maintain hobbies or activities they have enjoyed throughout their life, as well as offering the opportunity to try something new, if they wish.

Lots of care homes now employ a dedicated activity co-ordinator. What they do and how they do it varies from one home to another. Increasingly, they are fully integrated into the staff team, play a key part in developing care plans and ensure that all staff appreciate the part they play in delivering high-quality activity provision.

Ensure you speak to any potential providers about the activities they provide in their care home.

---

**Everyone is involved**

Anchor care homes embrace wellness. We support each of our residents as individuals, with their own rich history, skills and abilities and likes and dislikes. **Our home is our community** and it is your life-story, combined with our unique expertise in caring for older people, that ensure our residents can express themselves, maintain their identity and dignity and live a full and meaningful life.

*Proudly not-for-profit.*

---

**Canterbury House** Hadleigh, **Devonshire House** Sudbury, **St Mary’s** Holbrook, **The Firs** Felixstowe

If you’d like to find out more about the choices Anchor care homes offer our residents call **0808 102 4350** or visit [anchor.org.uk/care](http://anchor.org.uk/care)

---

[Anchor care homes](http://anchor.org.uk/care) are regulated by the Care Quality Commission and have been named winners of the HealthInvestor Awards 2018 for Residential care provider of the year.

---

*Search for care at [www.carechoices.co.uk](http://www.carechoices.co.uk) to find support in your area*
Care homes checklist

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

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

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

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

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

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

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

*See page 48.
**Care homes and dementia**

A good care home will follow the concept of a person-centred approach to care for people with dementia. This means that the unique qualities and interests of each individual will be identified, understood and accounted for in any care planning.

The person with dementia will have an assessment and an ongoing personalised care plan, agreed across health and social care. This should identify a named care co-ordinator and addresses their individual needs.

They must also have the opportunity to discuss and make decisions, together with their carers, about the use of advance statements, advance decisions to refuse treatment, Preferred Priorities of Care and Lasting Powers of Attorney. For more information on these, see pages 37 and 47.

It is important that care and support options are tailored to the needs of the individual. Make sure staff know the person you care for by providing life story books, telling staff about their likes and dislikes and providing belongings that bring comfort and have meaning for them.

Within the home, much is down to the attitude and skills of the manager and the staff. Do they provide an environment that enables a person with dementia to exercise choice and personal preferences even in the later stages of the condition? Who is the person in charge of championing dementia care best practice in the home? Further questions to consider are included in the residential dementia care checklist on page 43.

**Design and technology**

The design of a care home specialising in dementia needs to be based on small group living, preferably with accommodation on one level and with opportunities to go in and out of the building within a safe environment.

Plenty of natural light and an easy way of finding one’s way around the building and grounds are essential for minimising disorientation.

**Staff training**

Dementia-specific training is essential to ensure that care home staff understand how best to support and care for people with dementia. Ask to speak with the Dementia Champion and question the placement if the home does not have a specific Dementia Lead.

---

**Providers, missing out on online referrals?**

With over 1,000,000 page views annually, [www.carechoices.co.uk](http://www.carechoices.co.uk) can help you reach local care seekers.

Call us on [01223 207770](tel:01223207770)

FREE WEB ADVERT DESIGN

---

Search for care at [www.carechoices.co.uk](http://www.carechoices.co.uk) to find support in your area.
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 41. You can download and print this checklist at [www.carechoices.co.uk/checklists](http://www.carechoices.co.uk/checklists).

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

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

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

### 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 48.
Paying for care

When a local authority provides or arranges services for you, you may be asked to contribute towards the cost of care at home or in a care home, depending on your personal circumstances.

Financial assessment

To determine whether or not you will need to contribute towards the cost of your support, the council will conduct a financial assessment. This will look at your capital, savings and income. Most people are likely to have to contribute something towards the cost of their care. The value of your home is included as part of your capital in this assessment if you are moving into residential care, except in limited circumstances. It is not included if you are receiving care in your own home. If you choose not to have a financial assessment, you will be responsible for paying the full cost of your care and support.

If you have capital and savings of less than £14,250, you may be asked to contribute part of your income and the local authority may meet the shortfall.

If you have capital and savings between £14,250 and £23,250, you are likely to have to contribute towards the cost of your care. You may need to contribute part of your income, and a sliding scale operates whereby you contribute £1 for each £250 you have in capital and savings above the lower figure.

If your capital and savings amount to more than £23,250, you will likely have to pay the full cost of your care yourself. However, you are still entitled to an assessment of your needs by the council and you may be able to get some support with funding your care, see page 45.

These figures may change during the lifetime of this Directory.

If you are eligible for support from the council and you are moving into a care home or care home with nursing, you will be given a choice of homes that charge the amount the council would usually pay for someone with your needs.

If the home you choose charges a fee in excess of the local authority’s funding limit, you will need to find someone else to meet the additional amount. This is often referred to as a ‘third party payment’ or ‘top-up’ (explained further on page 45).

Running out of money

If your capital and savings are likely to reduce to £23,250 through payment of care home fees, you must let the council know well in advance. It must undertake an assessment of your circumstances before deciding if it will make a contribution.

If you become eligible for the council’s support with funding your care, and the home you are living in charges more than the council’s fee levels, you must find someone to help pay the difference. This is known as a ‘top-up’ or ‘third party payment’, see page 45 for more information. If funds for a top-up are not available, you will need to find accommodation which can meet your needs at the local authority fee level.

Understanding your rights before moving into care is essential. There are a number of financial products and specialist companies that may be able to help. It is important to seek independent financial and legal advice before committing yourself to anything. See page 46 for more information.
Non-means-tested support
Some support may be available to you without the council needing to look into your finances.

Benefits
Attendance Allowance and Personal Independence Payments are non-means-tested, non-taxable benefits from the Department for Work and Pensions. There are different rates depending on the level of your needs. Everyone who needs care should consider claiming these benefits, however, they will not be paid if you are, or become, a permanent resident in a care home.

If you are entitled to the mobility component of Personal Independence Payment, this payment will not stop once you are in a care home and is not included in your financial assessment.

You may also want to consider applying for Universal Credit (if you are under pension age) or Pension Credit (if you are over pension age).

NHS Continuing Healthcare
NHS Continuing Healthcare is fully-funded care and support, provided and paid for by the NHS. To be eligible, your needs must be primarily health-related and are likely to be severe. If you are eligible for NHS Continuing Healthcare, you can receive the services in any setting, including your own home or in a care home. The NHS will pay if you need healthcare from a community nurse or a therapist as well as personal care to help you at home.

Self-funding your care
Paying for care can be an expensive and long-term commitment, so the council strongly recommends that you seek specialist information and advice before entering into any arrangements.

It is important that you seek specialist advice from appropriately qualified and regulated financial advisers, see page 46 for suggested contacts.

Twelve-week property disregard
If your former home is included in your financial assessment but your other capital and savings are less than £23,250, and your income is not enough to meet your care home fees, the council may share the cost of the first twelve weeks of permanent care, provided it agrees that care is needed.

Deferred Payment Agreements
After the twelve-week property disregard period, you may be offered a Deferred Payment Agreement.

This allows you to delay selling your former home during your lifetime. Any fees paid by the council will be charged against the value of your home, and must be repaid once the house is sold or from your estate. Interest is payable throughout the period of the loan and there is also a one-off fee to join the scheme which covers all legal and administrative costs for the lifetime of the loan.

The council may limit the amount of the loan, depending on the equity in your property.

NHS Nursing Care Contribution
Whether you are a temporary or permanent resident, if you live in a care home that provides nursing care, you may be entitled to a non-means-tested Registered Nursing Care Contribution (sometimes referred to as Funded Nursing Care) towards the cost of your nursing care. This is paid directly to the home.

Third party payments
If you are eligible for the council’s support, you will be offered a choice of homes that meet the local authority’s funding rates. If you decide to live in a more expensive home and someone is able to make an additional payment for you, they will have to pay the local authority the difference between its rate and the amount the home charges. This additional payment is called a ‘top-up’ or ‘third party payment’. You are not allowed to make this additional payment yourself, except in limited circumstances, so the responsibility usually falls to a family member, friend or charity.

Visit www.carechoices.co.uk for further assistance with your search for care
Before anyone agrees to pay your top-up, they should be aware that the amount may increase, usually once a year, and they need to be confident that they can sustain the payments for as long as they are required. They will need to sign a contract with the council to confirm that they are able to do this.

If the additional payments stop being paid for any reason, then you should seek help and advice from your council. You may have to move to a cheaper home within the local authority's funding levels.

If you are already resident in a care home, and no top-up was required at the time you became a resident, the home may seek to introduce one at a later date, which would need to be agreed first with the local authority. This may happen if a change to your arrangements is made at your request or with your agreement, for example you move to a nicer room.

It is important to note that councils have a duty to offer you a place at a home that accepts their funding rates. If no such place is available, a top-up should not be charged.

### Seeking financial advice

Planning for your future care and support needs can be complicated and funding care can be expensive. Professional advice may be helpful in enabling you (and your family) to identify the most suitable and cost-effective solution.

Everyone is encouraged to seek unbiased, expert advice from independent financial advisers to help work out how to pay for long-term care. Independent financial advisers are regulated by the Financial Conduct Authority (FCA) and must take shared responsibility for the suitability of any product they recommend.

Unlike advisers who are tied to particular providers, specialist care-fees advisers can offer advice on products from across the whole market.

A list of independent financial advisers who are accredited by the Society of Later Life Advisers can be found at [www.societyoflaterlifeadvisers.co.uk](http://www.societyoflaterlifeadvisers.co.uk) or you can call [0333 202 0454](tel:0333%20202%200454).

There is also a number of organisations that will provide free advice about funding care and support. These are a good place to start if you are looking for information and want to see what sort of options are available.

- **Age UK**
  - Tel: [0800 055 6112](tel:0800%20055%206112)
  - Web: [www.ageuk.org.uk/moneymatters](http://www.ageuk.org.uk/moneymatters)

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

- **Money Advice Service**
  - Tel: [0800 138 7777](tel:0800%20138%207777)
  - Web: [www.moneyadvice service.org.uk](http://www.moneyadvice service.org.uk)

### Important information

### Finding care in your area

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

You can search by postcode, county or region for care homes, care homes with nursing and home care providers that meet your needs across the country. Your search can be refined by the type of care you are looking for and the results can be sent to you by email. They can also be saved and emailed to others.

