Suffolk
Care Services Directory 2020

The essential guide to choosing and paying for care and support

In association with

Suffolk County Council

www.carechoices.co.uk
The Dell Care Home, 45 Cotmer Road Oulton Broad, Lowestoft Suffolk, NR33 9PL

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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!

01502 44 66 00
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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. The e-book is also Recite Me compatible for those requiring information in the spoken word.

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

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 Social Care 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 46 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 35) or residential care. Comprehensive lists of care homes and care homes with nursing in Suffolk start on page 53.

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 50), indicating the quality of care provided.

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

Newmarket Day Centre CIO
Fred Archer Way, Newmarket, Suffolk, CB8 8NT

We are a lively day care facility offering care placements both privately funded and through Social Services.

We provide snacks, a fresh 2 course homemade lunch which also can be delivered locally directly to your door.

Opening hours, Monday to Friday 8.45am—4pm

For more information please contact
Veronica Fixe—Care Co-ordinator.

tel: 01638 664262 or
email: veronica.fixe@newmarketdaycentre.co.uk

Search for care at www.carechoices.co.uk to find support in your area
Welcome to the 2020 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 who we speak to can stay independent with a little bit of help from health and social care services. 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?

These questions may be relevant to you now, or it may be that you are planning for the future. Often, getting advice or making small changes early can prevent, reduce or delay the support people may need in the future, keeping them independent for longer.

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 and can often prevent people from needing to change the way they live.

Accessing the right support, in the right place and 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 and community networks 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. Introducing this equipment early in your care journey can ensure you build confidence in how it can support you or your loved one.

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. Often these adaptations are simple to make and use.

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. More information can be found on our website.
I moved into my care home without the help of social services, but my capital/savings are close to £30,000

What should I do?

It is important that you contact Suffolk County Council as soon as possible. This will give us time to meet you, discuss how we can help and then complete our assessments.

Once your capital or savings reduces to £23,250 we may be able to help you pay for your care.

If you would like to discuss your options, our staff at Customer First will be happy to hear from you. You can contact us on 0808 800 4005

Alternatively you may like to get some independent advice from a specialist financial adviser through the Society of Later Life Advisers (0333 2020 454, www.societyoflaterlifeadvisers.co.uk) or The Money Advice Service (0800 138 7777, www.moneyadviceservice.org.uk)

*There may be a charge for financial advice
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.

Our website 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.
Web: www.suffolk.gov.uk/care-and-support-for-adults

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:
- day services, lunch clubs and social groups;
- befriending, visiting and telephone contact services;
- support schemes to help people being discharged from hospital;
- support for carers; and
- handyperson schemes.

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

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.

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.

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

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

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

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

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

If you are having **problems with preparing food**, consider buying ready-chopped options or try a chopping board with spikes. There are also long-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: 0800 917 1109
Email: customer.first@suffolk.gov.uk
Web: www.suffolk.gov.uk/care-and-support-for-adults
Medequip work with West Suffolk Hospital NHS CCG and Suffolk County Council to provide assistive living equipment in your area. Medequip also provide a retail service for those who wish to purchase or rent equipment themselves.

Return Recycle Reuse

Help your Local Authority and NHS services help others by returning equipment

Contact Medequip now to request a collection

Call 01473 351805
Email suffolk@medequip-uk.com

Return Recycle Reuse Copyright © 2017 by West Suffolk NHS Foundation Trust – used with permission

To purchase daily living aids privately, please visit our partner stores:

Manage@home

We stock a wide selection of over 3,000 mobility and disability aids to help you stay safe and independent at home.

www.manageathome.co.uk
0800 910 1313

Call us or visit our website to request a free catalogue

Rehability

7, Bridge Street, Halesworth, Suffolk IP19 8AB
Mon, Tues, Wed, Fri:
9.30am - 4.30pm
Thurs, Sat: 9:30am - 1:00pm
01986 873803
www.rehability.co.uk

To purchase a monitored care response service:

Medequip Connect
Unit 31-33, Bluestem Road Ransomes
Europark Ipswich, Suffolk IP3 9RR

Monday - Friday: 9.00am - 5.00pm

We provide a response and support service which assists people to live independently with dignity, safety and reassurance using appropriate technology.

01706 572 460
www.medequip-connect.com

Ipswich Depot:
Unit 31, Bluestem Road, Ransomes Europark, Ipswich, Suffolk, IP3 9RR
Opening hours: Monday to Friday from 8:30am to 5:30pm
or drop off into the amnesty bins situated at Entrances 2 and 6 at
Ipswich Hospital:
Heath Road, Ipswich, Suffolk, IP4 5PD

We provide a response and support service which assists people to live independently with dignity, safety and reassurance using appropriate technology.

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 to learn more about possible solutions or see pages 9 and 10. 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.

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’. 

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

**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

Equipment and services are available from a range of sources. For further information, please visit www.suffolk.gov.uk/infolink and search ‘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

<table>
<thead>
<tr>
<th>Suitability</th>
<th>Will it need to be installed by a professional?</th>
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<td></td>
<td>Can the retailer provide you with training in using the equipment?</td>
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<tr>
<th>Reliability</th>
<th>Will it work if you have pets or live with other people, e.g. could someone else set off a sensor alarm by accident?</th>
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<td></td>
<td>Have you read reviews of the particular piece of equipment you are looking at? Consider these before making your purchase.</td>
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<td></td>
<td>Can you speak to someone who already uses it?</td>
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<td></td>
<td>Does it require batteries? Find out how often they will need changing and whether the equipment will remind you to do this.</td>
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<tr>
<td></td>
<td>Is it durable? If you might drop it, is it likely to break?</td>
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<tr>
<th>Usability</th>
<th>Is a simpler piece of equipment available, e.g. a pill case rather than an automated pill dispenser?</th>
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<td></td>
<td>Does the equipment need a plug socket, and will its wire cause a trip hazard?</td>
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<td></td>
<td>Is it easy to use? Can you read/hear it clearly and are any buttons big enough for you?</td>
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<td></td>
<td>Are you able to use it? Are there any aspects you don’t understand?</td>
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<td>Is it portable?</td>
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<th>Cost</th>
<th>Do you know how much it costs?</th>
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<td>Will you need to pay a monthly charge?</td>
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<td></td>
<td>Are there alternative solutions that might be free?</td>
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<tr>
<td></td>
<td>Is there a cost associated with servicing the equipment?</td>
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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 0800 917 1109 or you can fill in a self-assessment form at www.suffolk.gov.uk/care-and-support-for-adults/self-assess-your-needs

Once Adult and Community Services understands 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 national eligibility 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 46 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:

- in the form of a Direct Payment, held directly by you or, where you lack capacity, by a ‘suitable person’;
- 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 47 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 could not manage without their support has the right to have their own needs assessed, even if the person they care for has refused support services or an assessment of their own needs.

