
The essential guide to accessing information and support in Peterborough to keep you, and anyone you know, independent, safe, well, and living a fulfilled life.

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

In partnership with

www.peterborough.gov.uk/pin  www.carechoices.co.uk
A passionate approach to elderly care in Peterborough

Peterborough Care, a family run organisation operating Care Homes for older people since 1984.

The founder Shammy Marjara a Registered Nurse still has a hands on approach to care and is still as passionate today about working with older people as she was when she first opened Broadleigh back in 1984. Peterborough Care is a true family run company and each family member has an active and day to day involvement in the running of the company supported by what they describe as their number 1 asset THEIR STAFF!

Peterborough Care have a wealth of experience providing Nursing, Residential and dementia care (35+ years to be exact) We are the longest established residential care provider for older people in Peterborough and offer a full spectrum of services across our five homes. We continued to show our on going commitment to the City with the recent opening of Thorpe Wood, a purpose built and designed home for people living with dementia (see back of this publication for further details).

- NAPA (National Activity Providers Association) Members
- Registered Nursing Home Association Members
- Care England Members
- Open Viewing/Visiting
- Respite Care/Post – Operative Care
- Residential Care
- Nursing Care
- Dementia Care
- Continuing Health Care

For further information regarding any of our care homes, please contact our Admission and Assessment Co-ordinator Fiona on 07949809703 or on fiona@peterboroughcare.com. Alternatively telephone our Head Office on 01733 562328 or contact the home directly.

Peterborough Care, 236 Eastfield Road, Peterborough PE1 4BD
Tel: 01733 562328 • www.peterboroughcare.com • email: info@peterboroughcare.com
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For extra copies of this guide, call Adult Early Help on **01733 747474**, option four.

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

For more information about care and support, visit [www.peterborough.gov.uk/pin](http://www.peterborough.gov.uk/pin)
Welcome

Welcome to the 2019/20 Guide to Independent Living in Peterborough, produced in association with the publisher Care Choices.

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

Whatever your age or ability there are things you can do to remain independent, safe, and well. Many of these are small lifestyle changes that will make a big difference. By taking action now, you can make positive changes that can make a big impact in your future. There are many people, places, and activities that can help you to carry on doing what matters to you, without having to pay for professional care.

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

Keep your guide by the phone or somewhere handy, or even better start filling in your action plan on page 5 to help you stay independent, safe, well, and living a fulfilled life.

To give you some extra help we’ve given you some handy tips throughout the guide, so look out for them.

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

• Browse this guide to identify the five key things that you are interested in or feel will support you.
• Explore the suggestions to find out more about the areas that matter to you.
• Use your action plan on page 5 to help you plan the things you want to put in place and who you will contact first.

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

Peterborough Information Network (PIN)

You can find lots of useful information about staying safe, well, and independent in Peterborough on the Peterborough Information Network at www.peterborough.gov.uk/pin. The Peterborough Information Network includes information on topics such as:

• Getting out and about.
• Learning, work, and volunteering.
• Keeping healthy and well.
• Staying independent.
• Equipment and living aids.
• Personal assistants’ network.
• Housing options.
• Staying safe.
• Caring for someone.

• Money matters.

Enjoying your favourite activity and getting to know others in your community can improve your wellbeing, regardless of your ability. Whether you love to be creative or sporty, whether you are naturally chatty or love to get your hands dirty, there are many opportunities to try new things, meet new people, and get involved. The Peterborough Information Network includes details of events happening locally which can help you make these connections.
# Your action plan

This guide is designed to help support you to live independently. Many people enjoy activities and use equipment or services to help them do this. Please use your action plan to note down the steps you want to take, including useful resources to help you get there. Then follow your plan to get the support that is right for you and your family. Support to help you live independently begins on page 6.

## Things you would like to achieve

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

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

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

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

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

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

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

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For more support to help you live independently, visit [www.peterborough.gov.uk/pin](http://www.peterborough.gov.uk/pin)
Keeping active is more than just physical activity; it’s about staying connected with people and places, and about feeling productive. Whether you’re travelling to work, socialising, taking some exercise, or doing practical things like shopping, getting out and about will help you to stay happy, healthy, and independent for longer.

There is a range of transport and mobility services that can help you get out and about. You may want to use your own car, travel by public transport, or use a range of community transport options.

Getting out and about

Travelling

Cycling
Cycling can be a useful means of transport as well as a fun way to exercise and socialise. There are many different types of bikes and many more opportunities for people with disabilities to cycle. Cycling UK has a guide to adapted cycles at www.cyclinguk.org/article/cycling-guide/guide-to-adapted-cycles

Peterborough is a great place to cycle. The Green Wheel is a 45-mile network of cycle routes around the city, where you can follow a circular route that starts at Bridge Street or choose to ride a shorter section.

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

Did you know that two out of three disabled cyclists find cycling easier than walking? Visit www.wheelsforwellbeing.org.uk for more information.

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

If you are looking to start learning to drive, the disability driving instructor’s website has an online register of specialist driving instructors for people with physical disabilities, special educational needs, and those with hearing difficulties. The website also has advice on how to start learning to drive, how to return to driving after an accident or illness, and how to keep driving safely. You can find out more on www.disabilitydrivinginstructors.com

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

Find out what the Motability Scheme can offer you. Web: www.motability.co.uk Tel: 0300 456 4566

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

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

Email them on cambridgeandpeterborough@ajmhealthcare.org or call 0808 169 9633.

Parking
A Blue Badge is a parking permit for people who are registered blind, severely sight impaired, or who have severe mobility issues. It lets you park closer to the places you want to visit (for example; in marked disabled parking bays). Blue Badges can’t be issued to relatives or carers, but you can use your badge in
any car you’re travelling in whether you’re the driver or a passenger.

Find out more and apply for a Blue Badge at www.peterborough.gov.uk/residents/parking/blue-badge-parking-scheme or call 01733 452356.

**Travelling by bus**
People with disabilities and older people can travel by bus for free across England at the weekend and after 9.30am, Monday to Friday. To find out if you’re eligible, and to apply online, visit www.visitpeterborough.com/visitor-information/getting-around

For applications sent by post or email, use the contact details below.