The website includes detailed information for each care provider, including the address, phone number and the service’s latest CQC inspection report and...
rating (see page 48), indicating the quality of care provided.

You can also view an electronic version of this Directory on the site and have it read to you by using the ‘Browsealoud’ function.

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

How solicitors can help

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

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

The Court of Protection can issue Orders directing the management of a person’s property and financial affairs if they are incapable of managing their own affairs and should they not have an LPA.

The Court procedure is presently very slow and the fees are quite expensive so preparing an LPA is always advisable, providing you have somebody sufficiently trustworthy to appoint as your attorney.

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

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

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

Comments, compliments and complaints

You should feel able to complain about any aspect of your support which affects your happiness or comfort. This might be anything from the way you are treated by staff to the quality of the food you are served. You should also feel free to make comments and suggestions about possible improvements to your surroundings and the services provided.

Making a complaint should not be made difficult for you and should not affect the standard of care that you receive whether in your own home or in a care home or care home with nursing. Care services are required under national essential standards of quality and safety to have a simple and easy to use complaints procedure.

If you are concerned about the care that you, a friend or a relative are receiving, it makes sense to speak to the manager of the service about your concerns before you take any further action. The problem may be resolved quite easily once they are made aware of it. However, if you need to make a
formal complaint, you should initially contact the registered owners of the service. They have a duty to respond to any complaints made.

If you have a complaint about a breach of regulations, contact your local office of the Care Quality Commission (see below for more information about the CQC).

If your local authority has arranged and funded a place for you in a care home or has contributed to a home care service, another option is to speak to your Adult and Community Services department. You can complete a form online (visit www.suffolk.gov.uk – search ‘complaints’ and click on ‘Give feedback or make a complaint’) or call 0345 266 1821, email customerrights@suffolk.gcsx.gov.uk or write to Suffolk County Council Complaints Team, Endeavour House, 8 Russell Road, Ipswich IP1 2BX.

If you have been unable to resolve your complaint, you can contact the Local Government and Social Care Ombudsman on 0300 061 0614 and ask them to assist you. The Local Government and Social Care Ombudsman looks at complaints about councils and some other authorities and organisations, including adult social care providers (such as care homes and home care providers). It is a free service. Its job is to investigate complaints in a fair and independent way.

Inspecting and regulating care services

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

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

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

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

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

Out-of-county care

You can choose a care home outside your home county. You may want to be closer to friends, family members or you may want to relocate to another part of the country. If your care home place is state-funded, speak to the local authority about who is responsible for your care fees, especially if you choose a care home in another region. Any home you choose must be suitable for your assessed needs and comply with the paying authority’s terms and conditions. You should seek further advice before making your decision.

For help finding care providers in Suffolk and other regions, visit www.carechoices.co.uk with details of your requirements.
Protecting vulnerable adults

Vulnerable adults may experience abuse, neglect and worse. A vulnerable adult is a person aged 18 years or over who may be unable to take care of themselves or protect themselves from harm or from being exploited.

What is adult abuse?
Abuse is mistreatment that violates a person’s human and civil rights. The abuse can vary from treating someone with disrespect in a way which significantly affects the person’s quality of life, to causing actual physical suffering.

It can happen anywhere – at home, in a care home or a care home with nursing, a hospital, in the workplace, at a day centre or educational establishment, in supported housing or in the street.

Forms of abuse could be physical, sexual, psychological, emotional or financial. It could also cover the issues of modern slavery, self-neglect and institutional abuse – where the abuse affects more than one person within an organisation and is not addressed by the service’s management.

Who might be causing the abuse?
The person who is responsible for the abuse may be known to the person abused and could be:

- a paid care worker or volunteer;
- a health worker, social care or other worker;
- a relative, friend or neighbour;
- another resident or service user;
- an occasional visitor or someone who is providing a service; or
- someone who deliberately exploits vulnerable people.

If you think someone is being abused, call Customer First on 0808 800 4005. Your concerns will be taken seriously and will receive prompt attention, advice and support. You can also call the police on 101, or 999 if it is an emergency.

If the abuse is also a crime such as assault, racial harassment, rape or theft you should involve the police to prevent someone else from being abused. If the police are involved Adult and Community Services will work with them and with you to support you.

If you are worried about contacting the police you can contact Customer First on 0808 800 4005 to talk things over first. If immediate action is needed dial 999.

You can also:

- contact the Care Quality Commission (CQC) on 03000 616161 if the vulnerable adult is living in a registered care home, care home with nursing or receiving home care services; or
- let a public service professional, such as a social worker, community nurse, GP, probation officer or district nurse know your concerns. They have responsibilities under the county’s adult protection procedure and can advise you about what to do next.

The Disclosure and Barring Service (DBS)
There is a barring system for all those intending to work or working with children and vulnerable adults.

This service combines the criminal records checking and barring functions. For disclosure information and services, visit www.gov.uk/dbs

Care home owners, home care agencies and employment agencies that supply care workers are required to request checks as part of a range of pre-employment checks, including disclosures from the DBS.

Care providers and suppliers of care workers are also required to refer workers to the DBS where, in their view, the individual has been guilty of misconduct that harmed or placed at risk of harm, a vulnerable adult.

People who know they are confirmed on the list but seek employment in care positions will face criminal charges including possible imprisonment. It is also an offence for an employer or voluntary organisation to knowingly employ a barred person in a regulated activity role.
Looking for a care home and need some friendly expert advice?
Put your trust in us to help you.

We understand that choosing the right care home can be an overwhelming and emotional experience. But rest assured we are here to help.

Come and take a look around and get some guidance on those things that are concerning you. It’s the best way to feel more confident about your next steps.

Our Home to Home Promise
Packed full of useful tips and information, our Home to Home Promise takes you through how we can all work together to make the move into a care home as relaxed and easy as possible for you and your loved one.

Our residential, nursing, dementia, respite and rehabilitation care homes are comfortable, local and full of companionship. Whatever your care needs, we are here to help.

To find out more visit www.fshc.co.uk

Catchpole Court Care Home – 01787 844642
Walnut Tree Lane, Sudbury, Suffolk CO10 1BD

Kingfisher House Care Home – 01638 445088
St Fabians Close, Newmarket, Suffolk CB8 0EJ

North Court Care Home – 01284 544937
108 Northgate Street, Bury St Edmunds, Suffolk IP33 1HS
West Suffolk care homes

Beeches Residential Home, The
39-43 High Street, Ixworth,
Bury St Edmunds IP31 2HJ
Tel: 01359 230773

Cambridge House
11 Bryony Close, Haverhill CB9 9DJ
Tel: 01440 704719

Cathedral View – Respite Short Break Unit (Leading Lives)
The Vinefields, Bury St Edmunds IP33 1YU
Tel: 01284 765046 Advert page 28

Cedar Lodge
Hengrave Road, Culford, Bury St Edmunds IP28 6DX
Tel: 01284 728744 Advert below

Crossways
North Terrace, Mildenhall IP28 7AE
Tel: 01638 515556

Fornham House Residential Home
Fornham St Martin, Bury St Edmunds IP31 1SR
Tel: 01284 768327

Grange Residential Home, The
30 Vinery Road, Bury St Edmunds IP33 2JT
Tel: 01284 769887

Hay Wain, The
Brybank Road, Hanchett Village, Haverhill CB9 7WD
Tel: 020 8422 7365

Hillcrest Residential Home
14 Northgate Avenue, Bury St Edmunds IP32 6BB
Tel: 01284 760774

Ixworth Court Care Home
Peddars Close, Ixworth, Bury St Edmunds IP31 2HD
Tel: 01359 231188

Kingfisher House Care Home
St Fabians Close, Newmarket CB8 0EJ
Tel: 01638 445088 Advert page 50

Manson House
111 Northgate Street, Bury St Edmunds IP33 1HP
Tel: 01284 753106

Martins, The
Vinefields, Bury St Edmunds IP33 1YA
Tel: 01284 753467

Meadows Care Home, The
Brybank Road, Hanchett Village, Haverhill CB9 7YL
Tel: 020 8422 7365

Middlefield Manor
The Street, Barton Mills,
Bury St Edmunds IP28 6AW
Tel: 0117 974 8400

Montana Residential Home
East Barton Road, Great Barton,
Bury St Edmunds IP31 2RF
Tel: 01284 787321

North Court Care Home
108 Northgate Street, Bury St Edmunds IP33 1HS
Tel: 01284 544937 Advert page 50

Pines, The
Culford Road, Fornham St Mary IP28 6TN
Tel: 01284 705062

Royal Mencap Society – Drummond Court
Mill Road South, Bury St Edmunds IP33 3NN
Tel: 01284 767445

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

For More info call 01284 728744

Residential & Dementia
Care specialists in Suffolk

Newly operating as part of the Orion Healthcare Family
Based in Culford, Cedar Lodge is a rural, family run home offering high standards of personalised care and support for elderly, as well as those living with Dementia, Physical Disability and Mental Health conditions. We have facilities to cater for up to 25 residents.

Our grounds also contain gardens for residents, and with the option to bring your own furniture and/or pets, come see us today and find out why Cedar Lodge is perfect for you.