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. For example, 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 carer’s 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 carer’s 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 £66.15 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.myfamilyournneeds.co.uk

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

www.myfamilyournneeds.co.uk

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

hello@myfamilyournneeds.co.uk  @WeAreMFON

Subscribe today
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 remain 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.

A list of all home care agencies operating in Suffolk starts on page 25.

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 50), indicating the quality of care provided.

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

Visit www.carechoices.co.uk

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 50.

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 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](http://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 carers 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.

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.

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 68.

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 68 for contact details.

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.

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 living with dementia, see page 44.
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. Adult and Community Services 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

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 Money Advice Service
A free and impartial money advice service set up by the Government.
Tel: 0800 138 7777
Web: www.moneyadviseservice.org.uk

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

Further information on paying for care can be found beginning on page 46.
A 24 hour live-in Care Service as an alternative to residential care

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.

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

Tell us what you think

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

Share your feedback
Take our five minute survey

www.carechoices.co.uk/reader-survey
About the agency

How long has the agency been operating? [Blank] [Blank] [Blank]

How long are staff allocated per visit? [Blank] [Blank] [Blank]

Can you contact the agency in an emergency or outside office hours? [Blank] [Blank] [Blank]

Does the agency have experience with your specific needs? [Blank] [Blank] [Blank]

Staff

Are you likely to be visited by different staff each day? [Blank] [Blank] [Blank]

Are all staff checked with the Disclosure and Barring Service? [Blank] [Blank] [Blank]

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

Are staff matched to you specifically, based on your needs and preferences? [Blank] [Blank] [Blank]

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

Does the agency have both male and female staff? [Blank] [Blank] [Blank]

Accommodating your needs

Can the agency accommodate your needs if they increase? Ask about the process for this. [Blank] [Blank] [Blank]

Does the agency have a training scheme in place? [Blank] [Blank] [Blank]

Are all staff trained to a certain level? [Blank] [Blank] [Blank]

Are staff able to help with administering medication if required? [Blank] [Blank] [Blank]

Is there a way for staff to communicate with each other about the support they provide when they visit you? How? [Blank] [Blank] [Blank]

Regulation

Will your support plan be reviewed at regular intervals? [Blank] [Blank] [Blank]

Can you see the agency’s contract terms? [Blank] [Blank] [Blank]

Can you lodge a complaint easily? [Blank] [Blank] [Blank]

Are complaints dealt with quickly? [Blank] [Blank] [Blank]

Can you see a copy of the agency’s CQC registration certificate and quality rating? [Blank] [Blank] [Blank]

Notes

*See page 50.
Hello, we are Availl. We are a local care provider aiming to make a real difference in adult care and support. We believe everybody deserves respect, dignity and as much independence as possible.

You will find our carers, support workers and housekeepers providing care at home, as well as providing cover in nursing and residential homes.

We offer adult care, including learning disability, mental health and brain injury support with a choice of day, night, sleep-in or live-in care.

We promise you reliability, consistency and continuity with 24/7 on-call, so there is always somebody at the end of the phone, whenever you may need us.

We carefully select all our staff, then continually develop, train and support them, to make sure you get excellent staff that can be proud of the work they do.

At Availl, we are all about people, about developing trust through communicating and building relationships. It’s always been the way we’ve chosen to work.

Call us for a FREE, immediate assessment or simply to find out more about what Availl can do for you.
1 Oak Home Care
Sudbury
Tel: 01787 326555

24/7 Care Providers
Newmarket
Tel: 01638 428330

A & A Healthcare Services Ltd
Ipswich
Tel: 01473 599080

Able Care Agency Ltd
Norwich
Tel: 01603 624135

About Care Services
Ipswich
Tel: 01473 741286

Above & Beyond Care Ltd
Ipswich
Tel: 01473 722772

Active Care & Training Solutions
Ipswich
Tel: 01473 517883

Affinity Trust Domiciliary Care Agency Suffolk
Stowmarket
Tel: 01449 774030

Agincare UK Ltd
Suffolk
Tel: 08000 121247

Allwell Care Company
Ipswich
Tel: 01473 907695

Amari Care Services
Lowestoft
Tel: 01502 537293

Anamar-Care Ltd
Saxmundham
Tel: 07807 749806

Angels By Classic (Healthcare At Home) Ltd
Ipswich
Tel: 01473 722788

Anglia Care
Ipswich
Tel: 01473 719185

Anglia Case Management Ltd
Bury St Edmunds
Tel: 01359 271900

Anglia Home Care Ltd
Lowestoft
Tel: 01502 508443

Ann Mason Care
Colchester
Tel: 01206 233372

Availl (Bury St Edmunds)
Bury St Edmunds
Tel: 01284 630575

Avenues East – Services
Ipswich
Tel: 01473 836777

Avican Support Ltd
Newmarket
Tel: 0333 772 0798

Berkley Home Health – East of England
Bury St Edmunds
Tel: 01284 756516

Better Healthcare Services (Ipswich)
Ipswich
Tel: 01473 232999

Beyea Care Ltd
Ipswich
Tel: 01473 212205

Bigod Care
Bungay
Tel: 01986 894046

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 for further assistance with your search for care
<table>
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<tr>
<th>Home care providers continued</th>
</tr>
</thead>
</table>
| **Blackbourne View**  
Bury St Edmunds  
Tel: 01359 235135  
**OP D PD MH SI**  
Carewatch (Ipswich)  
Ipswich  
Tel: 01473 216112  
**OP D PD LDA MH SI YA AD** |
| **Bluebird Care (Felixstowe)**  
Felixstowe  
Tel: 01394 673222  
**OP D PD LDA MH SI YA**  
Caring For You Home Services Ltd  
Sudbury  
Tel: 01787 372131  
**OP D YA** |
| **Bluebird Care (Ipswich)**  
Ipswich  
Tel: 01473 748931  
**OP D PD SI YA**  
Caring Forever Ltd  
Beccles  
Tel: 01502 712088  
**OP D PD SI YA** |
| **Brett Lee Trust, The**  
Ipswich  
Tel: 01473 251010  
LDA  
Caring Moments Ltd  
Lowestoft  
Tel: 01502 560055  
**OP D PD LDA SI YA AD** |
| **Briarcare Recruitment Agency Ltd**  
Sudbury  
Tel: 01787 881185  
**OP D YA**  
Carlton Hall Residential Home  
Lowestoft  
Tel: 01502 513208  
**OP D** |
| **Briars Residential Care Home, The**  
Sudbury  
Tel: 01787 282249  
**OP D PD SI YA**  
Cephas Care Ltd Domiciliary Care Agency  
Ipswich  
Tel: 01473 322600  
**OP D PD LDA MH SI YA AD** |
| **Bury Home Care**  
Bury St Edmunds  
Tel: 01284 758561  
**OP D PD LDA MH SI YA AD**  
Chilton Croft Nursing Home  
Sudbury  
Tel: 01787 374146  
**OP D PD** |
| **C F Contact and Support Services Ltd**  
Ipswich  
Tel: 01473 233994  
PD LDA MH SI YA  
Choices Healthcare Ltd Suffolk  
Ipswich  
Tel: 01473 212120  
**OP D PD LDA MH SI YA AD** |
| **Cambridge Care Company**  
Bury St Edmunds  
Tel: 01284 718626  
**OP D PD LDA SI YA**  
Christies Care Ltd  
Saxmundham  
Tel: 01728 605107  
**OP PD LDA MH SI YA AD** |
| **Cambridge Care Company**  
Newmarket  
Tel: 01638 561100  
**OP D PD LDA MH SI YA**  
ClarkeCare Ltd  
Bury St Edmunds  
Tel: 01284 365247  
**OP D PD SI YA** |
| **Cambridge Care Company – Haverhill**  
Haverhill  
Tel: 01440 705589  
**OP D PD LDA MH SI YA**  
Clover  
Woodbridge  
Tel: 07780 654367  
LDA YA  
Complete Community Support (East) Ltd – Norwich Road  
Ipswich  
Tel: 01473 747247  
LDA YA |