Visitor Information Centre, 41 Bridge Street PE1 1HA
Email: busstationoffice@peterborough.gov.uk

For more information, call 01733 317936/453236

Stagecoach produce Journey Assistance Cards if you need a bit more help using the bus. The cards make it easier for you to let the driver know what extra help you need. You can use your cards any time of day, seven days a week, on any Stagecoach bus service. For more information, visit www.stagecoachbus.com/promos-and-offers/national/journey-assistance-cards

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

**Community Link – accessible door to door transport**
Community Link is designed for you if you are unable to use public transport, have difficulty using public transport, or no public transport is available.

Whether you use a wheelchair or not, specialised transport and professional drivers can help you gain greater access to shops and other vital services. The service is open to people living in the Peterborough city area and there is a membership fee. Bookings need to be made 48-hours in advance. You can find out more by calling 01733 317460.

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

Peterborough Shopmobility
(Queensgate)
Web: www.shopmobilitypeterborough.co.uk
Tel: 01733 313133

**Travelling by train**
A railcard gives you discounts on rail fares. To find out about available railcards, including a disabled person’s railcard, and a senior railcard for people aged over 60, visit www.railcard.co.uk

If you’re travelling around by National Rail, you can plan your train journey using the information provided for disabled passengers at www.nationalrail.co.uk/stations_destinations/disabled_passengers.aspx

To book assistance, you only need to contact one train company and they will organise assistance for your whole journey.

You can book assistance by phone or online with the company directly, or centrally by calling 0800 022 3720.

Various rail companies have services that run from Peterborough. Further details of the assistance each company provides can be found on the following links:

- **LNER**: www.lner.co.uk/tickets-savings/your-journey/assisted-travel
- **Cross Country**: www.crosscountrytrains.co.uk/customer-service/travel-assistance
Local activities and groups you can join

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

Tip
Here are some questions to help you think about the type of support to look for.
- Why do you want to get involved in your local community?
- Do you have any hobbies that you would like to do more of?
- Would you like to try something new?
- Would you like to meet people who have similar experiences to yourself?
- How regularly do you want to do something?

If you are interested in starting a group, the organisation below provides information, guidance, and support to help groups set up, develop, and grow.

Peterborough Council for Voluntary Service
Web: www.pcvsc.org.uk
Tel: 01733 342683

Tip
There is an action plan on page 5 that you can use to make a list of activities you’d like to do to help keep you independent, safe, well, and living a fulfilled life.

Vivacity library services
Vivacity is a not-for-profit organisation that manages many of Peterborough’s popular cultural and leisure facilities including the local libraries. The library service offers books, newspapers, magazines, CDs/DVDs, and computer access. There are also many titles available in large print, and as audio books.

If you have difficulty visiting a library and do not have internet access at home, ask about the Mobile Library and Library Link Doorstep Service.

Visit www.vivacity.org/library-archives for more information.

Connecting with other people

Friendship schemes
Age UK Cambridgeshire and Peterborough provide a weekly visiting scheme offering friendship and support to older people who are lonely or isolated. They also have friendship clubs providing an opportunity to socialise out of the house, enjoy activities and entertainment, and have a hot meal. Find out more by visiting www.ageukcap.org.uk or calling 0300 666 9860.

You can find out more about befriending schemes by visiting www.peterborough.gov.uk/pin

The Silver Line
Silver Line is a free, national, confidential helpline providing information, friendship, and advice to older people. It is open 24 hours a day, 365 days a year. Visit www.thesilverline.org.uk or call 0800 470 8090.

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

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

Learning

City College Peterborough and Peterborough Regional College both offer courses for adult learners. You can gain a qualification or simply learn more about one of your interests. You can find out more on www.citycollegepeterborough.ac.uk by selecting ‘Adults’ and on www.peterborough.ac.uk by selecting ‘Courses’.

If you have a learning disability, both colleges offer Supported Internship programmes. A Supported Internship is a one-year, full-time study programme for students with special educational needs who would like to be able to work.

City College Peterborough also offers a comprehensive Day Opportunities Service, including social enterprises and supported employment. Opportunities include food and catering, gardening, laundry service, and crafts. For more information, visit www.ccpdayopportunities.co.uk

Employment

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

Jobcentre Plus
45 Bridge Street PE1 1HA • Tel: 0800 169 0190

An Access to Work grant can pay for practical support to help you start working, stay in work, or start a business if you have a disability, health, or mental health condition. Find out more information at www.gov.uk/access-to-work

Volunteering

Volunteering is a great way to develop your employment skills, meet new people, and make a difference to the lives of others in your community. There are volunteering opportunities suitable for all abilities, ages, and levels of commitment in Peterborough. Contact the Peterborough Volunteer Centre on 01733 342683 or visit www.pcvs.co.uk/volunteer-centre

You can also search for local volunteering opportunities at www.do-it.org

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

Keeping healthy and well

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

Stop smoking

Want to stop smoking? You can! There are lots of ways to stop smoking, from using nicotine replacement therapies or e-cigarettes to free quit tools and expert support from local NHS stop smoking services. Download the NHS Smoke Free app to set yourself a plan to stop. It provides you with the daily motivation you need to successfully quit, as well as calculating how much money you’re saving.

Tip
You’re more likely to quit with the right support that fits into your lifestyle. Create your own personal quit plan and get proven support to help you quit at www.nhs.uk/smokefree
Did you know the average smoker has 13 cigarettes a day, which works out as 364 cigarettes a month. That’s £218 a month and £2,621 of your money that you are losing every year by smoking.

Solutions4Health is your free local stop smoking service. The stop smoking specialists deliver support across the city and can help you achieve your goal of giving up smoking through a combination of one-to-one support and medication. Call 01733 894540 to access your nearest smoke free clinic or nationally on 0800 376 5655 to speak to a trained advisor.

Eating healthily

Eating a healthy, balanced diet is an important part of maintaining your health. Not only will it make you feel good, but it will help you to maintain your independence. A balanced diet means eating a wide variety of foods in the right proportions and consuming the right amount of food and drink to achieve and maintain a healthy body weight.

The NHS advises the following:

- Eat five portions of fruit and vegetables a day.
- Base meals on starchy foods like potatoes, bread, rice, or pasta.
- Have some dairy or dairy alternatives (such as soya drinks).
- Eat some beans, pulses, fish, eggs, meat, and other protein.
- Choose unsaturated oils and spreads, eaten in small amounts.

- Drink plenty of fluids.

Find out more about healthy eating at www.nhs.uk/live-well/eat-well

If you’re looking to manage your weight through balanced nutrition and simple exercise, Healthy Peterborough offers free classes called ‘Shape Up 4 Life’. The courses are delivered in local community venues over ten weeks, with 45 minutes of group discussions on topics such as portion size, reading labels, and dealing with cravings, followed by 45 minutes of simple exercises. Call 0800 376 5655 and speak to a Healthy Peterborough team member.