Hengrave Road, Culford, Bury Saint Edmunds, IP28 6DX

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

**St Peter’s House**  
29 Out Risbygate Street, Bury St Edmunds IP33 3RJ  
Tel: 01284 706603 - **OP D MH**

**Swallows Residential Care Home, The**  
Helions Bumpstead Road, Haverhill CB9 7AA  
Tel: 01440 714745 - **OP D**

**Willows, The**  
Corders Farm, Bury Road, Lawshall, Bury St Edmunds IP29 4PJ  
Tel: 01284 830665 - **OP**

**Wings**  
17 The Grove, Beck Row, Mildenhall IP28 8DP  
Tel: 01638 583934 - **D PD LDA MH SI YA**

---

**West Suffolk care homes with nursing**

**Ashmore Nursing Home**  
Barningham Road, Stanton, Bury St Edmunds IP31 2AD  
Tel: 01359 251681 - **OP**

**Brandon Park Residential and Nursing Home**  
Brandon Country Park, Bury Road, Brandon IP27 0SU  
Tel: 01842 812400 - **OP D**

**Cleves Place**  
Cleves Place, Millfields Way, Haverhill CB9 0JB  
Tel: 01440 715840 - **OP D PD MH YA**

**Cornwallis Court**  
Hospital Road, Bury St Edmunds IP33 3NH  
Tel: 01284 768028 **Advert below** - **OP D PD YA**

**Davers Court**  
Shakers Lane, Bury St Edmunds IP32 7BN  
Tel: 0333 321 1982 - **OP D PD YA**

**Eastcotts Care Home with Nursing**  
Eastcotts Farm Cottage, Calford Green, Kedington, Haverhill CB9 7UN  
Tel: 01440 703178 - **OP D**

**Glastonbury Court**  
Glastonbury Road, Bury St Edmunds IP33 2EX  
Tel: 0333 920 0815 - **OP D PD MH YA**

**Gracewell of Kentford**  
Jeddah Way, Kennett, Newmarket CB8 8JY  
Tel: 01638 555090 - **OP D PD SI**

**Gracewell of Kentford**  
Jeddah Way, Kennett, Newmarket CB8 8JY  
Tel: 01638 555090 - **OP D PD YA**

**Grove Court**  
Beech Way, Woodbridge IP12 4BW  
Tel: 01394 446500 - **OP**

**Kingfisher House Care Home**  
St Fabians Close, Newmarket CB8 0EJ  
Tel: 01638 445088 **Advert page 50** - **OP D**

**Mabbs Hall Care Home**  
45 High Street, Mildenhall IP28 7EA  
Tel: 01638 712222 - **OP D**

**Meadows Care Home, The**  
Brybank Road, Hanchett Village, Haverhill CB9 7WD  
Tel: 01440 712498 - **OP D PD**

**Mildenhall Lodge**  
St John’s Close, Mildenhall IP28 7NX  
Tel: 01638 582510 - **OP D PD YA**

---

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

Search for care at [www.carechoices.co.uk](http://www.carechoices.co.uk) to find support in your area.
West Suffolk care homes with nursing continued

North Court Care Home
108 Northgate Street, Bury St Edmunds IP33 1HS
Tel: 01284 544937 Advert page 50 OP D PD YA

Pinford End House Nursing Home
Church Road, Hawstead, Bury St Edmunds IP29 5NU
Tel: 01284 388874

Risby Hall Nursing Home
Hall Lane, Risby, Bury St Edmunds IP28 6RS
Tel: 01284 810921 OP D PD YA

Risby Park Nursing Home
Hall Lane, Risby, Bury St Edmunds IP28 6RS
Tel: 01284 811921 OP D PD YA

Stowlangtoft Hall Nursing Home
Kiln Lane, Stowlangtoft, Bury St Edmunds IP31 3JY
Tel: 01359 230216 OP D

If you are considering a care home with nursing, see the checklist on page 41.

South Suffolk care homes

Barleycombe
Sudbury Road, Long Melford, Sudbury CO10 9HE
Tel: 01787 880203 OP YA

Brett Vale Residential Homes Ltd
Granary Barn, Sulleys Hill, Lower Raydon, Ipswich IP7 5QQ
Tel: 01473 827497 PD LDA YA

Briars Residential Care Home, The
23 Hunts Hill, Glemsford, Sudbury CO10 7RP
Tel: 01787 282249 OP D PD SI YA

Brookwood Manor
Holbrook Hall Park, Little Waldingfield, Sudbury CO10 0TH
Tel: 01787 248062 D

Canterbury House
Gallows Hill, Hadleigh, Ipswich IP7 6JQ
Tel: 01473 824242 Advert page 40 OP D

Catchpole Court Care Home
Walnut Tree Lane, Sudbury CO10 1BD
Tel: 01787 844642 Advert page 50 OP D

Dell, The
Cats Lane, Sudbury CO10 2SF
Tel: 01215 236596 OP LDA YA

Devonshire House
High Street, Cavendish, Sudbury CO10 8AS
Tel: 01787 283240 Advert page 40 OP D

Girling Street
34 Girling Street, Sudbury CO10 1PG
Tel: 01787 882082 LDA

Hazell Court
Acton Lane, Sudbury CO10 1QN
Tel: 01787 373542 OP D YA

Hillside Care Home
20 Kings Hill, Great Cornard, Sudbury CO10 0EH
Tel: 0808 223 5356 Advert page 38 OP

Lodge, The
Old London Road, Copdock, Ipswich IP8 3JD
Tel: 01473 730245 D

Magdalen House Care Home
Magdalen Road, Hadleigh, Ipswich IP7 5AD
Tel: 01473 829411 OP D

Mellish House Residential Home
Kings Hill, Great Cornard, Sudbury CO10 0EH
Tel: 0808 223 5356 Advert page 38 OP D

Service User Bands OP Older people (65+), D Dementia, PD Physical disability, LDA Learning disability, autism, SI Sensory impairment, YA Younger adults, AD People who misuse alcohol or drugs
Situated in a quiet village location with beautiful gardens, offering residential and full nursing care for elderly people.

A highly trained team of nursing sisters and care staff provide excellent nursing.

A warm welcome is always extended to all visitors. All rooms are well appointed with en-suite facilities.

Nurse Call System, Passenger Lifts, Various Public Rooms.

This nursing home was established over 30 years ago by the current proprietor and family with ongoing input and management.

Long or short term respite and convalescence care available * 

T: 01787 247340 / 495  E: enquiries@laxfieldhouse.co.uk  
www.laxfieldhouse.co.uk

Laxfield House, Cundys Lane, Brent Eleigh, Sudbury, Suffolk CO10 9PL

*Member of the Registered Nursing Home Association*
South Suffolk care homes continued

Nayland House
Off Bearstreet, Nayland, Colchester CO6 4LA
Tel: 01206 263199  OP D YA

Red House Welfare & Housing Society, The
Meadow Lane, Sudbury CO10 2TD
Tel: 01787 372948  OP

Spring Lodge
Main Road, Woolverstone, Ipswich IP9 1AX  Advert inside back cover
Tel: 01473 780791  OP D

St Faith’s Villa
90 Queens Road, Sudbury CO10 1PG
Tel: 01787 370036  LDA YA

St Josephs
The Croft, Sudbury CO10 1HR
Tel: 01787 888460  OP D

St Marys
Woodlands Road, Holbrook, Ipswich IP9 2PS
Tel: 01473 328111 Advert page 40  OP D

Upaya Ananda
9 Station Road, Hadleigh, Ipswich IP7 5JF
Tel: 01473 822699

Waterfield House
Grays Close, Hadleigh, Ipswich IP7 6AG
Tel: 01473 829103  OP D PD SI

Wolves Lodge
Ipswich Road, Hadleigh IP7 6BG
Tel: 01473 826192  LDA

For information on different types of care homes, see page 39.

South Suffolk care homes with nursing

Catchpole Court Care Home
Walnut Tree Lane, Sudbury CO10 1BD
Tel: 01787 844642 Advert page 50  OP D

Chilton Croft Nursing Home
Newton Road, Sudbury CO10 2RN
Tel: 01787 374146  OP D PD

Hadleigh Nursing Home
1 Friars Road, Hadleigh, Ipswich IP7 6DF  Advert inside back cover
Tel: 01473 372149  OP D PD MH YA

Hazell Court
Acton Lane, Sudbury CO10 1QN
Tel: 01787 373542  OP D YA

Laxfield House
Cundys Lane, Brent Eleigh, Sudbury CO10 9PL
Tel: 01787 247340 Advert page 54  OP

Melford Court Care Home
Hall Street, Long Melford, Sudbury CO10 9JA
Tel: 01787 880545  OP D

Orwell, The
Vicarage Lane, Wherstead, Ipswich IP9 2AE
Tel: 01473 602892  OP D PD

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

Visit www.carechoices.co.uk for further assistance with your search for care
The Courtyard is an imaginatively designed and conceived development of Care Housing offering full 24 hour care in your own home. There are both one and two bedroom bungalows and houses. A connecting corridor, via the rear door, gives access to a dining room, where residents and their visitors may share a meal, a spacious lounge with conservatory and decking area overlooking an attractive landscaped pond. This corridor also enables staff to respond to calls via the Care Call system at any time, night or day.

All properties have a fitted kitchen complete with hob, built-in oven, extractor fan and space for a washer-dryer. Alternatively full laundry services are available. Trained staff from the linked and connecting Chilton Court Care Home carry out all care requirements in your own home, when a care package is optioned, and are experienced in enabling residents to maintain their independence and retain their dignity.