<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
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<th>SI Sensory impairment</th>
<th>YA Younger adults</th>
<th>AD People who misuse alcohol or drugs</th>
</tr>
</thead>
</table>
Consensus (2013) Ltd – Redan Street
Ipswich
Tel: 01473 226399  PD LDA MH SI YA

Consensus Community Support Ltd – Redan Street
Ipswich
Tel: 01473 226399  PD LDA MH YA

DAC Suffolk
Ipswich
Tel: 07387 266984  OP D PD SI YA

Daily Care Agency, The
Eye
Tel: 01379 388438  OP D PD

Deben View
Woodbridge
Tel: 01394 384565  OP D PD MH

Deben Willow Care
Woodbridge
Tel: 01728 453677  OP D PD LDA MH SI YA

District Care Ltd
Lowestoft
Tel: 01502 566544  OP D

Divinus Support Ltd
Brandon
Tel: 01842 813022  OP D PD LDA MH SI YA

East of England Homecare CIC
Ipswich
Tel: 01473 228877  Advert page 28 OP PD SI YA

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  OP D PD LDA MH SI YA

First Choice Home Care
(Halesworth)
Halesworth
Tel: 01986 800227  OP D PD LDA MH SI YA

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 YA

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

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

Fountain of Health Ltd
Ipswich
Tel: 01473 871289  OP D PD LDA YA

Frantec
Ipswich
Tel: 01473 604464  Advert page 28 OP D PD LDA MH SI YA AD

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: 01473 381440  OP LDA MH
Home care providers continued

Hales Group Ltd
– Ipswich
Ipswich
Tel: 01473 732126

Harmonize Care
Colchester
Tel: 07539 348263

Haverhill Community Care Ltd
Haverhill
Tel: 07379 007008

Headway Suffolk
Ipswich
Tel: 01473 712225

Helping Hands Ipswich
Ipswich
Tel: 0808 274 2935

Heritage Care At Home Ltd (HCH)
Lowestoft
Tel: 01728 833899

Hilltop House (Domiciliary Care)
Bury St Edmunds
Tel: 01284 724979

Holmwood Residential Home
Bungay
Tel: 01986 892561

Home Instead Senior Care
(Ipswich, Woodbridge & Felixstowe)
Ipswich
Tel: 01473 272301

Home Support Matters Beccles
Beccles
Tel: 07545 716986

Home care providers continued

Do you need a helping hand?

With care visits available from 30 minutes all the way up to full-time live-in care, we provide personalised home care packages to support you in Suffolk.

With over 30 years’ experience, we’ll support you with anything you need to live independently in the home you know and love, including:

✓ Personal care
✓ Getting out and about
✓ Housekeeping
✓ Short-term care

Looking for care? 0808 274 2935

For more information www.helpinghands.co.uk

Leading Lives
Your life / Our support

LEAD THE LIFE YOU CHOOSE

High quality social care support for people with learning disabilities, autism and complex needs. In your home, in the community and short break respite care across Suffolk.

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

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

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<th>YA Younger adults</th>
<th>AD People who misuse alcohol or drugs</th>
</tr>
</thead>
</table>