“It’s a great achievement to finish the ten weeks and to feel so much healthier, have more energy, and look better than I did ten weeks earlier.”

A Peterborough resident who completed the free Shape Up 4 Life classes.

Regular health checks

By undergoing routine health checks, you can spot any health problems in the early stages when they are easier to treat, helping you to make the best choices about your health and wellbeing. If you are aged 40-74, don’t have a long-term condition, and haven’t had a check in the last five years, you might be eligible for a free NHS Health Check. The check only takes about 20-30 minutes and can be accessed through your GP. Just call them and request an NHS Health Check.

People with a learning disability often experience poorer physical and mental health than others. A Learning Disability Annual Health Check can address this and help you stay well by talking about your health and finding any problems early, so you get the right care. You do not have to be ill to have a health check – in fact, most people have their annual health check when they’re feeling well. For more information, or to arrange a health check, contact your GP.

Your mental health and wellbeing

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

If you are in a mental health crisis, call 111 and select option two. Specially trained mental health staff are available 24 hours a day, 365 days a year.
Everyone goes through difficult times; sometimes our problems affect our day-to-day lives and we feel that we can’t cope. Common issues include a low mood, depression, anxiety, stress, trauma, bereavement, relationship difficulties, and phobias. If you are in this situation, you are not alone, and there is a range of community care services available to help you improve your mental wellbeing.

If you are feeling low or stressed, Healthy Peterborough can support you. Talk to a Wellness Coach about the changes you would like to make. Freephone 0800 376 5655.

NHS talking therapies are also available. Talking therapies can help you to understand and work through your difficult feelings and develop strategies for coping better. The best therapy will depend on your particular situation. To arrange an appointment, visit www.insighthealthcare.org and search ‘Peterborough’ to complete the online self-referral form, or call 0300 555 0888. You can also ask your GP to make a referral.

You can self-refer to the Psychological Wellbeing Service, part of the Improving Access to Psychological Therapies (IAPT) services, an NHS initiative designed to make psychological or talking therapies more accessible to people experiencing common mental health issues. Services include self-help reading materials, guided self-help (both over the phone and face-to-face), one-to-one therapies including Cognitive Behavioural Therapy (CBT), Interpersonal Therapy (IPT), Eye Movement Desensitisation and Reprocessing (EMDR), and group courses including Mindfulness. To self-refer, call 0300 300 0055 or complete the online form at www.cpft.nhs.uk

Cambridgeshire, Peterborough and South Lincolnshire Mind (CPSL Mind) supports local people on their road to recovery from a wide range of mental health challenges and promotes positive mental health. As part of their wellbeing service, you can access one-to-one support, counselling, mentoring, peer support groups, and skills-building workshops. For more information, visit www.cpslmind.org.uk or call 01733 362990.

Cambridgeshire and Peterborough Clinical Commissioning Group (CCG)

Cambridgeshire and Peterborough CCG are responsible for planning and buying local NHS services, such as the care you receive at hospital and in the community. They also ensure that NHS service providers deliver the best possible care and treatment for patients.

**How can I get involved?**

Patient representatives are encouraged to be involved in the work of the CCG. Patient Reference Groups consist of representatives from across the area. Patients and the public can get in contact with the Communications and Engagement Team at the CCG to express an interest in being involved.

If you are interested in being a patient representative, visit www.cambridgeshireandpeterboroughccg.nhs.uk/get-involved or email capccg.contact@nhs.net

**Urgent Treatment Centre (formerly the Peterborough Minor Illness and Injury Unit)**

This service can help with cuts, scalds, burns, strains, suspected fractures, ear and throat infections, stomach upsets, and flu-like symptoms. No appointment is necessary, just walk in. Open 8.00am to 8.00pm, every day of the year.

City Care Centre, Thorpe Road PE3 6DB
Tel: 01733 293800

**NHS 111**

NHS 111 makes it easier for you to access local NHS healthcare services in England. You can call 111 when you need medical help fast but it’s not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time, NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones. For general, non-emergency information on health, visit www.nhs.uk

For more information about care and support, visit www.peterborough.gov.uk/pin
Seven-day access to GP services

Patients across Peterborough can access evening and weekend GP appointments at the GP Hub, based at Boroughbury Medical Centre, Craig Street, Peterborough. The GP Hub is a new service where local GPs and Practice Nurses offer a range of services for all patients registered with a GP practice in Greater Peterborough.

Appointments are available between 6.30pm and 8.30pm, Monday to Friday; from 9.00am to 5.00pm on Saturdays; and 9.30am until 12.30pm on Sundays and Bank Holidays. To book an appointment, patients simply need to phone their own practice as they would do normally, and they will be advised of available appointments.

Choosing the right NHS service

A new app to help Cambridgeshire and Peterborough residents find local NHS services is now available to download. Quick and easy to use, the ‘MyHealth Cambridgeshire and Peterborough’ app directs you to your nearest appropriate NHS service. This includes local GPs, pharmacies and dentists, based on your location or postcode.

The app is free to download for iOS via Apple Store and Android via Google Play by searching for ‘MyHealth C&P CCG’. It is also available in five other languages, including Polish, Latvian, and Lithuanian.