Tell us what you think

What have you found useful and what could we do better? Let us know.

www.carechoices.co.uk/reader-survey

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

Chilton Court
Gainsborough Road, Stowmarket IP14 1LL
Tel: 01449 675320 Advert page 56

Combs Court
Edgecomb Road, Stowmarket IP14 2DN
Tel: 01449 673006

Finborough Court
Pilgrims Way, Great Finborough, Stowmarket IP14 3AY
Tel: 0300 303 1450

Hillcroft House
Finborough Road, Stowmarket IP14 1PW
Tel: 01449 774633

Limes Retirement Home, The
Earlsford Road, Mellis, Eye IP23 8DY
Tel: 01379 788114

Short Break Respite Unit (Leading Lives)
7a Finborough Road, Stowmarket IP14 1PN
Tel: 01449 614886 Advert page 28

Uvedale Hall Residential Home
Coddenham Road, Needham Market, Ipswich IP6 8AX
Tel: 01449 722250

Westhorpe Hall
The Street, Westhorpe, Stowmarket IP14 4SS
Tel: 01449 781691

Woodfield Court
21 Temple Road, Stowmarket IP14 1AT
Tel: 01449 614114 Advert page 56

Yaxley House
Church Lane, Yaxley, Eye IP23 8BU
Tel: 01379 783230 Advert inside back cover

Mid Suffolk care homes with nursing

Barham Care Centre Ltd
Church Lane, Barham, Ipswich IP6 0PS
Tel: 01473 830247

Barking Hall Nursing Home
Barking, Needham Market IP6 8HJ
Tel: 01449 720793

Bayham Care Centre Ltd
Upper Street, Bayham, Ipswich IP6 8JR
Tel: 01473 830267

Cedrus House
Creeting Road East, Stowmarket IP14 5GD
Tel: 0333 321 1987

Chilton Meadows Care Home
Union Road, Onehouse, Stowmarket IP14 1HL
Tel: 01449 798334 Advert page 56

Depperhaugh, The
Chickering Road, Hoxne IP21 5BX
Tel: 01379 384236 Advert inside back cover

Hartismere Place
Castleton Way, Eye IP23 7BH
Tel: 01379 888361

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

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

Ipswich care homes

Ashcott House
12 Tokio Road, Ipswich IP4 5BE
Tel: 01473 273590

Beechlawns Residential Home
Elton Park Hadleigh Road, Ipswich IP2 0DG
Tel: 01473 251283

Belstead Villa
52 Belstead Road, Ipswich IP2 8BB
Tel: 01473 786620

Bethesda Eventide Homes – Ipswich
59a Henley Road, Ipswich IP1 3SN
Tel: 01473 211431

Burgess House – Respite Short Break Unit (Leading Lives)
236 Felixstowe Road, Ipswich IP3 9AD
Tel: 01473 718964 Advert page 28

Christian Residential Home Ltd
526-528 Woodbridge Road, Ipswich IP4 4PN
Tel: 01473 718652

Fairways
Fullers Field, Swan Lane, Westerfield, Ipswich IP6 9AX
Tel: 01473 214966

Hazeldell Residential Home
Elton Park, Hadleigh Road, Ipswich IP2 0DG
Tel: 01473 252933

Jeian Care Home
322 Colchester Road, Ipswich IP4 4QN
Tel: 01473 274593

Montrose House
10 Renfrew Road, Ipswich IP4 3EZ
Tel: 01473 710033

Norwood
14 Park Road, Ipswich IP1 3ST
Tel: 01473 257502

Park Manor
21 Tuddenham Road, Ipswich IP4 2SN
Tel: 01473 327005

Prince of Wales House
18 Prince of Wales Drive, Ipswich IP2 8PY
Tel: 01473 687129

Shaftesbury House Residential Care Home
5 Cowper Street, Ipswich IP4 5JD
Tel: 01473 271987

Sherrington House
71 Sherrington Road, Ipswich IP1 4HT
Tel: 01473 464106

Thornbank
6 Westerfield Road, Ipswich IP4 2UJ
Tel: 01473 253346

Thurleston Residential Home
Whitton Park, Thurleston Lane, Ipswich IP1 6TJ
Tel: 01473 240325

Warren Heath Residential Home Ltd
593-595 Felixstowe Road, Ipswich IP3 8SZ
Tel: 01473 711264

Westerfield House Care Ltd
Humber Doucy Lane, Ipswich IP4 3QG
Tel: 01473 232974

Wisteria House
492 Nacton Road, Ipswich IP3 9QB
Tel: 01473 726326 Advert inside back cover

Service
Older people (65+), Dementia, Physical disability, Learning disability, autism, Mental health, Sensory impairment, Younger adults, People who misuse alcohol or drugs

User Bands
MH, SI, YA, AD

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

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Phone</th>
<th>Service</th>
<th>User Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asterbury Place</td>
<td>76 Aster Road, Ipswich IP2 0NR</td>
<td>0333 321 1990</td>
<td>OP</td>
<td>D PD YA</td>
</tr>
<tr>
<td>Belhaven</td>
<td>303 Belstead Road, Ipswich IP2 9EH</td>
<td>01473 603005</td>
<td>MH</td>
<td></td>
</tr>
<tr>
<td>Handford House Care Home</td>
<td>27a Cumberland Street, Ipswich IP1 3PA</td>
<td>01473 231111</td>
<td>OP</td>
<td>D PD YA</td>
</tr>
<tr>
<td>Monmouth Court Care Home</td>
<td>Monmouth Close, Ipswich IP2 8RS</td>
<td>01473 685594</td>
<td>OP</td>
<td>D PD YA</td>
</tr>
<tr>
<td>Park View Care Home</td>
<td>1 Chantry Close, Ipswich IP2 0QR</td>
<td>01473 228890</td>
<td>OP</td>
<td>D YA</td>
</tr>
</tbody>
</table>

### Prince George House

102 Mansbrook Boulevard, Ipswich IP3 9GY
Tel: 0333 321 1986
Service: OP D PD MH YA

### Sidegate Lane Nursing Home

248 Sidegate Lane, Ipswich IP4 3DH
Tel: 01473 274141
Service: MH

### Sue Ryder – The Chantry

Chantry Park, Hadleigh Road, Ipswich IP2 OBP
Tel: 01473 295200
Service: OP D PD SI YA

### Westerfield House Care Ltd

Humber Doucy Lane, Ipswich IP4 3QG
Tel: 01473 232974
Service: OP D PD SI YA

### Willows, The

57 Crabbe Street, Ipswich IP4 5HS
Tel: 01473 372166
Service: OP D

---

### Coastal Suffolk care homes

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Phone</th>
<th>Service</th>
<th>User Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abbeyfield Deben Extra Care Society Ltd</td>
<td>Highlands, Fitzgerald Road, Woodbridge IP12 1EN</td>
<td>01394 386204</td>
<td>OP</td>
<td></td>
</tr>
<tr>
<td>Allonsfield House</td>
<td>Church Farm, Campsea Ashe, Woodbridge IP13 OPX</td>
<td>01728 747095</td>
<td>OP</td>
<td>D YA</td>
</tr>
<tr>
<td>Bellstone Residential Care Ltd</td>
<td>23-29 Beach Road West, Felixstowe IP11 2BL</td>
<td>01394 278480</td>
<td>OP</td>
<td></td>
</tr>
<tr>
<td>Brierfield Residential Home</td>
<td>58 High Road, Trimley St Mary, Felixstowe IP11 OSY</td>
<td>01394 283422</td>
<td>D</td>
<td></td>
</tr>
<tr>
<td>Coniston House</td>
<td>77 Orwell Road, Felixstowe IP11 7PY</td>
<td>01394 276201</td>
<td>OP</td>
<td>D YA</td>
</tr>
</tbody>
</table>

### Cotman House

Garfield Road, Felixstowe IP11 7PU
Tel: 0808 223 5356
Advert page 38
Service: OP D PD SI

### Firs Residential Home, The

186 Grange Road, Felixstowe IP11 2QF
Tel: 01394 283278
Advert page 40
Service: OP D

### Foxgrove Residential Home

High Road East, Felixstowe IP11 9PU
Tel: 01394 274037
Service: OP

### Garrett House Residential Home

43 Park Road, Aldeburgh IP15 5EN
Tel: 01728 453249
Service: OP D

### Glebe House Retirement Home

Rectory Road, Hollesley, Woodbridge IP12 3JS
Tel: 01394 410298
Service: 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

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

The Westcliff Residential Care Home

Are you looking for a care home for your loved one that delivers a high standard of care with compassion and dignity?

The Westcliff has been rated by CQC as outstanding in being responsive to the needs of our residents. We are a well established friendly home that is registered for Dementia and Mainstream Care and we pride ourselves on delivering care with compassion. Our residents receive care that is assessed, planned for and delivered to meet their specific needs in a person centred approach.

Our staff are dedicated and trained to care industry standards, they take pride in enabling our residents to live as independent and fulfilling life as possible and to assist them in maintaining family and community relationships.

There is a full and varied activity programme and residents are encouraged to continue with their interests and hobbies to promote their feeling of well being and self worth.

If you would like to arrange to view the home and meet the staff then please contact us on:
Tel: 01394 285910
Email: westcliff1@hotmail.co.uk
Facebook: Westcliff Residential Home c/o Hazelwood Care Ltd
Coastal Suffolk care homes with nursing

Aldringham Court
Aldeburgh Road, Aldringham, Leiston IP16 4QF
Tel: 01728 832191

Alice Grange
St Isidores Way, Ropes Drive, Kesgrave, Ipswich IP5 2GA
Tel: 01473 877490 Advert below

Bucklesham Grange
141 Bucklesham Road, Purdis Farm, Ipswich IP3 8UB
Tel: 01473 237338

Chantry House Residential and Nursing Home
Chantry Road, Saxmundham IP17 1DJ
Tel: 01728 603377

Foxearth Lodge Nursing Home
Little Green, Saxtead, Woodbridge IP13 9QY
Tel: 01728 685599

Haughgate House Nursing Home
Haugh Lane, Woodbridge IP12 1JG
Tel: 01394 380201

Highcliffe House Nursing Home
10 Cobbold Road, Felixstowe IP11 7HQ
Tel: 01394 671114

Lehmann House Residential and Nursing Home
Lehmann House, Chapel Lane, Wickham Market, Woodbridge IP13 0SG
Tel: 02084 184949

Mill Lane Nursing and Residential Home
79 Garrison Road, Felixstowe IP11 7RW
Tel: 01394 279509

Mills Meadow
Fore Street, Framlingham IP13 9DF
Tel: 01728 724580

Montague Road Nursing Home
14 Montague Road, Felixstowe IP11 7HF
Tel: 01394 670111

Oakwood House Residential and Nursing Home
Stollery Close, off Ropes Drive, Grange Farm, Kesgrave, Ipswich IP5 2GD
Tel: 01473 612300

Pear Tree Lodge Residential Home
Leiston Road, Knodishall, Saxmundham IP17 1UQ
Tel: 01728 830562

Amazing people
...deserve amazing care

Our care homes are wonderful places – filled with amazing residents, not to mention our dedicated staff and inspiring volunteers. We’re told our care and support is second to none, but it’s the fantastic food, stimulating environments and unique social activities that make Barchester the best choice for the people and families we support.

Nursing Care • Residential Care • Dementia Care • Respite Care & Short Breaks

Thousands of families trust Barchester to care for their loved ones. To find out about our amazing people, visit www.barchester.com or call us anytime to benefit from over 25 years’ experience.