**Housing & Care 21 – Holm Court**
Kesgrave
Tel: 0370 192 4045

**Housing & Care 21 – Mere View**
Stowmarket
Tel: 0370 192 4081

**Housing & Care 21 – Oak House**
Ipswich
Tel: 0370 192 4390

**Housing & Care 21 – Paddy Geere House**
Ipswich
Tel: 0370 192 4103

**Housing & Care 21 – Shearman Court**
Haverhill
Tel: 0370 192 4015

**Inroads Open Care**
Hadleigh
Tel: 01473 826192

**Jamie Cann House**
Ipswich
Tel: 01473 710880

**Jane Bennett Care Services Ltd**
Bury St Edmunds
Tel: 01284 724603

**Kirsten’s Care Ltd**
Bury St Edmunds
Tel: 07769 201895

**L’Arche Ipswich The Cornerstone**
Ipswich
Tel: 01473 216362

**Leading Lives South East Suffolk Independence Plus Service**
Ipswich
Tel: 01473 351660

**Leading Lives South Suffolk Independence Plus Service**
Sudbury
Tel: 01787 464380

**Leading Lives West Suffolk Independence Plus Service**
Bury St Edmunds
Tel: 01284 718741

**Levington Court**
Lowestoft
Tel: 01502 500683

**Link Medical Staffing Solutions Ltd**
Haverhill Branch
Haverhill
Tel: 0203 866 1182

**Locums4Care Ltd**
Ipswich
Tel: 01473 381444

**Margery Girling House**
Felixstowe
Tel: 01394 285871

**Marram Green**
Lowestoft
Tel: 01502 744362

**Maryland**
Bury St Edmunds
Tel: 01449 888110

**Mears Care – Stowmarket**
Stowmarket
Tel: 01449 676440

**Mencap – Ipswich and Central Suffolk Domiciliary Care Agency**
Ipswich
Tel: 01473 564001

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

Mencap – West Suffolk Domiciliary Care Agency
Bury St Edmunds
Tel: 07903 281530

Mid Suffolk Home First
Stowmarket
Tel: 01449 742848

My Care at Home Ltd
Stowmarket
Tel: 01449 763086

NAS Community Services (East Anglia)
Mildenhall
Tel: 01638 717661

Nayland Care Agency Ltd
Stutton
Tel: 01473 327925

Nightingale Homecare Suffolk (Lowestoft)
Lowestoft
Tel: 01502 566879

Nightingale Homecare Suffolk Ltd
Beccles
Tel: 01986 892728

Ocala Healthcare
Stowmarket
Tel: 01473 378100

One to One Homecare Ltd
– Head Office
Lowestoft
Tel: 01502 585363

Orwell Mencap Genesis
Ipswich
Tel: 01473 723888

Oxlip House
Bury St Edmunds
Tel: 01284 764864

Papworth Trust Centre Waveney, The
Lowestoft
Tel: 01502 574526

Papworth Trust, The – Ipswich
Ipswich
Tel: 01473 211671

Peppercorn House
Ipswich
Tel: 01473 603850

Peppercorn House
Ipswich
Tel: 01473 603850

Pitches View
Reydon
Tel: 01502 726063

PNS Domiciliary Services
Bury St. Edmunds
Tel: 01284 724223

Potsford Care Services Ltd
Woodbridge
Tel: 01728 748322

Home care providers continued

Mencap – West Suffolk Domiciliary Care Agency
Bury St Edmunds
Tel: 07903 281530

Mid Suffolk Home First
Stowmarket
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Tel: 01502 726063

PNS Domiciliary Services
Bury St. Edmunds
Tel: 01284 724223

Potsford Care Services Ltd
Woodbridge
Tel: 01728 748322

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

Advertisers are highlighted

Day Services & Extra Care in the heart of Ipswich

We welcome day guests to our ‘Meet & Greet’ Club* for older people from 10.30am - 4pm
*Charges apply, call us for more information

Call us to find out more, to book your place or to arrange a visit: 01473 603850
or email: PeppercornHouse@heritagecare.co.uk
Peppercorn House, 31 Peppercorn Way, Ipswich, Suffolk, IP2 8RT

www.heritagecare.co.uk

Search for care at www.carechoices.co.uk to find support in your area
<table>
<thead>
<tr>
<th>Service User Bands</th>
<th>Home care providers continued</th>
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<tr>
<td>OP Older people (65+)</td>
<td>Premier Healthcare Agency</td>
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<td>D Dementia</td>
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<td>PD Physical disability</td>
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<td>LDA Learning disability, autism</td>
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<td>SI Sensory impairment</td>
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Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
Sygmacare
Ipswich
Tel: 01473 719999

Time2Care (BSE) Ltd
Newmarket
Tel: 0333 121 2126

Trinity Carestaff Solutions Ltd
Bury St Edmunds
Tel: 01284 701944

Tru Care Ltd
Saxmundham
Tel: 01728 603495

United Response – Ipswich DCA
Ipswich
Tel: 01473 836160

Vange Place
Haverhill
Tel: 07817 975307

Visionshealthcare Ltd
Newmarket
Tel: 01223 426011

Vital Healthcare Services Ltd
Ipswich
Tel: 01473 212089

Vivid Community Care Ltd
Colchester
Tel: 01206 264173

Waveney Care Ltd – 124 Denmark Road
Lowestoft
Tel: 01502 530380

Waveney Home First
Lowestoft
Tel: 01502 448709

We Simply Care Ltd
Ipswich
Tel: 01206 863843

Wellbeing Care Support Services
Lowestoft
Tel: 01502 446600

West Suffolk Hospital
Bury St Edmunds
Tel: 01284 713538

Westminster Homecare Ltd (Ipswich)
Ipswich
Tel: 01473 226868

White House, The
Ipswich
Tel: 01473 740872

William Wood House
Sudbury
Tel: 01787 311940

Willowcare (Suffolk) Ltd
Brandon
Tel: 01842 862522

Your Care and Support Suffolk
Ipswich
Tel: 01394 617769

Your Life (Ipswich)
Ipswich
Tel: 01473 221505

Yourlife (Bury)
Bury St Edmunds
Tel: 01284 760489

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

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

**Ipswich**  
Tel: 01473 432000 • Web: [www.ipswich.gov.uk](http://www.ipswich.gov.uk)

**East Suffolk**  
Tel: 0333 016 2000  
Email: customerservices@east suffolk.gov.uk  
Web: [www.eastsuffolk.gov.uk](http://www.eastsuffolk.gov.uk)

**West Suffolk**  
Tel: 01284 763233  
Web: [www.westsuffolk.gov.uk](http://www.westsuffolk.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 living independently 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 35.

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 here useful.

**Suffolk Infolink**  
Contains a list of local services for people with learning disabilities in Suffolk.  
Web: [www.suffolk.gov.uk/infolink](http://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](http://www.mencap.org.uk)

**Scope**  
Offers free, impartial and expert information, advice and support to disabled people and their families.  
Tel: 0808 800 3333  
Email: helpline@scope.org.uk  
Web: [www.scope.org.uk](http://www.scope.org.uk)

### 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 and on page 37 for free help and support.

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

For more information, contact Sensing Change.
Stone Lodge Community Centre, Hawthorn Drive, Ipswich IP2 0QY
Tel: 01473 260030
Text: 07739 249056 • Minicom: 01473 711825
Email: info@sensingchange.org.uk
Web: 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.

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

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

Cruse Suffolk
Helps people in Suffolk who have been bereaved.
Tel: 01473 230888
Web: 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

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.

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For more information, contact Sensing Change.
Stone Lodge Community Centre, Hawthorn Drive, Ipswich IP2 0QY
Tel: 01473 260030
Text: 07739 249056 • Minicom: 01473 711825
Email: info@sensingchange.org.uk
Web: www.sensingchange.org.uk

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

Planning for end of life

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Visit www.carechoices.co.uk for further assistance with your search for care
“Mum is so happy and has a new lease of life”

Anchor care homes have given me reassurance, peace of mind and brand new memories. My loved one has improved both emotionally and socially and they are now thriving in a fantastic care environment.

**Canterbury House**, Hadleigh, Ipswich, IP7 6JQ

**Devonshire House**, Cavendish, Sudbury, CO10 8AS

**St Marys**, Holbrook, Ipswich, IP9 2PS

Call **0808 102 5459**
Visit **www.anchor.org.uk/our-care**
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. It is worth asking care providers whether they are working towards The Gold Standards Framework. This can be used in various settings, for example hospitals, primary care and care homes, to improve the co-ordination and communication between different organisations involved in providing care for someone near the end of their life.

**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](http://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 70 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 25 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 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 £165.56 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

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**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.

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Tell us what you think

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

Share your feedback

Take our five minute survey

www.carechoices.co.uk/reader-survey

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

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

Visit our homes anytime for advice, or go to www.barchester.com for more information.