## Choosing the right treatment for your health and medical needs

<table>
<thead>
<tr>
<th>Self-care</th>
<th>A large range of common illnesses and injuries can be treated at home with over the counter medicines and plenty of rest.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cough, cold, hay-fever, hangover, grazes, small cuts, sore throat</td>
<td>You can also get health advice and guidance by looking online at <a href="http://www.nhs.uk">www.nhs.uk</a> or by calling NHS 111 – 24 hours a day, seven days a week.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Pharmacy</th>
<th>Pharmacists can advise and treat a wide range of symptoms. No appointment is needed and pharmacies often have long opening hours.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aches and pains, flu, ear ache, rashes, teething, medicine issues</td>
<td>Most pharmacies also have private consulting areas. You can find your local pharmacy, the services they offer and their opening times at <a href="http://www.nhs.uk">www.nhs.uk</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>GP surgery</th>
<th>GPs and nurses can see you for a wide range general health issues. You will need to be registered with a GP surgery and make an appointment to visit a Nurse or GP.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vomiting, stomach ache, arthritis, asthma, fever, low mood, stop smoking</td>
<td>You can find a local GP at <a href="http://www.nhs.uk">www.nhs.uk</a>. Your GP’s website or receptionist will be able to advise whether you are best seeing a nurse or GP.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Minor injuries</th>
<th>The Peterborough Urgent Treatment Centre, at the City Care Centre on Thorpe Road, can treat minor injuries and illnesses.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Small fractures, minor burns, cuts, itchy rash, persistent fever</td>
<td>No appointment is necessary and the service aims to see and start patients’ treatments within 45 minutes of their arrival. The Urgent Treatment Centre is open seven days a week, 8.00am to 8.00pm.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>A&amp;E / 999</th>
<th>A&amp;E and 999 are for serious or life threatening situations. Peterborough City Hospital provides A&amp;E services for Peterborough residents of all ages.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Severe bleeding, loss of consciousness, severe chest pain, severe burns, major trauma</td>
<td>If you are unsure if you should go to A&amp;E, NHS 111, available 24 hours a day, seven days a week, can provide expert advice and guidance for non-life threatening injuries.</td>
</tr>
</tbody>
</table>
Staying independent at home

Most people stay living in their own home as their ability and situation changes. There are many things you can do to keep your independence and remain living in your own home. This might mean changing the way you do something or trying something new.

Equipment and adaptations to make life easier and keep you safe

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

Advances in digital technology means there is a lot more, easy to use, and inexpensive equipment available, so you can find the right solution that suits you. Some everyday items and technology can help as well, such as reminder apps on smartphones, or wide-handled cutlery. Most of this equipment is available through high street and online retailers or your local pharmacy.

To discover the right equipment and technology for you, visit www.peterborough.gov.uk/pin and search for ‘equipment’.

Safe and Well
Safe and Well provides information, advice, and a range of equipment and devices that you can purchase to help with everyday tasks. Go to www.safeandwell.co.uk/cambridgeshire and complete the questionnaire to help identify things that might help you or call 01480 415719 to talk to an occupational therapist.

Tip
• Think about speaking to someone who is already using the equipment or read some user reviews.
• Will it need to be installed by a professional?
• Do you know how much it costs? Are there any ongoing costs?
• Consider speaking to your friends or family about the equipment that you want to purchase.
### Making life easier at home: room by room

#### In the living room

**Plug with handle**

**Easi-reacher**

**Chair raisers**

<table>
<thead>
<tr>
<th>WHAT CAN BE MADE EASIER?</th>
<th>SIMPLE SOLUTIONS TO MAKE A DIFFERENCE</th>
</tr>
</thead>
</table>
| **GETTING IN/OUT OF CHAIRS** | • Install block of foam in chair base  
• Buy chair raisers, a higher chair or an electric riser chair |
| **OPENING/CLOSING WINDOWS, CURTAINS AND BLINDS** | • Move furniture out of the way  
• Install/purchase a fan  
• Buy a tool to open/close windows  
• Fit remote control curtain tracks or blinds |
| **CONTROLLING THE HEATING** | • Change the switches for ease of use and fit a timer switch  
• Purchase a standalone heater  
• Purchase an electronic personal assistant and a smart thermostat |
| **KEEPING WARM** | • Purchase equipment that will allow you to enjoy a hot drink or meal in the living room. See page 20 for details.  
• Replace the fire with a heater |
| **TURNING LIGHTS ON/OFF** | • Install a light switch toggle  
• Purchase a socket extension or handi-plugs  
• Purchase an electronic personal assistant and smart bulbs, light switches or sockets |
| **HEARING THE TV** | • Use subtitles  
• Purchase wireless headphones  
• Use a hearing aid |
| **KEEPING IN TOUCH WITH FRIENDS AND FAMILY** | • Purchase a touchscreen telephone or smart tablet to use video messaging |

Visit [www.peterborough.gov.uk/pin](http://www.peterborough.gov.uk/pin) for more information about equipment and technology.
In the bedroom

<table>
<thead>
<tr>
<th>WHAT CAN BE MADE EASIER?</th>
<th>SIMPLE SOLUTIONS TO MAKE A DIFFERENCE</th>
</tr>
</thead>
</table>
| **GETTING IN AND OUT OF BED** | • Purchase a leg lifter  
• Raise the bed  
• Fit grab rails  
• Use a transfer board  
• Buy an electric adjustable bed  
• Install lights that turn on automatically when you get out of bed |
| **SITTING UP IN BED, TURNING, OR ROLLING OVER** | • Change to less heavy bedding  
• Purchase a pillow raiser  
• Change the mattress |
| **KEEPING WARM IN BED** | • Buy a heavier duvet  
• Buy thermal clothing |
| **GETTING DRESSED** | • Learn new ways of dressing  
• Buy alternative/adaptive clothing  
• Buy simple gadgets: long-handled shoe horn; dressing stick; button hook |
| **CUTTING YOUR NAILS** | • Buy easy grip scissors |
| **TAKING YOUR TABLETS** | • Ask for an easy-open bottle  
• Keep a note of when you take a tablet  
• Buy a pill dispenser with a reminder alarm |
| **READING THE TIME** | • Buy a clock with large numbers  
• Buy a clock that ‘speaks’ |

Visit [www.peterborough.gov.uk/pin](http://www.peterborough.gov.uk/pin) for more information about equipment and technology.
Making life easier at home: room by room continued

In the kitchen

![Kitchen diagram with items highlighted: Teapot tipper, Large handled cutlery, Pan handle holder, Liquid level indicator, Perching stool, Chopping board with spikes.]