Alice Grange Care Home
St Isidores, Ropes Drive, IP5 2GA
Call: 01473 877490

Oulton Park Care Centre
Union Lane, Oulton Broad, NR32 3AX
Call: 01502 322086

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

Priory Paddocks Nursing Home
Priory Lane, Darsham, Saxmundham IP17 3QD
Tel: 01728 668244

Saint Mary’s Nursing Home
Undercliff Road East, Felixstowe IP11 7LU
Tel: 01394 274547

Rendlesham Care Centre
1a Suffolk Drive, Woodbridge IP12 2TP
Tel: 0808 223 5356 Advert page 38

Witnesham Nursing Home
The Street, Witnesham, Ipswich IP6 9HG
Tel: 01473 785828

Lowestoft and Waveney care homes

Amber Lodge – Lowestoft
394-396 London Road South, Lowestoft NR33 0BQ
Tel: 01502 572586

Ashurst, The
1 Kirkley Cliff, Lowestoft NR33 0BY
Tel: 01502 519222

Beech House – Halesworth
Beech Close, Halesworth IP19 8BY
Tel: 01986 872197

Blyford Residential Home
61 Blyford Road, Lowestoft NR32 4PZ
Tel: 01502 537360

Eastview Residential Home
406 London Road South, Lowestoft NR33 0BH
Tel: 01502 565442

Broadlands
Borrow Road, Oulton Broad, Lowestoft NR32 3PW
Tel: 01502 512895

Estherene House
35 Kirkley Park Road, Lowestoft NR33 0LQ
Tel: 01502 572805

Carlton Hall Residential Home
Chapel Road, Carlton Colville, Lowestoft NR33 8AT
Tel: 01502 513208

Grandora Care Lodge
Hall Lane, Blundeston, Lowestoft NR32 5BL
Tel: 01502 733295

Cherry Lodge
23-24 Lyndhurst Road, Lowestoft NR32 4PD
Tel: 01502 560165

Grove, The
235 Stradbroke Road, Lowestoft NR33 7HS
Tel: 01502 569119

Chevington Lodge
6-8 Flixton Road, Bungay NR35 1HQ
Tel: 01986 892710

Harleston House
115 Park Road, Lowestoft NR32 4HX
Tel: 01502 574889

Dell, The
45 Cotmer Road, Oulton Broad, Lowestoft NR33 9PL
Tel: 01502 446600 Advert inside front cover

Highfield Care Home
London Road, Halesworth IP19 8LP
Tel: 01986 872125

Holmwood Residential Home
37 Upper Olland Street, Bungay NR35 1BE
Tel: 01986 892561

Imber House
412 London Road South, Lowestoft NR33 0BH
Tel: 01502 500448

John Turner House – Respite Short Break Unit
(Rleading Lives)
Rotterdam Road, Lowestoft NR32 2EZ
Tel: 01502 580844 Advert page 28
Laurels, The
116 Yarmouth Road, Lowestoft NR32 4AQ
Tel: 01502 585459

Lilac Lodge & Lavender Cottage
9-11 Gorleston Road, Oulton Broad,
Lowestoft NR32 3AA
Tel: 01502 581920

Manor Farm Care Home
82 Church Road, Kessingland, Lowestoft NR33 7SJ
Tel: 01502 740161

Marlborough House
54 Kirkley Cliff Road, Lowestoft NR33 0BF
Tel: 01502 501284

Millpool
1 The Forge, Mill Road, Rumburgh,
Halesworth IP19 0NT
Tel: 01986 785565

North Bay House
Borrow Road, Oulton Broad, Lowestoft NR32 3PW
Tel: 01502 512489

Oaklands House Residential Home
Oaklands House, Blackwater Covert, Reydon,
Southwold IP18 6RD
Tel: 01502 724955

Royal Avenue
77-83 Royal Avenue, Lowestoft NR32 4HJ
Tel: 01502 572057

Squirrel Lodge
541 London Road South, Lowestoft NR33 0PD
Tel: 01502 501642

St Barnabas Southwold
Godyll Road, Southwold IP18 6AJ
Tel: 01502 722264

St Georges Care Home
St Georges Road, Beccles NR34 9YQ
Tel: 01502 716700

St Mary’s House
54 Earsham Street, Bungay NR35 1AQ
Tel: 01986 892444

Stradbroke Court
Green Drive, Lowestoft NR33 7JS
Tel: 01502 322799

Wainford House Residential Care Home
1-3 Saltgate, Beccles NR34 9AN
Tel: 01502 714975

White House, The
Ashmans Road, Beccles NR34 9NS
Tel: 01502 717683

Windsor House
Kirkley Cliff Road, Lowestoft NR33 0DB
Tel: 01502 566664

Woody Point
Station Road, Brampton, Beccles NR34 8EF
Tel: 01502 575735

Lowestoft and Waveney care homes continued

Laurels, The
116 Yarmouth Road, Lowestoft NR32 4AQ
Tel: 01502 585459

Lilac Lodge & Lavender Cottage
9-11 Gorleston Road, Oulton Broad,
Lowestoft NR32 3AA
Tel: 01502 581920

Manor Farm Care Home
82 Church Road, Kessingland, Lowestoft NR33 7SJ
Tel: 01502 740161

Marlborough House
54 Kirkley Cliff Road, Lowestoft NR33 0BF
Tel: 01502 501284

Millpool
1 The Forge, Mill Road, Rumburgh,
Halesworth IP19 0NT
Tel: 01986 785565

North Bay House
Borrow Road, Oulton Broad, Lowestoft NR32 3PW
Tel: 01502 512489

Oaklands House Residential Home
Oaklands House, Blackwater Covert, Reydon,
Southwold IP18 6RD
Tel: 01502 724955

Royal Avenue
77-83 Royal Avenue, Lowestoft NR32 4HJ
Tel: 01502 572057

Squirrel Lodge
541 London Road South, Lowestoft NR33 0PD
Tel: 01502 501642

St Barnabas Southwold
Godyll Road, Southwold IP18 6AJ
Tel: 01502 722264

St Georges Care Home
St Georges Road, Beccles NR34 9YQ
Tel: 01502 716700

St Mary’s House
54 Earsham Street, Bungay NR35 1AQ
Tel: 01986 892444

Stradbroke Court
Green Drive, Lowestoft NR33 7JS
Tel: 01502 322799

Wainford House Residential Care Home
1-3 Saltgate, Beccles NR34 9AN
Tel: 01502 714975

White House, The
Ashmans Road, Beccles NR34 9NS
Tel: 01502 717683

Windsor House
Kirkley Cliff Road, Lowestoft NR33 0DB
Tel: 01502 566664

Woody Point
Station Road, Brampton, Beccles NR34 8EF
Tel: 01502 575735

Lowestoft and Waveney care homes with nursing

All Hallows Nursing Home
26 St Johns Road, Bungay NR35 1DL
Tel: 01986 892643

Britten Court
Love Road, Lowestoft NR32 2NY
Tel: 0333 321 1984

Kirkley Manor
3 Kirkley Park Road,
Lowestoft NR33 0LQ
Tel: 01502 573054

Loud Hall
Jay Lane, Lound, Lowestoft NR32 5LH
Tel: 01502 732331

Oulton Park Care Centre
Union Lane, Oulton Broad, Lowestoft NR32 3AX
Tel: 01502 322086 Advert page 61

See page 44 for more information on paying for care homes in Suffolk.

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

Age UK Suffolk
14 Hillview Business Park, Old Ipswich Road, Claydon, Ipswich IP6 0AJ
Tel: 01473 351234
Email: enquiries@ageuksuffolk.org
Web: www.ageuk.org.uk/suffolk

Alzheimer’s Society
West Suffolk Disability Resource Centre, Papworth House, 4 Bunting Road, Bury St Edmunds IP32 7BX
Tel: 01284 766433
Email: suffolk@alzheimers.org.uk

Citizens Advice
Beccles
12 New Market, Beccles NR34 9HB
Tel: 01502 717715

Brandon
9a Market Hill, Brandon IP27 0AA
Tel: 01842 811511
Drop-in: Tuesday, Thursday and Friday, 9.30am to 1.30pm.

Bungay
8 Chaucer Street, Bungay NR35 1DT
Tel: 01986 895827

Bury St Edmunds
The Risbygate Centre, 90 Risbygate Street, Bury St EDMUNS IP33 3AA
Tel: 01284 753675
Drop-in: Monday to Friday, 9.30am to 12.30pm.

Halesworth
Halesworth Volunteer Centre, London Road, Halesworth IP19 8LW
Tel: 01502 717715

Haverhill
Haverhill House, Lower Downs Slade, Haverhill CB9 9HB
Tel: 0300 330 1151
Drop-in: Monday, Tuesday, Thursday and Friday, 10.00am to 1.30pm.

Ipswich
19 Tower Street, Ipswich IP1 3BE
Web: www.citizensadviceipswich.org.uk

Lowestoft
St Margaret’s House, Gordon Road, Lowestoft NR32 1JQ
Tel: 01502 518510

Mid-Suffolk
5 Milton Road South, Stowmarket IP14 1EZ
Tel: 01449 676060 / 01449 676280
Email: advice@midsuffolkcab.org.uk
Web: www.midsuffolkcab.org.uk

Mildenhall
Forest Heath District Council Offices, College Heath Road, Mildenhall IP28 7EY
Tel: 01638 719111
Drop-in: Wednesday and Friday, 9.30am to 1.30pm.