Alice Grange
St Isidores, Ropes Drive, Kesgrave, IP5 2GA
Tel: 01473 877 490

Oulton Park
Union Lane, Oulton Broad, NR32 3AX
Tel: 01502 322 086

Residential • Nursing • Dementia • Respite
En-suite bedrooms • Delicious meals • Salon
Daily activities • Landscaped gardens • Wi-Fi

Search for care in your area

www.carechoices.co.uk

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

• Find care providers quickly and easily
• Search by location and care need
• Information on care quality
• Links to inspection reports
• Additional information, photos and web links
• Brochure requests
We suggest that you take paper with you when visiting care homes so that you can make notes. You can download and print this checklist at www.carechoices.co.uk/checklists.

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

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

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

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

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

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

*See page 50.*
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, Lasting Powers of Attorney and Preferred Priorities of Care.

For more information on these last two topics, see pages 49 and 39 respectively.

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 opposite.

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.
Residential dementia care checklist

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<th>Fees per week</th>
<th>Quality rating*</th>
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We suggest that you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 43. 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 50.
Paying for care

When a local authority provides or arranges your care services, 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 47.

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 47).

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 47 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 48 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 48 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 12 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 the 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.

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 or you can call 0333 202 0454.

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
Web: www.ageuk.org.uk/moneymatters

Citizens Advice
Web: www.citizensadvice.org.uk

Money Advice Service
Tel: 0800 138 7777
Web: www.moneyadviceservice.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 50), indicating the quality of care provided. You can also view an electronic version of this Directory on the site and have it read to you by using the ‘Recite Me’ function. Visit www.carechoices.co.uk

How solicitors can help

A solicitor can give you impartial advice about wills, 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 page 50 for more information about the CQC).

Visit www.carechoices.co.uk for further assistance with your search for care
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 local Adult Social Care 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.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 and 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 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 0800 917 1109. 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 to support you.

If you are worried about contacting the police you can contact Customer First on 0800 917 1109 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.
Residential care in Suffolk

This Directory is divided into the geographical areas listed on this map.

Home care providers can be found beginning on page 25.

Tell us what you think

What have you found useful?

What could we do better?

Share your feedback

Take our five minute survey

www.carechoices.co.uk/reader-survey
Coastal Suffolk

Coastal Suffolk care homes

**Abbeyfield Deben Extra Care Society Ltd**
Highlands, Fitzgerald Road, Woodbridge IP12 1EN
Tel: 01394 386204

**Allonsfield House**
Church Farm, Campsea Ashe, Woodbridge IP13 0PX
Tel: 01728 747095

**Bellstone Residential Care Ltd**
23-29 Beach Road West, Felixstowe IP11 2BL
Tel: 01394 278480

**Brierfield Residential Home**
58 High Road, Trimley St Mary, Felixstowe IP11 0SY
Tel: 01394 283422

**Coniston House**
77 Orwell Road, Felixstowe IP11 7PY
Tel: 01394 276201

**Cotman House**
Garfield Road, Felixstowe IP11 7PU
Tel: 0808 223 5356 Advert page 40

**Firs Residential Home, The**
186 Grange Road, Felixstowe IP11 2QF
Tel: 01394 283278 Advert page 38

**Foxgrove Residential Home**
High Road East, Felixstowe IP11 9PU
Tel: 01394 274037

**Garrett House Residential Home**
43 Park Road, Aldeburgh IP15 5EN
Tel: 01728 453249

**Glebe House Retirement Home**
Rectory Road, Hollesley, Woodbridge IP12 3JS
Tel: 01394 410298

**Jubilee House**
Seckford Street, Woodbridge IP12 4NB
Tel: 01394 382399

**Leiston Old Abbey Residential Home**
Leiston IP16 4RF
Tel: 01728 830944

**Maynell House**
High Road East, Felixstowe IP11 9PU
Tel: 01394 272731

**Merryfields**
7 Mill Lane, Felixstowe IP11 7RL
Tel: 01394 285528

**Norwood House**
Littlemoor Road, Middleton Moor, Saxmundham IP17 3JZ
Tel: 01728 668600

**Paddocks, The**
Church Road, Weybread, Diss IP21 5TR
Tel: 01379 852415

**Park House**
72 Constable Road, Felixstowe IP11 7HW
Tel: 01394 284021

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

**Silverdale Residential Home**
8 Buregate Road, Felixstowe IP11 2DE
Tel: 01394 278424

**Smyth House**
106 High Street, Leiston IP16 4BZ
Tel: 01728 831373

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

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

Visit www.carechoices.co.uk for further assistance with your search for care
At Sunrise Nursing Home, our residents are at the heart of everything we do.

We offer a wide range of services:

- Long and Short term Residential Care
- Palliative Care
- Respite Care
- Post-Acute rehabilitation
- 24 Hour Nursing Care

All provided by our dedicated team of friendly nurses and carers

Our experienced chefs cook fresh, homemade food every day and are happy to cater for any special preferences or dietary needs

For more information, contact us, or pop in to our fortnightly community tea afternoon “Time for Tea at Three”
Coastal Suffolk care homes

Suffolk Urgent Respite Service
The Bungalow, 11 Edmonton Close, Kesgrave, Ipswich IP5 1HD
Tel: 07741 901642

Westcliff Care Home, The
51 Leopold Road, Felixstowe IP11 7NR
Tel: 01394 285910

White Gables Residential Care Home
16 Stanley Road, Felixstowe IP11 7DE
Tel: 01394 282620

Woodbridge Lodge Residential Home
5 Burkitt Road, Woodbridge IP12 4JJ
Tel: 01394 380289

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 877 490 Advert page 42

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

Mills Meadow
Fore Street, Framlingham IP13 9DF
Tel: 01728 885513 Advert page 66

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

Oakwood House Residential and Nursing Home
Stollery Close, off Ropes Drive, Grange Farm, Kesgrave, Ipswich IP5 2GD
Tel: 01473 840890

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

Rendlesham Care Home
1a Suffolk Drive, Rendlesham, Woodbridge IP12 2TP
Tel: 0808 223 5356 Advert page 40

Sunrise Nursing Home
10 Cobbold Road, Felixstowe IP11 7HQ
Tel: 01394 671114 Advert page 54