<table>
<thead>
<tr>
<th>WHAT CAN BE MADE EASIER?</th>
<th>SIMPLE SOLUTIONS TO MAKE A DIFFERENCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>REACHING INTO CUPBOARDS</td>
<td>• Rearrange your cupboards/surfaces</td>
</tr>
<tr>
<td></td>
<td>• Buy an Easi-Reacher or Handi-Reacher</td>
</tr>
<tr>
<td>USING TAPS AND SWITCHES</td>
<td>• Fit tap turners</td>
</tr>
<tr>
<td></td>
<td>• Purchase Handi-Plugs</td>
</tr>
<tr>
<td>PREPARING/COOKING FOOD</td>
<td>• Sit at a table</td>
</tr>
<tr>
<td></td>
<td>• Consider kitchen gadgets including:</td>
</tr>
<tr>
<td></td>
<td>knife with a thick handle;</td>
</tr>
<tr>
<td></td>
<td>chopping board with spikes;</td>
</tr>
<tr>
<td></td>
<td>pan handle holder;</td>
</tr>
<tr>
<td></td>
<td>teapot tipper;</td>
</tr>
<tr>
<td></td>
<td>lid gripper</td>
</tr>
<tr>
<td></td>
<td>• Use a microwave</td>
</tr>
<tr>
<td></td>
<td>• Purchase a perching/high stool</td>
</tr>
<tr>
<td></td>
<td>• Buy a trolley</td>
</tr>
<tr>
<td>MOVING AROUND KITCHEN</td>
<td>• Re-organise the furniture</td>
</tr>
<tr>
<td></td>
<td>• Review mobility equipment</td>
</tr>
<tr>
<td></td>
<td>• Buy a trolley</td>
</tr>
<tr>
<td>EATING AND DRINKING</td>
<td>• Use large handled cutlery</td>
</tr>
<tr>
<td></td>
<td>• Use a non-slip mat</td>
</tr>
<tr>
<td></td>
<td>• Use a lightweight cup/mug</td>
</tr>
<tr>
<td></td>
<td>• Use a cup with two handles</td>
</tr>
<tr>
<td>LAUNDRY/IRONING</td>
<td>• Install a wall-fixed ironing board</td>
</tr>
<tr>
<td></td>
<td>• Raise/lower washing machine</td>
</tr>
</tbody>
</table>

Visit [www.peterborough.gov.uk/pin](http://www.peterborough.gov.uk/pin) for more information about equipment and technology.

Search for care at [www.carechoices.co.uk](http://www.carechoices.co.uk) to find support in your area.
Making life easier at home: room by room continued

In the bathroom

**WHAT CAN BE MADE EASIER?**

<table>
<thead>
<tr>
<th>SIMPLE SOLUTIONS TO MAKE A DIFFERENCE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>WASHING HANDS, FACE, AND BODY</strong></td>
</tr>
<tr>
<td>• Install tap turners</td>
</tr>
<tr>
<td>• Buy a long-handled sponge</td>
</tr>
<tr>
<td>• Purchase a flannel strap</td>
</tr>
<tr>
<td>• Purchase a stool</td>
</tr>
<tr>
<td><strong>HAVING A BATH</strong></td>
</tr>
<tr>
<td>• Purchase a non-slip mat</td>
</tr>
<tr>
<td>• Buy a long-handled sponge</td>
</tr>
<tr>
<td>• Use a half-step</td>
</tr>
<tr>
<td>• Install grab rails</td>
</tr>
<tr>
<td>• Use a bath board or bath seat</td>
</tr>
<tr>
<td>• Install an alarm to warn you if the water is about to overflow</td>
</tr>
<tr>
<td><strong>DRYING YOURSELF</strong></td>
</tr>
<tr>
<td>• Use a non-slip mat</td>
</tr>
<tr>
<td>• Purchase a towelling gown</td>
</tr>
<tr>
<td>• Purchase a hot air body dryer</td>
</tr>
<tr>
<td><strong>USING THE TOILET</strong></td>
</tr>
<tr>
<td>• Install a raised toilet seat</td>
</tr>
<tr>
<td>• Use a combined toilet seat and support frame</td>
</tr>
<tr>
<td>• Install a flush lever extension</td>
</tr>
<tr>
<td><strong>CLEANING TEETH</strong></td>
</tr>
<tr>
<td>• Purchase a toothbrush gripper</td>
</tr>
<tr>
<td>• Buy an electric toothbrush</td>
</tr>
<tr>
<td>• Use a stool</td>
</tr>
<tr>
<td><strong>HAVING A SHOWER</strong></td>
</tr>
<tr>
<td>• Have a strip wash</td>
</tr>
<tr>
<td>• Use non-slip mats</td>
</tr>
<tr>
<td>• Purchase a half-step</td>
</tr>
<tr>
<td>• Use a shower board, shower chair, or stool</td>
</tr>
</tbody>
</table>

Visit [www.peterborough.gov.uk/pin](http://www.peterborough.gov.uk/pin) for more information about equipment and technology.
Community alarms and lifelines

Community alarms and lifelines can provide reassurance that help is at hand if you need it.

In Peterborough, Cross Keys offer a Lifeline service. If you want to remain independent in your own home, but also want the security of knowing that help is on hand when you need it, then Lifeline is for you.

The Lifeline personal alarm is a fast and effective way to get help, 24 hours a day. With just the touch of a button, you’ll be in direct contact with the Cross Keys Control Centre that can call your contacts or the emergency services.

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

You can find out more about the Cross Keys Homes Lifeline Community Alarm Service by visiting www.crosskeyshomes.co.uk, alternatively, you can email lifeline@crosskeyshomes.co.uk or call 01733 396439.

Assistive Technology Smart Flat

If you would like to see the range of equipment and gadgets available, visit the Peterborough Smart Flat at Kingfisher Court. The flat demonstrates how assistive technology can support older or disabled people around the home. All equipment is fully operational from voice activated bed sensors, to property exit sensors and medication reminders. The Lifeline personal alarm system is also live, allowing you to see how the control centre responds to calls. To find out more, visit www.peterborough.gov.uk/pin and search ‘Smart Flat’.

Adaptations to your home

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

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

Care and Repair at Peterborough City Council can assist you to repair, maintain, and adapt your home. The service can also deliver minor aids and adaptations that help to prevent falls and accidents in the home. For more information, visit www.peterborough.gov.uk/pin and search for ‘Care and Repair’ or you can call 01733 863895.

“Since our bathroom was turned into a wet room the shower door doesn’t shriek and it is lovely and warm. The toilet flushes well too”.
– Care and Repair service user.

If you are unable to fund the adaptations that you need, the council may be able to offer support. If you require a major change, you could apply for a Disabled Facilities Grant (DFG) to help with some or all of the costs, see www.gov.uk/disabled-facilities-grants.

To find out more about changes that can be made to your home, visit www.peterborough.gov.uk/pin and select ‘Adults’ followed by ‘Staying independent’.
Looking after your home

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

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

- Fire safety.
- Falls prevention.
- Hoarding.
- Staying well and warm at home.
- Crime reduction.

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

For more information, visit www.cambsfire.gov.uk/safe-and-well-visit-508.aspx or call CFRS on 0800 917 9994.

Help with odd jobs or finding a reliable trader
We all need to find a reliable trader from time to time and asking your friends for recommendations is a good way to do this. If this doesn’t help you, Safe Local Trades can connect you with vetted tradespeople.