Newmarket
Foley Gate, Wellington Street, Newmarket CB8 0HY
Tel: 01638 665999
Email: adviser@newmarketcab.cabnet.org.uk
Web: www.newmarketcab.org.uk

North-East Suffolk
Covering Lowestoft, Beccles, Bungay and Halesworth.
Email: bureau@nescab.cabnet.org.uk
Web: www.nesuffolkcab.org.uk

Sudbury
Keyse House, Acton Lane, Sudbury CO10 1QN
Tel: 01787 321400
Email: advice@sudburycab.org.uk
Web: www.sudburycab.org.uk

Suffolk West
Covering Bury St Edmunds, Haverhill, Brandon and Mildenhall.
Adviceline: 0300 330 1151 (Monday to Friday, 10.00am to 4.00pm).
Web: www.suffolkwestcab.org.uk
Debenham Project, The
Provides practical and emotional support to people living with dementia and their carers.
Advice and information: 01728 860348
Confidential support: 01728 861865
Email: enquiries@the-debenham-project.org.uk
Web: www.the-debenham-project.org.uk

East Suffolk Association for the Blind
Mallard House Business Centre,
The Old Station, Little Bealings,
Woodbridge IP13 6LT
Tel: 01473 611011
Email: info@esab.org.uk
Web: www.esab.org.uk

Family Carers Suffolk
Registered charity working with family carers of all ages.
Tel: 01473 835477
Web: www.suffolkfamilycarers.org

Healthwatch Suffolk
Tel: 01449 703949
Information and signposting: 0800 448 8234
Email: info@healthwatchsuffolk.co.uk
Web: www.healthwatchsuffolk.co.uk
Write to: Freepost RTTY-CEUT-LCRH,
Healthwatch Suffolk, 14 Hill View Business Park,
Claydon IP6 0AJ

Infolink Suffolk
A directory of all types of services for adults in Suffolk. • Web: www.suffolk.gov.uk/infolink

Ipswich Blind Society
Helps the blind and visually impaired people of Ipswich live full, independent, and active lives.
19 Tower Street, Ipswich IP1 3BE
Tel: 01473 219712
Email: ipswichblindsociety@tiscali.co.uk
Web: www.ipswichblindsociety.org

Suffolk County Council – Customer First
Tel: 0808 800 4005
Email: customer.first@suffolk.gov.uk
Write to: Customer First, PO Box 771, Needham Market IP6 8WB

Suffolk Association of Independent Care Providers
Represents care providers across Suffolk.
Web: www.saicp.org.uk

West Suffolk Sight
Helps individuals maintain their independence in the face of the many challenges posed by sight loss.
Disability Resource Centre, 4 Bunting Road, Moreton Hall Estate, Bury St Edmunds IP32 7BX
Tel: 01284 748800
Email: info@westsuffolksight.org.uk
Web: www.westsuffolksight.org.uk

Useful national contacts

Action on Elder Abuse (AEA)
Works to protect, and prevent the abuse of, vulnerable older adults. • Helpline: 0808 808 8141
Email: enquiries@elderabuse.org.uk
Web: www.elderabuse.org.uk

Age UK
Tel: 0800 055 6112 • Web: www.ageuk.org.uk

Alzheimer’s Society
National Helpline: 0300 222 1122
Monday to Wednesday, 9.00am to 8.00pm; Thursday and Friday, 9.00am to 5.00pm; Saturday and Sunday, 10.00am to 4.00pm
Web: www.alzheimers.org.uk

Association of Charity Officers
A national umbrella body for benevolent charities.
Tel: 0207 255 4480 • Email: info@aco.uk.net
Web: www.aco.uk.net

British Institute of Learning Disabilities (BILD)
Committed to improving the quality of life for people with a learning disability.
Tel: 0121 415 6960 • Email: enquiries@bild.org.uk
Web: www.bild.org.uk

Care Choices
Free, independent assistance with finding care providers. Searchable website.
Web: www.carechoices.co.uk

Visit www.carechoices.co.uk for further assistance with your search for care
Care Quality Commission
Independent regulator of care services in England.
Tel: 03000 616161 • Email: enquiries@cqc.org.uk
Web: www.cqc.org.uk

Carers Trust
Works to improve support, services and recognition for anyone living with the challenges of caring, unpaid, for a family member or friend who is ill, older, disabled or has mental health or addiction issues.
Tel: 0300 772 9600 • Email: info@carers.org
Web: www.carers.org

Carers UK
The voice of carers. • Tel: 0808 808 7777
Email: info@carersuk.org • Web: www.carersuk.org

Citizens Advice
Practical, reliable, up-to-date information on a wide range of topics. • Tel: 03444 111444
Web: www.citizensadvice.org.uk

Elderly Accommodation Counsel
Help older people make informed choices about meeting their housing and care needs.
Web: www.housingcare.org

Friends of the Elderly
A charity that supports older people who have a range of practical needs.
Tel: 0207 730 8263 • Email: enquiries@fote.org.uk
Web: www.fote.org.uk

Independent Age
Produce a wide range of guides and factsheets for older people, their families and carers.
Tel: 0800 319 6789
Email: advice@independentage.org
Web: www.independentage.org

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

National Association for Providers of Activities for Older People (NAPA)
Promotes the importance of activities for older persons. • Tel: 0207 078 9375
Email: info@napa-activities.co.uk
Web: www.napa-activities.co.uk

National Association of Funeral Directors
Web: www.nafd.org.uk

National Society of Allied and Independent Funeral Directors
Web: www.saif.org.uk

NHS 111
You should call NHS 111 if you:
• need medical help fast, but it is not a 999 emergency;
• do not know who to call for medical help or you do not have a GP to call; or
• require health information or reassurance about what to do next.

For less urgent health needs, you should still contact your GP in the usual way. The 111 service is also available via ‘Typetalk’ 18001 111.

Registered Nursing Home Association (RNHA)
Campaigns for high standards in nursing home care.
Tel: 0121 451 1088 • Email: frankursell@rnha.co.uk
Web: www.rnha.co.uk

Relatives and Residents Association, The
 Exists for older people needing, or living in, residential care and the families and friends left behind.
Tel: 0207 359 8136 • Email: info@relres.org
Web: www.relres.org

SANE
SANEline: for advice on mental health issues.
Tel: 0300 304 7000, every day between 4.30pm and 10.30pm.
Web: www.sane.org.uk

Silver Line, The
A 24-hour telephone befriending and advice line.
Tel: 0800 470 8090
Web: www.thesilverline.org.uk

United Kingdom Home Care Association (UKHCA)
Professional association of home care providers from the independent, voluntary, not-for-profit and statutory sectors.
Tel: 0208 661 8188 • Email: helpline@ukhca.co.uk
Web: www.ukhca.co.uk
### Home care providers