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

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

<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
<th>Address</th>
<th>Telephone</th>
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<tbody>
<tr>
<td>OP OP OP</td>
<td>PD LDA MH YA</td>
<td>Ashcott House, 12 Tokio Road, Ipswich IP4 5BE</td>
<td>01473 273590</td>
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<tr>
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<td>Beechlawns Residential Home, Elton Park Hadleigh Road, Ipswich IP2 0DG</td>
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<td>Belstead Villa, 52 Belstead Road, Ipswich IP2 8BB</td>
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<td>OP OP</td>
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<td>Bethesda Eventide Homes – Ipswich, 59a Henley Road, Ipswich IP1 3SN</td>
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<td>Burgess House Short Break Respite Unit (Leading Lives), 236 Felixstowe Road, Ipswich IP3 9AD</td>
<td>01473 718964</td>
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<tr>
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<td>Christina Residential Home Ltd, 526-528 Woodbridge Road, Ipswich IP4 4PN</td>
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<td>Fairways, Fullers Field, Swan Lane, Westerfield, Ipswich IP6 9AX</td>
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<td>Jeian Care Home, 322 Colchester Road, Ipswich IP4 4QN</td>
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<td>Norwood, 14 Park Road, Ipswich IP1 3ST</td>
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<td>Park Manor, 21 Tuddenham Road, Ipswich IP4 2SN</td>
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<td>Prince of Wales House, 18 Prince of Wales Drive, Ipswich IP2 8PY</td>
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<td>Shaftesbury House Residential Care Home, 5 Cowper Street, Ipswich IP4 5JD</td>
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<td>Sherrington House, 71 Sherrington Road, Ipswich IP1 4HT</td>
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<td>Thornbank, 6 Westerfield Road, Ipswich IP4 2UJ</td>
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<td>Warren Heath Residential Home Ltd, 593-595 Felixstowe Road, Ipswich IP3 8SZ</td>
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<td>OP D</td>
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<td>Westerfield House Care Ltd, Humber Doucy Lane, Ipswich IP4 3QG</td>
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<td>Wisteria House, 492 Nacton Road, Ipswich IP3 9QB</td>
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Service: OP Older people (65+)
User Bands: MH Mental health SA Sensory impairment YA Younger adults AD People who misuse alcohol or drugs
Ipswich care homes with nursing

Avocet Court
Monmouth Close, Ipswich IP2 8RS
Tel: 01473 786980

Asterbury Place
76 Aster Road, Ipswich IP2 0NR
Tel: 01473 851790 Advert page 66

Belhaven
303 Belstead Road, Ipswich IP2 9EH
Tel: 01473 603005

Handford House Care Home
27a Cumberland Street, Ipswich IP1 3PA
Tel: 01473 231111

Park View Care Home
1 Chantry Close, Ipswich IP2 0QR
Tel: 01473 228890

Prince George House
102 Mansbrook Boulevard, Ipswich IP3 9GJ
Tel: 01473 857830 Advert page 66

Sidegate Lane Nursing Home
248 Sidegate Lane, Ipswich IP4 3DH
Tel: 01473 274141

Sue Ryder – The Chantry
Chantry Park, Hadleigh Road, Ipswich IP2 0BP
Tel: 01473 295200

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

Willows, The
57 Crabbe Street, Ipswich IP4 5HS
Tel: 01473 372166

Visit www.carechoices.co.uk for further assistance with your search for care
Lowestoft and Waveney care homes

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

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

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

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

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

Highfield House Care Home
London Road, Halesworth IP19 8LP
Tel: 01603 427424

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 Short Break Respite Unit
(Leading Lives)
Rotterdam Road, Lowestoft NR32 2EZ
Tel: 01502 580844

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

---

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

Search for care at www.carechoices.co.uk to find support in your area
Lowestoft and Waveney care homes continued

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

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

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

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

Lowestoft and Waveney care homes with nursing

All Hallows Nursing Home
26 St Johns Road, Bungay NR35 1DL
Tel: 01986 892643
OP D PD SI YA

Britten Court
Love Road, Lowestoft NR32 2NY
Tel: 01502 559437
Advert page 66
OP D PD MH YA

Kirkley Manor
3 Kirkley Park Road, Lowestoft NR33 0LQ
Tel: 01502 573054
OP D PD YA

Lound Hall
Jay Lane, Lound, Lowestoft NR32 5LH
Tel: 01502 732331
OP D PD SI

Oulton Park Care Centre
Union Lane, Oulton Broad, Lowestoft NR32 3AX
Tel: 01502 322 086 Advert page 42
OP D PD YA

See the checklist on page 43 for useful suggestions of questions to ask when looking at care homes.

Mid Suffolk

Mid Suffolk care homes

Chilton Court
Gainsborough Road, Stowmarket IP14 1LL
Tel: 01449 675320 Advert page 60
OP

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

Finborough Court
Pilgrims Way, Great Finborough, Stowmarket IP14 3AY
Tel: 0300 303 1450 Advert page 60
OP D

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

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

Stowmarket Short Break Respite Unit (Leading Lives)
7a Finborough Road, Stowmarket IP14 1PN
Tel: 01449 614886 Advert page 30
LDA

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

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

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
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**.

**01449 675426**  
info@stowcare.co.uk  
www.stowcare.co.uk

Stowcare Ltd, Chilton Court, Gainsborough Road, Stowmarket Suffolk, IP14 1LL

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Fulfilled living in later life

Find out about Christian care at Finborough Court

0300 303 1450 • pilgrimsfriend.org.uk/Finborough

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Bupa

For care homes. For Living

Chilton Meadows, your local Bupa care home.

If you’re considering care for an elderly loved one, a warm, welcoming place close to family and friends means a lot. That’s why Chilton Meadows, in Stowmarket could be something for you to think about, whether you’ve got our insurance or not.

Call us for advice or to arrange a visit

**01449 798 231**

Lines are open 8am to 6.30pm Monday to Friday, 9am to 12.30pm Saturday. Closed Sunday and bank holidays. We may record or monitor our calls.
Mid Suffolk care homes

Woodfield Court
21 Temple Road, Stowmarket IP14 1AT
Tel: 01449 614114 Advert page 60 OP

Yaxley House
Church Lane, Yaxley, Eye IP23 8BU
Tel: 01379 783230 OP

Mid Suffolk care homes with nursing

Barham Care Centre Ltd
Church Lane, Barham, Ipswich IP6 0PS
Tel: 01473 830247 OP D PD SI

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

Bayham Care Centre Ltd
Upper Street, Bayham, Ipswich IP6 8JR
Tel: 01473 830267 OP D PD SI YA

Cedrus House
Bittern Crescent, Stowmarket IP14 5GD
Tel: 01449 798330 Advert page 66 OP D PD MH YA

Chilton Meadows Bupa Care Home
Union Road, Onehouse, Stowmarket IP14 1HL
Tel: 01449 789334 Advert page 60 OP D PD

Depperhaugh, The
Chickering Road, Hoxne IP21 5BX
Tel: 01379 384236 OP D YA

Hartismere Place
Castleton Way, Eye IP23 7DD
Tel: 01379 882593 Advert page 66 OP D PD MH YA

See page 46 for more information on paying for care homes in Suffolk.