Safe Local Trades is a website that you can look at for a tradesman such as an electrician, plumber, carpenter, or painter/decorator. All the tradespeople listed have been vetted and their performance is monitored. Visit www.safelocaltrades.com

If you need help with small DIY jobs, Care and Repair at Peterborough City Council offer a Handy Person Scheme to assist households solely occupied by vulnerable, older, and/or disabled residents. The scheme can help you to maintain and repair your home so that you can continue to live independently. It is mainly for small, non-urgent repairs and the scheme uses vetted contractors to undertake the work. For more information, visit www.peterborough.gov.uk/pin and search for ‘Handy Person Scheme’ or call 01733 863860.

Do you have a concern about a trader who has called at your home? The Citizens Advice Consumer Helpline, 0345 404 0506, has a response team to investigate incidents, with the police, where it believes that people are being conned in their homes. Where appropriate, offenders may be prosecuted and prevented from taking money from you for poor or unnecessary work. The helpline can also provide advice on your basic rights when buying goods or services.

Home support

You might need a little support to stay living independently at home. This can include help from family, friends, neighbours, or others with tasks such as washing, shopping, or cleaning.

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

Remaining active and doing simple strength and balance exercises at least twice a week is one of the most effective ways of keeping your body strong and steady. Exercise can be done in fun and sociable community classes or in the comfort of your own home. For information on different kinds of exercise for all abilities, visit www.nhs.uk/live-well/exercise/ You can find classes to keep you fit at www.vivacity.org by searching ‘strength and balance classes’.

Improving safety at home is another way to avoid falls. Clearing away clutter, ensuring flooring and carpets are safe, making sure your home is well lit, and installing handrails can all help. For more information, visit www.cpft.nhs.uk/falls.htm

For more information about care and support, visit www.peterborough.gov.uk/pin
Other things that you can do to help you avoid a fall:

- Take care of your feet, by trimming your toenails regularly and seeing a GP or chiropodist about any foot problems.
- Ensure you wear properly fitted shoes and slippers.
- Never mix alcohol and medication.

**Domestic tasks**

If you, or someone you care for, are having difficulty preparing and cooking meals, there are various options you could choose to help make mealtimes easier. Consider asking a friend or family member for help. Often people can pick up your shopping when they are doing their own or can run your errands when they are out.

**Tip**

Many supermarkets and food delivery services offer home delivery for shopping bought online and you can choose ready meals, including frozen meals that you can heat in a microwave or an oven. If you prefer to do your shopping in a shop, look out for assisted shopping schemes, where staff can help you with finding items and reaching shelves.

If you use an organisation to help you with your shopping, check if they will take you shopping, rather than doing your shopping for you. Going shopping means you can choose your items yourself and is one way of keeping active.

**Personal care in your own home**

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

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

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

Peterborough Council for Voluntary Service (PCVS) provide a Direct Payments Support Service where, for a small charge, you can be supported to set up and manage your Direct Payments to pay your personal assistant. For more information about Direct Payments, see page 31.
There is lots of information on personal assistants online at www.carers.org.uk or www.employingpersonalassistants.co.uk. To find a personal assistant in Peterborough, visit www.peterborough.gov.uk/pin and search ‘personal assistant’.

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

Charges for live-in care depend on the amount of care, skills, and support required.

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

You can use the checklist on page 46 to help you choose a care worker.

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

**Tip**
It’s always a good idea to check inspection reports and ratings when choosing a care service. You can find reports and ratings on the CQC website at www.cqc.org.uk

For home care arranged by the council, the agencies used are accredited to work for the council. The council will let you know how much the care will cost you, and if you are unable to afford this, the council may be able to contribute towards the cost. To find out more about support the council can provide, see page 28. To find out more about paying for care, visit www.peterborough.gov.uk/pin and search for ‘paying for care’.

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

**Cambridgeshire Deaf Association**
Email: office@cambsdeaf.org
Web: www.cambsdeaf.org
Tel: 01223 246237

**Deafblind UK**
Email: info@deafblind.org.uk
Web: www.deafblind.org.uk
Tel/Text: 01733 358356

**Peterborough Association for the Blind**
Email: info@mypab.org.uk
Web: www.mypab.org.uk
Tel: 01733 344844

You can find out how to get your hearing tested and other advice about vision and eye health by visiting www.peterborough.gov.uk/pin and searching ‘sensory impairment’.
Specific support for people with autism

There are lots of resources and support available in Peterborough to enable people with autism to live a fulfilled life. The National Autistic Society Peterborough provide information and advice to support individuals of all ages with autism, and their families and carers.

National Autistic Society Peterborough Branch
Email: peterborough@nas.org.uk
Web: www.naspeterborough.webeden.co.uk

For more information, visit www.peterborough.gov.uk and search ‘autism’.

Specific support for people with dementia

Your GP is your first point of contact for mental health and dementia issues. Your GP will discuss your concerns and consider whether they can provide the help and treatment you need.

For more information, visit www.peterborough.gov.uk and search ‘dementia’.

There is a wide range of support available in Peterborough for people with dementia, including advocacy, dementia advisers, dementia cafés, activities, information, and peer support.

The council commissions Alzheimer’s Society to run the Dementia Resource Centre. The service offers advice, information, and support to anyone affected by dementia in Peterborough. They also offer a calendar of activities, for more information visit www.peterborough.gov.uk/pin

Alzheimer’s Society
Dementia Resource Centre,
441 Lincoln Road PE1 2PE
(Entrance 5, York Road PE1 3BP)
Email: peterborough@alzheimers.org.uk
Web: www.alzheimers.org.uk
Tel: 01733 893853

Coming home from hospital

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

There are also a number of community groups across Peterborough who can help you settle back home following a stay in hospital. You can find information online to help you to research and organise care and support at www.peterborough.gov.uk/pin

If you feel like you might need help when you leave the hospital, ask on the ward to speak to the hospital social work team. They will be able to discuss what is worrying you and help you plan for your hospital discharge.
Support whilst you recover

You can arrange support with domestic tasks and personal care on a short-term basis. Details for this can be found starting on page 19.

The British Red Cross offers a free support at home service for the first 24 to 72 hours after leaving hospital. You will generally need a referral from the hospital or your GP. They can offer services such as transport home from hospital, help with everyday tasks such as picking up prescriptions and shopping, and short-term loan of wheelchairs and toilet aids.