<table>
<thead>
<tr>
<th>24/7 Care Providers</th>
<th>25</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A-E</strong></td>
<td></td>
</tr>
<tr>
<td>A &amp; A Healthcare Services Ltd</td>
<td>25</td>
</tr>
<tr>
<td><strong>Able Care Agency Ltd</strong></td>
<td>26</td>
</tr>
<tr>
<td>About Care Services</td>
<td>25</td>
</tr>
<tr>
<td>Above &amp; Beyond Care Ltd</td>
<td>25</td>
</tr>
<tr>
<td>Affinity Trust Domiciliary Care</td>
<td>25</td>
</tr>
<tr>
<td>Agency Suffolk</td>
<td></td>
</tr>
<tr>
<td><strong>Agincare UK Ltd</strong></td>
<td>27</td>
</tr>
<tr>
<td>All Hallows Homecare – Lowestoft</td>
<td>25</td>
</tr>
<tr>
<td>Allied Healthcare Beccles</td>
<td>25</td>
</tr>
<tr>
<td>Allied Healthcare Ipswich</td>
<td>25</td>
</tr>
<tr>
<td>Allwell Care Company</td>
<td>25</td>
</tr>
<tr>
<td>Amari Care Services</td>
<td>25</td>
</tr>
<tr>
<td>Anamar-Care Ltd</td>
<td>25</td>
</tr>
<tr>
<td>Angel Steps Care</td>
<td>25</td>
</tr>
<tr>
<td>Angels By Classic (Healthcare At Home) Ltd</td>
<td>25</td>
</tr>
<tr>
<td><strong>Anglia Care</strong></td>
<td>26</td>
</tr>
<tr>
<td>Anglia Case Management Ltd</td>
<td>25</td>
</tr>
<tr>
<td>Anglia Home Care Ltd</td>
<td>25</td>
</tr>
<tr>
<td>Ann Mason Care</td>
<td>25</td>
</tr>
<tr>
<td>Avenues East – Services</td>
<td>25</td>
</tr>
<tr>
<td>Avican Support Ltd</td>
<td>25</td>
</tr>
<tr>
<td>Berkley Home Health – East of England</td>
<td>25</td>
</tr>
<tr>
<td>Better Healthcare Services (Ipswich)</td>
<td>25</td>
</tr>
<tr>
<td>Beyea Care Ltd</td>
<td>25</td>
</tr>
<tr>
<td>Bigod Care</td>
<td>25</td>
</tr>
<tr>
<td>Blackbourne View</td>
<td>25</td>
</tr>
<tr>
<td>Bluebird Care (Felixstowe)</td>
<td>25</td>
</tr>
<tr>
<td>Bluebird Care (Ipswich)</td>
<td>25</td>
</tr>
<tr>
<td>Brett Lee Trust, The</td>
<td>25</td>
</tr>
<tr>
<td>Briarcare Recruitment Agency Ltd</td>
<td>25</td>
</tr>
<tr>
<td>Briars Residential Care Home, The</td>
<td>25</td>
</tr>
<tr>
<td>Bury Home Care</td>
<td>25</td>
</tr>
<tr>
<td>C F Contact and Support Services Ltd</td>
<td>25</td>
</tr>
<tr>
<td>Cambridge Care Company</td>
<td>25</td>
</tr>
<tr>
<td>Cambridge Care Company – Havenhill</td>
<td></td>
</tr>
<tr>
<td>Care Partnership (UK) Ltd, The Waveney Office</td>
<td>25</td>
</tr>
<tr>
<td>Care Signature Christian Homecare Services Ltd</td>
<td>25</td>
</tr>
<tr>
<td>Carewatch (Ipswich)</td>
<td>25</td>
</tr>
<tr>
<td>Caring For You Home Services Ltd</td>
<td>25</td>
</tr>
<tr>
<td>Caring Forever Ltd</td>
<td>25</td>
</tr>
<tr>
<td>Caring Moments Ltd</td>
<td>25</td>
</tr>
<tr>
<td>Carlton Hall Residential Home Care</td>
<td>25</td>
</tr>
<tr>
<td>Cephas Care Ltd Domiciliary Care Agency</td>
<td>25</td>
</tr>
<tr>
<td>Choices Healthcare Ltd</td>
<td>25</td>
</tr>
<tr>
<td>Christies Care Ltd</td>
<td>25</td>
</tr>
<tr>
<td>Clover</td>
<td>25</td>
</tr>
<tr>
<td>Complete Community Support (East) Ltd – Norwich Road</td>
<td>25</td>
</tr>
<tr>
<td>Consensus (2013) Ltd – Redan Street</td>
<td>25</td>
</tr>
<tr>
<td>Consensus Community Support Ltd – Redan Street</td>
<td>25</td>
</tr>
<tr>
<td>DAC Suffolk</td>
<td>25</td>
</tr>
<tr>
<td>Daily Care Agency, The Debek View</td>
<td>25</td>
</tr>
<tr>
<td>Deben Willow Care</td>
<td>25</td>
</tr>
<tr>
<td>District Care Ltd</td>
<td>25</td>
</tr>
<tr>
<td>Divinus Support Ltd</td>
<td>25</td>
</tr>
<tr>
<td><strong>East of England Homecare CIC</strong></td>
<td>26</td>
</tr>
<tr>
<td>Elimay Homecare</td>
<td>25</td>
</tr>
<tr>
<td>Emily Bray House</td>
<td>25</td>
</tr>
<tr>
<td><strong>F-J</strong></td>
<td>27</td>
</tr>
<tr>
<td>Figtree House Care</td>
<td>27</td>
</tr>
<tr>
<td>First Choice Home Care (Halesworth)</td>
<td>27</td>
</tr>
<tr>
<td>First Choice Homecare</td>
<td>27</td>
</tr>
<tr>
<td>First Prime Care Ltd</td>
<td>27</td>
</tr>
<tr>
<td>FitzRoy Supported Living Suffolk</td>
<td>27</td>
</tr>
<tr>
<td>Fonjock’s Social Work Practice Ltd</td>
<td>27</td>
</tr>
<tr>
<td>Forest Homecare Suffolk</td>
<td>27</td>
</tr>
<tr>
<td>Forget Me Not Home Services Ltd</td>
<td>27</td>
</tr>
<tr>
<td>Fountain of Health Ltd</td>
<td>27</td>
</tr>
<tr>
<td><strong>Frantec</strong></td>
<td>28</td>
</tr>
<tr>
<td>Fuchsia Homecare – Bury St. Edmunds</td>
<td>28</td>
</tr>
<tr>
<td>Fuchsia Homecare Ltd</td>
<td>28</td>
</tr>
<tr>
<td>FUN Domiciliary Care Agency</td>
<td>28</td>
</tr>
<tr>
<td>Green Rose Care Head Office</td>
<td>28</td>
</tr>
<tr>
<td>Hales Group Ltd – Ipswich</td>
<td>28</td>
</tr>
<tr>
<td>Hales Group Ltd – Lowestoft</td>
<td>28</td>
</tr>
<tr>
<td>Harmonize Care</td>
<td>28</td>
</tr>
<tr>
<td>Haverhill Community Care Ltd</td>
<td>28</td>
</tr>
<tr>
<td>Headway Suffolk</td>
<td>28</td>
</tr>
<tr>
<td><strong>Helping Hands Ipswich</strong></td>
<td>29</td>
</tr>
<tr>
<td>Heritage Care At Home Ltd (HCH)</td>
<td>29</td>
</tr>
<tr>
<td>Hilltop House (Domiciliary Care)</td>
<td>29</td>
</tr>
<tr>
<td>Holmwood Residential Home</td>
<td>29</td>
</tr>
<tr>
<td>Home Instead Senior Care (Ipswich, Woodbridge &amp; Felixstowe)</td>
<td>29</td>
</tr>
<tr>
<td>Housing &amp; Care 21 – Holm Court</td>
<td>29</td>
</tr>
<tr>
<td>Housing &amp; Care 21 – Mere View</td>
<td>29</td>
</tr>
<tr>
<td>Housing &amp; Care 21 – Oak House</td>
<td>29</td>
</tr>
<tr>
<td>Housing &amp; Care 21 – Paddy Geere House</td>
<td>29</td>
</tr>
<tr>
<td>Housing &amp; Care 21 – Shearnman Court</td>
<td>29</td>
</tr>
<tr>
<td>Inroads Open Care</td>
<td>29</td>
</tr>
<tr>
<td>Jamie Cann House</td>
<td>29</td>
</tr>
<tr>
<td>Jane Bennett Care Services Ltd</td>
<td>29</td>
</tr>
<tr>
<td><strong>L-P</strong></td>
<td>30</td>
</tr>
<tr>
<td>L’Arche Ipswich – The Cornerstone</td>
<td>30</td>
</tr>
<tr>
<td>Leading Lives, Suffolk Independence Plus Service</td>
<td>30</td>
</tr>
</tbody>
</table>

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

---

**Index**

Advertisers are in **bold**
Levington Court 31
Link Medical Staffing Solutions Ltd Haverhill Branch 31
Locums Care Ltd 31
Margery Girling House 31
Marram Green 31
Mears Care – Stowmarket 31
Mencap – East Suffolk Domiciliary Care Agency 31
Mencap – West Suffolk Domiciliary Care Agency 31
Mid Suffolk Home First 31
My Care at Home Ltd 31
NAS Community Services (East Anglia) 31
Nayland Care Agency Ltd 31
North Bay Home Care 31
Oak Home Care, 1 31
Ocala Healthcare 31
One to One Homecare Ltd – Head Office 31
Orbit Group Ltd 31
Orwell Mencap Genesis 31
Oxlip House 31
Papworth Trust Centre, Waveney, The 31
Papworth Trust, The – Ipswich 31
Peppercorn House 31
Pitches View 31
PnS Domiciliary Services 31
Potsford Care Services Ltd 31
Premier Healthcare Agency 31
Prestige Nursing Halesworth 31
Prestige Nursing Ipswich 31
Primary Homecare Ltd 31

Q–U
Quality Care Homegivers Ltd 31
Rose Care Suffolk Ltd 31
Royal Mencap Society – Drummond Court 31
Safe and Sound Homecare Ltd 31
Sanctuary Home Care Ltd – Exning 31
Sanctuary Supported Living – Suffolk Domiciliary Care 31
Sarah’s Carers 31
Savile Court 31
Seckford AlmsHouses 31
St Edwards Care 31
St Elizabeth Care Agency 31
Steeple View 31
Sue Ryder – Bixley 32
Suffolk Coastal Home Care Service Home First 32

V–Y
Vange Place 32
VasionsHealthcare Ltd 32
Vital Healthcare Services Ltd 32
Vivid Community Care Ltd 32
Waveney Care Ltd – 124 Denmark Road 32
Waveney Home First 32

Wellbeing Care Support Services 32
West Suffolk Hospital 32
Westminster Homecare Ltd (Ipswich) 32
William Wood House 32
Willowcare (Suffolk) Ltd 32
Your Care and Support Suffolk – Ipswich 32
Your Life (Ipswich) 32
Yourlife (Bury) 32

---

Leavington Court
Link Medical Staffing Solutions Ltd Haverhill Branch
Locums Care Ltd
Margery Girling House
Marram Green
Mears Care – Stowmarket
Mencap – East Suffolk Domiciliary Care Agency
Mencap – West Suffolk Domiciliary Care Agency
Mid Suffolk Home First
My Care at Home Ltd
NAS Community Services (East Anglia)
Nayland Care Agency Ltd
North Bay Home Care
Oak Home Care, 1
Ocala Healthcare
One to One Homecare Ltd – Head Office
Orbit Group Ltd
Orwell Mencap Genesis
Oxlip House
Papworth Trust Centre, Waveney, The
Papworth Trust, The – Ipswich
Peppercorn House
Pitches View
PnS Domiciliary Services
Potsford Care Services Ltd
Premier Healthcare Agency
Prestige Nursing Halesworth
Prestige Nursing Ipswich
Primary Homecare Ltd

Quality Care Homegivers Ltd
Rose Care Suffolk Ltd
Royal Mencap Society – Drummond Court
Safe and Sound Homecare Ltd
Sanctuary Home Care Ltd – Exning
Sanctuary Supported Living – Suffolk Domiciliary Care
Sarah’s Carers
Savile Court
Seckford AlmsHouses
St Edwards Care
St Elizabeth Care Agency
Steeple View
Sue Ryder – Bixley
Suffolk Coastal Home Care Service Home First

Vange Place
VasionsHealthcare Ltd
Vital Healthcare Services Ltd
Vivid Community Care Ltd
Waveney Care Ltd – 124 Denmark Road
Waveney Home First

Wellbeing Care Support Services
West Suffolk Hospital
Westminster Homecare Ltd (Ipswich)
William Wood House
Willowcare (Suffolk) Ltd
Your Care and Support Suffolk – Ipswich
Your Life (Ipswich)
Yourlife (Bury)

---

A-E
Abbeyfield Deben Extra Care Society Ltd 59
Aldringham Court 61
Alice Grange 61
All Hallows Nursing Home 63
Allonsfield House 59
Amber Lodge – Lowestoft 62
Ashcott House 58
Ashmore Nursing Home 52
Ashurst, The 62
Asterbury Place 59
Barham Care Centre Ltd 57

Barking Hall Nursing Home 59
Barleycombe 61
Baylham Care Centre Ltd 61
Beech House – Halesworth 63
Beeches Residential Home, The 51
Beechlawn Residential Home 58
Belhaven 59
Bellstone Residential Care Ltd 59
Belstead Villa 58
Bethesda Eventide Homes – Ipswich 58
Blyford Residential Home 62
Brandon Park Residential and
Nursing Home 57
Brett Vale Residential Homes Ltd 53
Briars Residential Care Home, The 53
Brierfield Residential Home 59
Britten Court 63
Broadlands 62
Brookwood Manor 53
Bucklesham Grange 61