South Suffolk care homes

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

Brett Vale Residential Homes Ltd
Granary Barn, Sullesys 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 38 OP D

Catchpole Court Care Home
Walnut Tree Lane, Sudbury CO10 1BD
Tel: 01787 882023 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 38 OP D

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 for further assistance with your search for care
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

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

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

Hillside Care Home
20 Kings Hill, Great Cornard, Sudbury CO10 0EH
Tel: 0808 223 5356 Advert page 40

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

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

Mellish House Residential Home
Kings Hill, Great Cornard, Sudbury CO10 0EH
Tel: 0808 223 5356 Advert page 40

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

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

Spring Lodge
Main Road, Woolverstone, Ipswich IP9 1AX
Tel: 01473 780791

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

St Josephs
The Croft, Sudbury CO10 1HR
Tel: 01787 888460 Advert page 38

St Marys
Woodlands Road, Holbrook, Ipswich IP9 2PS
Tel: 01473 328111 Advert page 38

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

Waterfield House
Grays Close, Hadleigh, Ipswich IP7 6AG
Tel: 01473 829103

South Suffolk care homes with nursing

Catchpole Court Care Home
Walnut Tree Lane,
Sudbury CO10 1BD
Tel: 01787 882023

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

Hadleigh Nursing Home
1 Friars Road, Hadleigh,
Ipswich IP7 6DF
Tel: 01502 502702

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

Laxfield House
Cundys Lane, Brent Eleigh,
Sudbury CO10 9PL
Tel: 01787 247340 Advert page 62

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

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

Waterfield House
Grays Close, Hadleigh, Ipswich IP7 6AG
Tel: 01473 829103

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 for further assistance with your search for care
MHA residential and dementia care homes in Suffolk

At MHA, we have over 75 years’ experience providing quality care and supporting families, so we know what’s important for our residents. As a charity, we’re always reinvesting in our homes creating warm and supportive environments that ensure you feel truly at home.

Norwood - Residential and dementia care
14 Park Road, Ipswich
Suffolk, IP1 3ST
01473 257502
mha.org.uk/norwood

The Martins - Residential and dementia care
Vinefields, Bury St Edmunds
Suffolk, IP3 1YA
01284 753467
mha.org.uk/martins

Situated in beautiful grounds, both homes offer:
- Compassionate staff who care for everyone as an individual
- Comfortable rooms with en suite facilities
- Home cooked meals prepared by in-house chefs
- A dedicated chaplain and music therapy
- Landscaped gardens, hair salon and lots of activities

Call or visit us online to arrange a visit:
www.mha.org.uk
### West Suffolk care homes

<table>
<thead>
<tr>
<th>Beeches Residential Home, The</th>
<th>Manson House</th>
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<tbody>
<tr>
<td><strong>Address:</strong> 39-43 High Street, Ixworth, Bury St Edmunds IP31 2HJ</td>
<td><strong>Address:</strong> 111 Northgate Street, Bury St Edmunds IP33 1HP</td>
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<tr>
<td><strong>Tel:</strong> 01359 230773</td>
<td><strong>Tel:</strong> 01284 753106</td>
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<tr>
<td><strong>Address:</strong> 11 Bryony Close, Haverhill CB9 9DJ</td>
<td><strong>Address:</strong> Vinefields, Bury St Edmunds IP33 1YA</td>
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<tr>
<td><strong>Tel:</strong> 01440 704719</td>
<td><strong>Tel:</strong> 01284 753467</td>
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<tr>
<td><strong>Address:</strong> 32a The Vinefields, Bury St Edmunds IP33 1YF</td>
<td><strong>Address:</strong> East Barton Road, Great Barton, Bury St Edmunds IP31 2RF</td>
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<tr>
<td><strong>Tel:</strong> 01284 765046</td>
<td><strong>Tel:</strong> 01284 787321</td>
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<tr>
<td><strong>Address:</strong> Hengrave Road, Culford, Bury St Edmunds IP28 6DX</td>
<td><strong>Address:</strong> 108 Northgate Street, Bury St Edmunds IP33 1HS</td>
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<tr>
<td><strong>Tel:</strong> 01284 728744</td>
<td><strong>Tel:</strong> 01284 763621</td>
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<tr>
<td><strong>Address:</strong> North Terrace, Mildenhall IP28 7AE</td>
<td><strong>Address:</strong> Culford Road, Fornham St Mary IP28 6TN</td>
</tr>
<tr>
<td><strong>Tel:</strong> 01638 515556</td>
<td><strong>Tel:</strong> 01284 705062</td>
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<tr>
<td><strong>Address:</strong> Fornham St Martin, Bury St Edmunds IP31 1SR</td>
<td><strong>Address:</strong> Mill Road South, Bury St Edmunds IP33 3NN</td>
</tr>
<tr>
<td><strong>Tel:</strong> 01284 768327</td>
<td><strong>Tel:</strong> 01284 767445</td>
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<tr>
<td><strong>Address:</strong> 30 Vinery Road, Bury St Edmunds IP33 2JT</td>
<td><strong>Address:</strong> 29 Out Risbygate Street, Bury St Edmunds IP33 3RJ</td>
</tr>
<tr>
<td><strong>Tel:</strong> 01284 769887</td>
<td><strong>Tel:</strong> 01284 706603</td>
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<th>Swallows Residential Care Home, The</th>
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<tr>
<td><strong>Address:</strong> Brybank Road, Hanchett Village, Haverhill CB9 7WD</td>
<td><strong>Address:</strong> Helions Bumpstead Road, Haverhill CB9 7AA</td>
</tr>
<tr>
<td><strong>Tel:</strong> 01440 712498</td>
<td><strong>Tel:</strong> 01440 714745</td>
</tr>
<tr>
<td><strong>User Bands:</strong> OP D PD YA</td>
<td><strong>User Bands:</strong> OP D</td>
</tr>
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<tr>
<th>Ixworth Court Care Home</th>
<th>Willows, The</th>
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<tbody>
<tr>
<td><strong>Address:</strong> Peddars Close, Ixworth, Bury St Edmunds IP31 2HD</td>
<td><strong>Address:</strong> Corders Farm, Bury Road, Lawshall, Bury St Edmunds IP29 4PJ</td>
</tr>
<tr>
<td><strong>Tel:</strong> 01359 231188</td>
<td><strong>Tel:</strong> 01284 830665</td>
</tr>
<tr>
<td><strong>User Bands:</strong> OP D MH YA</td>
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<tr>
<th>Kingfisher House Care Home</th>
<th>Wings</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address:</strong> St Fabians Close, Newmarket CB8 0EJ</td>
<td><strong>Address:</strong> 17 The Grove, Beck Row, Mildenhall IP28 8DP</td>
</tr>
<tr>
<td><strong>Tel:</strong> 01638 669919</td>
<td><strong>Tel:</strong> 01638 583934</td>
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<td><strong>User Bands:</strong> OP D</td>
<td><strong>User Bands:</strong> D PD LDA MH SI YA</td>
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<td>OP Older people (65+)</td>
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<td>D Dementia</td>
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<tr>
<td>PD Physical disability</td>
</tr>
<tr>
<td>LDA Learning disability, autism</td>
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<td>MH Mental health</td>
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<tr>
<td>SI Sensory impairment</td>
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<tr>
<td>YA Younger adults</td>
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<tr>
<td>AD People who misuse alcohol or drugs</td>
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Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
Discover the best of care in Suffolk

Residents at Care UK’s care homes across Suffolk enjoy the very best lifestyle, thanks to modern facilities, a wide range of activities and the very best care.