For more information, call 0345 054 7171 or email admincentral@redcross.org.uk

Adapting to new ways of doing things

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

Reablement programmes last between a few days and a few weeks and may suggest equipment you could purchase to help make day-to-day living easier. Many people find that after their reablement programme they can cope very well on their own, without the need for further care and support.

“Reablement service is brilliant, it has helped me to stay in my home with support until I don’t need it anymore. Very grateful, thanks to all the staff.”

“All of the people that cared for my mum were amazing. They were kind, friendly, encouraging, and helped mum when she needed it. Their attitude was respectful and supportive. They were helpful, compassionate, and understanding and helped put in place new things like befriending, hot meals, and a financial assessment to attend the day centre.

“All in all, the reablement team did just that, they re-enabled mum to get back to normal.”

Comments about the reablement service

“Staff were nice and helped me with tasks I couldn’t do at the time as I got stronger. We agreed when to cut the support down and eventually stop it.”

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

You may be reading this guide because you are a carer, or you know someone who is. Carers are people who provide unpaid support to a partner, family member, friend, or neighbour who may be ill or disabled and could not manage without this help. This can range from a bit of help with the weekly shop to providing full-time, personal care.

Being a carer can be rewarding but it is also very hard work. Caring is a stressful role and it’s important to think about your mental and physical health and emotional wellbeing as well as the person you are caring for.

Support is available for anyone who cares for someone else, whether you call yourself a ‘carer’ or not.

This support can help make the caring role easier and it can free up more time for you to take care of yourself.

Tip

You can use the action plan on page 5 to help you and the person you care for understand how you can best support yourselves.

Many people find it helpful to use their wider friends and family network to support them in their caring role.

For more information about care and support, visit www.peterborough.gov.uk/pin
Information and support for adult carers

Most carers find that support for the person they care for can help them in their caring role. In this guide, there is lots of advice around how to get out and about in the community on page 6, and page 13 is full of tips about how to adapt the home of the person you are caring for to support them to stay independent, safe, and well.

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

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

If you need support to continue your caring role, beyond that offered by local organisations and voluntary groups, you may be eligible for support from the council. As well as information and advice to support your caring responsibilities, and support to help you look after your own health and wellbeing, the council may offer you a carers’ supported self-assessment, to get a greater understanding of your needs.

A carers’ supported self-assessment is available even if the person you care for does not get any support from the council. Your carer’s self-assessment may indicate that your caring role is having an impact on your wellbeing and preventing you from meeting some of your own needs. This will be discussed with you and any support required to meet your needs will be included within a support plan.

Support may be arranged on your behalf by the council or by a Direct Payment if you would prefer to organise your own support. Direct Payments can only be used to arrange support that has been agreed in your carer’s support plan.

To find out more about being a carer, visit [www.peterborough.gov.uk/pin](http://www.peterborough.gov.uk/pin) and search ‘caring for someone’.

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**Caring Together**

Caring Together is commissioned by Peterborough City Council to provide advice, guidance, and services to carers. Caring Together can also provide a vast range of support including flexible breaks for carers of all ages, training for carers, and peer support groups.

Email: hello@carerstrustcpn.org
Web: [www.caringtogether.org](http://www.caringtogether.org)
Tel: 0345 241 0954

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**Jointly**
Web: [www.jointlyapp.com](http://www.jointlyapp.com)

**Rally Round Me**
Web: [www.rallyroundme.com](http://www.rallyroundme.com)
Information and support for young carers

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

Young carers may have to prepare meals, look after money matters, give medicine, arrange appointments, or take care of a relative’s personal care. It can be a lot of work for anyone to handle, especially when school or work are also priorities.

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

Support could start close to home, with a relative or friend who already knows your situation, or your teacher.

Planning for an emergency

It is important to make sure that the person you care for is kept safe even if you are not able to be there for them. You can register for the Emergency Support for Carers Service.

This makes sure that the person you care for will be looked after if you have an emergency. It operates 24 hours a day, 365 days a year.

You can register with the service by contacting Adult Early Help on 01733 747474, option four, or by completing the Emergency Support for Carers form which can be found at www.peterborough.gov.uk/pin by searching for ‘emergency support for carers’.

Financial support for carers

You could get £66.15 a week if you care for someone for at least 35 hours a week, and if the cared-for person already receives certain benefits. You do not have to be related to, or live with, the person you care for. You do not get paid extra if you care for more than one person.

These benefits are means-tested, so whether you qualify will depend on your income and savings.

You can find out more at www.gov.uk/carers-allowance or you can have your benefits checked by Citizens Advice by calling 0344 499 4120.

Housing options

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

Most people want to stay in their home for as long as possible, and there is a range of things to help you do this, including using equipment (page 13), adapting your home (page 18), getting some help with cleaning or help with small jobs around the home (page 19), or considering help with personal care (page 20).

For more information about care and support, visit www.peterborough.gov.uk/pin
Many people find it useful to talk options over with family and friends. You could also discuss your options with the organisations listed opposite.

For more information, visit www.peterborough.gov.uk/pin and select ‘Adults’ followed by ‘Staying independent’, or see page 13.

Tip
Use the action plan on page 5 to help you decide what you could do to stay safe, well, and independent at home for longer.

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

Housing advice is available from independent organisations including:

**Elderly Accommodation Counsel (EAC)**
Web: www.eac.org.uk

**Papworth Trust**
Web: www.papworthtrust.org.uk
Tel: 0800 952 5000
Text: 07860 021210

**Shelter**
Web: www.shelter.org.uk
Advice helpline: 0808 800 4444

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**Sheltered housing and Extra Care housing**

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

**Sheltered housing**

Sheltered housing means having your own flat or bungalow in a block, or on a small estate, where all the other residents are older people (usually over 55, sometimes older). With a few exceptions, all developments (also known as ‘schemes’) provide independent, self-contained homes with their own front doors.

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

**Extra Care housing**

Extra Care housing has been designed to enable older people to live independently. Like Sheltered housing, you have your own home, but also have the reassurance of knowing that there is a care team on site 24 hours a day to meet your personal care needs. Most schemes have a restaurant and dining area, communal lounge, laundry rooms, assistive bathroom, hairdressers, and a guest suite available for your visitors. Your Extra Care home can be owned, part-owned and part-rented, or rented.

To find out more go to www.peterborough.gov.uk/pin and search ‘housing options’.