Burgess House – Respite Short Break Unit (Leading Lives) 58
Cambridge House 51

---

Search for care at www.carechoices.co.uk to find support in your area
Canterbury House 53
Carlton Hall Residential Home 62
Catchpole Court Care Home 53, 55
Cathedral View – Respite Short Break Unit (Leading Lives) 51
Cedar Lodge 51
Cedrus House 57
Chantry House Residential and Nursing Home 61
Cherry Lodge 62
Chevington Lodge 62
Chilton Court 57
Chilton Croft Nursing Home 53
Chantry House Residential and Nursing Home 59
Grange Residential Home, The 52
Grove Court 62
Grove, The 52
Hadleigh Nursing Home 55
Handford House Care Home 59
Harleston House 62
Hartismere Place 57
Haughgate House Nursing Home 61
Hay Wain, The 51
Hazeldell Residential Home 58
Hazell Court 53, 55
Highcliffe House Nursing Home 61
Highfield Care Home 62
Hillcrest Residential Home 51
Hillcroft House 57
Hillside Care Home 53
Holmwood Residential Home 62
Imber House 62
Ixworth Court Care Home 51
John Turner House – Respite Short Break Unit (Leading Lives) 62
Jubilee House 60
K-P
Kingfisher House Care Home 51, 52
Kirkley Manor 63
Laurels, The 63
Laxfield House 55
Lehmann House Residential and Nursing Home 61
Leiston Old Abbey Residential Home 60
Lilac Lodge & Lavender Cottage 63
Limes Retirement Home, The Lodge, The 57
Lound Hall 53
Mabbs Hall Care Home 52
Magdalen House Care Home 53
Manor Farm Care Home 63
Manson House 51
Marlborough House 63
Martins, The 51
Maynell House 60
Meadows Care Home, The 51, 52
Melford Court Care Home 55
Mellish House Residential Home 53
Merryfields 60
Middlefield Manor 51
Mildenhall Lodge 52
Mill Lane Nursing and Residential Home 61
Millpool 63
Mills Meadow 61
Monmouth Court Care Home 59
Montague Road Nursing Home 61
Montana Residential Home 51
Montrose House 58
Nayland House 55
North Bay House 63
North Court Care Home 51, 53
Norwood 58
Norwood House 60
Oaklands House Residential Home 63
Oakwood House Residential and Nursing Home 61
Orwell, The 55
Oulton Park Care Centre 63
Paddocks, The 60
Park House 60
Park Manor 58
Park View Care Home 59
Pear Tree Lodge Residential Home 61
Pines, The 51
Pinford End House Nursing Home 53
Prince George House 59
Prince of Wales House 58
Priory Paddocks Nursing Home 62

Visit www.carechoices.co.uk for further assistance with your search for care 69
### Care homes and care homes with nursing continued

<table>
<thead>
<tr>
<th>R-U</th>
<th>Advertisers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Red House Welfare &amp; Housing Society, The</td>
<td>55</td>
</tr>
<tr>
<td><strong>Rendlesham Care Centre</strong></td>
<td>62</td>
</tr>
<tr>
<td>Risby Hall Nursing Home</td>
<td>53</td>
</tr>
<tr>
<td>Risby Park Nursing Home</td>
<td>53</td>
</tr>
<tr>
<td>Royal Avenue</td>
<td>63</td>
</tr>
<tr>
<td>Royal Mencap Society</td>
<td>51</td>
</tr>
<tr>
<td>– Drummond Court</td>
<td>62</td>
</tr>
<tr>
<td>Saint Mary’s Nursing Home</td>
<td>58</td>
</tr>
<tr>
<td>Shaftesbury House Residential Care Home</td>
<td>58</td>
</tr>
<tr>
<td>Sherrington House</td>
<td>58</td>
</tr>
<tr>
<td><strong>Short Break Respite Unit (Leading Lives)</strong></td>
<td>57</td>
</tr>
<tr>
<td>Sidegate Lane Nursing Home</td>
<td>59</td>
</tr>
<tr>
<td>Silverdale Residential Home</td>
<td>60</td>
</tr>
<tr>
<td>Smyth House</td>
<td>60</td>
</tr>
<tr>
<td><strong>Spring Lodge</strong></td>
<td>55</td>
</tr>
<tr>
<td>Squirrel Lodge</td>
<td>63</td>
</tr>
<tr>
<td>St Barnabas Southwold</td>
<td>63</td>
</tr>
<tr>
<td>St Faith’s Villa</td>
<td>55</td>
</tr>
<tr>
<td>St Georges Care Home</td>
<td>55</td>
</tr>
<tr>
<td>St Josephs</td>
<td>63</td>
</tr>
<tr>
<td>St Mary’s</td>
<td>55</td>
</tr>
<tr>
<td>St Mary’s House</td>
<td>55</td>
</tr>
<tr>
<td><strong>St Marys</strong></td>
<td>63</td>
</tr>
<tr>
<td>St Peter’s House</td>
<td>55</td>
</tr>
<tr>
<td>Stowlangtoft Hall Nursing Home</td>
<td>55</td>
</tr>
<tr>
<td>Stradbroke Court</td>
<td>55</td>
</tr>
<tr>
<td>Sue Ryder – The Chantry</td>
<td>55</td>
</tr>
<tr>
<td>Swallows Residential Care Home, The</td>
<td>55</td>
</tr>
<tr>
<td>Thornbank</td>
<td>55</td>
</tr>
<tr>
<td>Thurlston Residential Home</td>
<td>55</td>
</tr>
<tr>
<td>Upaya Ananda</td>
<td>55</td>
</tr>
<tr>
<td>Uvedale Hall Residential Home</td>
<td>57</td>
</tr>
<tr>
<td><strong>W-Y</strong></td>
<td>63</td>
</tr>
<tr>
<td>Wainfords House Residential Care Home</td>
<td>57</td>
</tr>
</tbody>
</table>

### Other advertisers

| AGA Mobility Systems Ltd         | 10          |
| Anchor                           | 40          |
| Barchester                       | 61          |
| Bupa                             | 56          |
| **Care Choices**                 | 12, 22, 39, 42 & 56 |
| Caring Homes                     | 38          |
| Felgains Inspiring Care          | 10          |
| Four Seasons Health Care         | 50          |
| Hazeldwood Care Ltd              | 60          |
| Heritage Care                    | 30          |
| Kingsley Healthcare              | 17          |
| **Leading Lives**                | 28          |
| Manage At Home                   | 10          |
| Medequip                         | 10          |
| My Family, Our Needs             | 17 & 35     |
| Purely Care                      | 60          |
| **Outside back cover**           | 40          |
| Ransome Mobility Solutions       | 11          |
| Rehabilitation                   | 10          |
| **Royal Masonic Benevolent Institution** | 52     |
| Stowcare                         | 56          |
| **Wellbeing Care**               | 17          |
| **Inside front cover**           | 35          |
| **Inside back cover**            | 28          |

---

Care Choices Limited has taken every care to ensure that the information contained in this Directory is accurate at the time of print. The company cannot accept responsibility for any errors or omissions in the publication, including if an organisation varies from the information included in an advertisement, the editorial or the listings. Care Choices Limited does not endorse or support any particular organisation included in the Directory.

©2019 Care Choices Limited. Care Choices Limited reserves all rights in the titles Care Choices and HOMES Directories and their design.

Care Choices™ is a trademark of Care Choices Limited.

Ref. No: 4001/Suffolk2/0119. Reproduction of any part of this publication in any form without the written permission of Care Choices Limited is prohibited.

Published by: Care Choices Limited, Valley Court, Lower Road, Croydon, Nr Royston, Hertfordshire SG8 0HF. Tel: 01223 207770.

Published by: Care Choices Limited, Valley Court, Lower Road, Croydon, Nr Royston, Hertfordshire SG8 0HF. Tel: 01223 207770.

Publisher: Robert Chamberlain. Director of Sales: David Werthmann.


Senior Sales Executives: Mark Dalton, Elaine Green, Mustafa Kanuni, Shannon Walford. Sales Executive: Claire Cornish.

Director of Creative Operations: Lisa Werthmann. Studio Manager: Jamie Harvey.

Affordable luxury care in our Kingsley Healthcare homes

We know that choosing the right care home for you or your loved one is a massive decision.

You can be sure of a warm welcome and a homely atmosphere and to help you make up your mind we will offer you a free taster day enabling you to meet up with the residents over lunch and activities.

Hadleigh Nursing Home for top class nursing care
Friars Road, Hadleigh, Ipswich, Suffolk, IP7 6DF
T: 01473 372 149  W: www.hadleighhall.care

Spring Lodge for quality dementia care
Main Road, Woolverstone, Suffolk, IP9 1AX
T: 01473 780 791  W: www.springlodge.care

Woodbridge Lodge for the best residential care
5 Burkitt Road, Woodbridge, Suffolk, IP12 4JJ
T: 01394 380 289  W: www.woodbridgelodge.care

Allonsfield House for tranquil country living and quality care
Campsea Ashe, Woodbridge, Suffolk, IP13 0PX
T: 01728 747 095  W: www.allonsfieldhouse.care

We provide the following key services,
✓ Residential care  ✓ Nursing  ✓ Dementia care  ✓ Respite care

www.kingsleyhealthcare.co.uk
Providing care for you in your own home

Care Home or your Home?

The usual assumption is that when someone’s care needs reach a certain point, the only course of action is to move into a residential home. This can mean couples are split up when one of them needs care. Purely Care have an alternative solution. Their live-in carers are successfully keeping couples together at home.

Margaret and Don had been married for 61 years, but found life was getting difficult. Margaret had been an excellent cook, ran the home efficiently and continued to look glamorous. When she became forgetful Don stepped in to do the cooking and housework, but poor sight and a heart condition meant he become exhausted dealing with Margaret’s refusal to wash or change her clothes.

A live-in carer has eased the pressures. Margaret now has a wash every day and keeps active by helping the carer to prepare vegetables and fold the laundry. Don can enjoy quality time with Margaret, relieved of daily chores.

Both Margaret and Don receive a direct payment for their care from the local authority. This is combined to pay for the live-in carer to attend to both their needs.

You can stay in the comfort and familiar surroundings of your own home with confidence knowing you have support from one of Purely Care’s fully trained care workers.

Family owned and locally run Purely Care provides excellent care for a wide range of clients in East Anglia. We are passionate about enabling our clients to retain their independence and remain safely and securely in their own homes. Whether you require a few days help on discharge from hospital or permanent specialised care please call us for an informal discussion about how we can help.

We specialise with the following client groups:

- Elderly people
- People with learning difficulties
- People with physical disabilities
- People with dementia
- People living with MS or other debilitating illnesses
- People with Dementia
- People living with Parkinson’s
- Terminaly ill people

Tel: 01603 407707
www.purelycare.co.uk