Peace of mind
At Care UK, we support older people to live happier, healthier and more fulfilling lives. We’re known for our standards of care, but a fundamental part of the ethos of our care homes is helping people to enjoy meaningful lifestyles. As an established, award-winning care provider we know that independence is not about where you live, but how you live, and our 120-plus care homes are enabling more than 7,000 people to continue living active and fulfilling lives in supportive, safe and comfortable surroundings.

We understand how difficult it can be to make the decision to move into a care home, and we’ve been helping and supporting families for over 30 years in making that transition easier. Our compassionate and experienced care teams will be there for you every step of the way, ensuring that you or your loved one receives the warmest welcome and an entirely personalised care plan, tailored to your individual needs and wishes.

The best of care in Suffolk
Our care homes across Suffolk are no exception; you’ll find all the comfort of home, dedicated nurses and carers providing all-round care and support, and a family atmosphere from the moment you step inside. Each home is purpose-built and beautifully designed and furnished, featuring impressive facilities that are specially designed to ensure residents can make the most of every day. Enjoy a pamper in the hair and beauty salon, take a seat in our comfy cinema room, or simply relax with a cup of tea as you catch up with loved ones. What’s more, the variety of activities organised by our lifestyle teams will give you the chance to reconnect with old hobbies or find new interests, all while making new friends.

Call 01473 855666 to find out more about living at a Care UK care home in Bury St Edmunds, Diss, Framlingham, Haverhill, Ipswich and Stowmarket, or visit careuk.com/suffolk

Why not try our day clubs?
Our welcoming day clubs are run from modern, purpose-built day care centres adjacent to some of our care homes. Our clubs are the ideal place for you or a loved one to come and enjoy fun activities and to make new friends, all in comfortable surroundings. You can buy a package or pay by the hour – all packages include a home-cooked lunch and a variety of stimulating activities.

Find your local day care centre by visiting careuk.com/suffolk-day-clubs
West Suffolk care homes with nursing

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

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

Cleves Place
Millfields Way, Haverhill CB9 0JB
Tel: 01440 858530 Advert page 66 OP D PD MH YA

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

Davers Court
Shakers Lane, Bury St Edmunds IP32 7BN
Tel: 01284 844609 Advert page 66 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: 01284 844611 Advert page 66 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 669919 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 7YL
Tel: 01440 712498 OP D PD

Mildenhall Lodge
St John’s Close, Mildenhall IP28 7NX
Tel: 01638 778030 Advert page 66 OP D PD YA

North Court Care Home
108 Northgate Street, Bury St Edmunds IP33 1HS
Tel: 01284 763621 OP D PD YA

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

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

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@ageuk suffolk.org
Web: www.ageuk.org.uk/suffolk

Alzheimer’s Society – West Suffolk Local Office
First Floor Room, 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
Free and impartial advice covering a wide range of topics including debt and money, benefits, housing, employment, family and relationships and more.

Beccles
12 New Market NR34 9HB
Tel: 01502 717715
Drop-in: Monday, Wednesday and Friday, 9.30am to 2.30pm.

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

Bungay
8 Chaucer Street NR35 1DT
Tel: 01986 895827
Drop-in: Tuesday and Thursday, 9.30am to 2.30pm.

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

Halesworth
Halesworth Volunteer Centre, London Road IP19 8LW
Drop-in: Friday, 10.00am to 12.00pm.

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

Ipswich
19 Tower Street IP1 3BE • Adviceline: 0300 300 1151
Web: www.citizensadviceipswich.org.uk

Lowestoft
St Margaret’s House, Gordon Road NR32 1JQ
Drop-in: Monday, Tuesday, Thursday and Friday, 9.30am to 3.00pm.

Mid-Suffolk
5 Milton Road South, Stowmarket IP14 1EZ
Tel: 01449 676060 / 01449 676280
Email: advice@midsuffolkcab.org.uk
Web: www.midsuffolkcab.org.uk
Drop-in: Monday and Tuesday, 9.30am to 3.30pm; Wednesday, 9.30am to 3.30pm (telephone advice and appointments only); Thursday, 9.30am to 6.30pm; and Friday, 9.30am to 12.30pm.

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

Newmarket
Foley Gate, Wellington Street CB8 0HY
Drop-in: Monday, Tuesday and Thursday, 9.30am to 2.30pm.

North-East Suffolk
Covering Lowestoft, Beccles, Bungay and Halesworth.
Email: bureau@nescab.cabnet.org.uk (general enquiries only). • Web: www.nesuffolkcab.org.uk

Sudbury and District
Keyse House, Acton Lane CO10 1QN
Tel: 01787 321400
Email: advice@sudburycab.org.uk
Web: www.sudburycab.org.uk
Drop-in: Monday to Thursday, 10.00am to 1.00pm.

West Suffolk
Covering Newmarket, 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

Suffolk County Council – Customer First
Tel: 0800 917 1109
Email: customer.first@suffolk.gov.uk
Write to: Customer First,
First Floor, Beacon House,
Landmark Business Park,
White House Road,
Ipswich IP1 5PB

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

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

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, frail, 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: advice@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

Dementia Adventure
Provides supported holidays for people with dementia as an alternative to traditional respite where partners, family, friends or carers can enjoy an outdoor break together. Holidays are usually five days long, can be bespoke, are subsidised and are available to anyone across the UK.
Tel: 01245 237548
Email: info@dementiaadventure.co.uk
Web: www.dementiaadventure.co.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: info@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

**Veterans’ Gateway**  
The first point of contact for Armed Forces personnel, veterans and their families seeking information about employability, finances, personal relationships, befriending and more.  
Tel: 0808 802 1212  
Web: www.veteransgateway.org.uk

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**Search for care in your area**

Visit www.carechoices.co.uk for further assistance with your search for care
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FUN Domiciliary Care Agency
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Harmonize Care
Haverhill Community Care Ltd
Headway Suffolk
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Jane Bennett Care Services Ltd
K-O
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Leading Lives South Suffolk Independence Plus Service
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Levington Court
Link Medical Staffing Solutions Ltd Haverhill Branch
Locums4Care Ltd
Margery Girling House
Marram Green
Maryland
Mears Care – Stowmarket
Mencap – Ipswich and Central Suffolk Domiciliary Care Agency
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Peppercorn House
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Royale Homecare
Safe and Sound Homecare Ltd
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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.
Director of Creative Operations: Lisa Werthmann. Studio Manager: Jamie Harvey.

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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
- Terminal ill people

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