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**Care homes**

Moving into a care home is a major commitment – it involves changing where you live and potentially paying a lot of money for your ongoing accommodation and care needs.
Tip
Before you think about moving into a care home, consider other less disruptive, and potentially less costly options such as equipment, adaptations, or personal care. Consider whether you really need the amount of care available at a care home.

If no other accommodation options are suitable for you, a care home may be the way to meet your needs. Residential and nursing care homes are where a number of people live together, supported by care workers who are available 24 hours a day. Care homes may be privately owned or run by charities.

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

Types of care home

Residential care homes
Residential care homes are for people who can’t continue to live at home, even with additional support or changes to their home (see page 13 for support which may help you remain independent at home). If you are unable to receive the support you need at home, you may want to consider a residential care home. A residential care home helps you with personal care, including eating, washing, going to the toilet, and dressing. These homes do not offer nursing support.

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

If you have a diagnosis of dementia, you will need to make sure that the home is registered to meet your needs.

When considering potential care homes, use the checklist on page 50 and, for homes providing care for people with dementia, use the checklist on page 51.

Inspecting and regulating residential care services

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

Tip
It’s always a good idea to check inspection reports and ratings when choosing a care service. You can find reports and ratings on the CQC website at www.cqc.org.uk

For more information about care and support, visit www.peterborough.gov.uk/pin
End of life care

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

More people are starting to make ‘end of life plans’ to make it easier for others to support and carry out their wishes, when the time comes.

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

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

To find out more about end of life care, visit www.peterborough.gov.uk/pin and search for ‘end of life care’.

What to expect from the council

Support from Adult Social Care

Peterborough City Council provides you with the advice, information, and support you need to stay independent, safe, and well, and to live a fulfilling life. Social care supports adults of all ages and disabilities. Most people find that they can get the support that they need from their friends, family, and local community. If you would like to know more about getting out and about in your area, have a look at page 6. There are also some helpful tips about how to make some small changes to your home, such as using equipment or getting some extra help to cook and clean to keep you independent on page 13.

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

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

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

Adult Social Care will identify the best options available to help you, such as accessing community-based support, getting some equipment, or referring you for a more in-depth assessment.

Tip
Use the action plan on page 5 to help you decide what you could do to stay independent, safe, and well.
If you are planning on contacting Adult Social Care on behalf of somebody else, then you will need to make sure that they know that you are planning to do so.

If you’re able to, it’s helpful to discuss the questions on page 28 with the individual before making contact.

Care and support plans

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

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

Someone to speak on your behalf

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

You can have an advocate present with you when you have conversations with the social care practitioner if you wish.

You might also consider using an advocate if you feel unsure or concerned when you are faced with making an important decision about your care and support.

Peterborough adults and children’s integrated advocacy service is provided by Total Voice which is an independent service commissioned by Peterborough City Council.

Total Voice, Peterborough Office, 27 London Road PE2 8AN
Email: tvcp@voiceability.org
Web: www.totalvoicecp.org
Referral helpline: 0300 222 5704

For information on advocacy in Peterborough, visit www.peterborough.gov.uk/pin and search ‘Total Voice’.

Paying for your care

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

Paying for care can be an expensive and long-term commitment. If you think you may need care in the future, it is a good idea to get advice on how to pay for it before making any decisions. Visit www.peterborough.gov.uk/pin and search ‘money matters’ for financial support, or refer to the organisations listed overleaf.

For more information about care and support, visit www.peterborough.gov.uk/pin
You may be entitled to disability benefits which you can use to help pay for the care and support you need. These benefits include:

- **Personal Independence Payments** – a benefit that helps with the extra costs of a long-term health condition or disability for people aged 16 to 64.

- **Attendance Allowance** – a benefit for people over 65, paid at two different rates depending on the level of help you need. The lower rate is for those needing care by day or night, and the higher rate is for those needing care both day and night, or who are terminally ill.

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

**Tip**
If you’re not in receipt of one of these benefits but think you may be eligible, you can apply directly at [www.gov.uk/browse/benefits/disability](http://www.gov.uk/browse/benefits/disability) or you can have your benefits checked by [Citizens Advice](#) by calling 0344 499 4120.

### Financial assessment and arranging your care

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

If your capital, savings, and income are above these thresholds, you will need to pay the full cost of your care and support.

**Care in your own home**

If you have capital or savings of more than £23,250, not including your home, or you choose not to disclose your financial circumstances, you will have to pay the full cost of any care and support you require in your own home or periods of respite care in a care home.

The council can arrange care for you, and you will be invoiced for this, or you can arrange your care privately and pay for it directly. If you ask the council to arrange your care and support for you, you will be charged a fee to cover the costs of arranging and administering your care and support services. This is in addition to the costs of meeting your assessed care and support needs.

Visit [www.peterborough.gov.uk/pin](http://www.peterborough.gov.uk/pin) and search ‘paying for your care at home’ for more information.
Direct Payments

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

A Direct Payment puts you in control so that you can arrange and purchase the care and support agreed in your care and support plan. The Direct Payment Support Service can meet with you and provide a free Direct Payment information and advice visit. If you have a personal assistant, they can assist with recruitment and employment.

Peterborough Council for Voluntary Service is currently contracted by the council to provide the Direct Payment Support Service.
Email: pcvs@pcvs.co.uk
Web: www.pcvs.co.uk/direct-payments
Tel: 01733 342683 or 01733 311016

For more information about Direct Payments, visit www.peterborough.gov.uk/pin and search ‘Direct Payments’.

Moving into a residential care home or care home with nursing

If your income, capital, and savings are in excess of £23,250, you are likely to have to pay the full cost of your care. If you own your home, its value will usually be included when calculating your capital. Sometimes it won’t be included. For example, its value will be disregarded if it’s still the main home of your partner, a close relative aged 60 or over, or a close relative with a disability. Other exemptions may apply, contact 01733 747474 for further guidance.

The care homes you consider must be able to meet your assessed care needs.

If the council is contributing towards the cost of your care, your choice of care home will be limited to those that accept the council’s funding level. If the home you have chosen charges more than the council’s funding level, you must find someone to help pay the difference. Except in limited circumstances, the law states that you are not allowed to make this additional payment yourself. The responsibility for this often falls to a member of your family or a benevolent sponsor such as a charity. Once confirmed, they must sign an agreement with the council formalising the arrangement.

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

Visit www.peterborough.gov.uk/pin and search ‘paying for your care in a care home’ for more information.

If you move into a care home that provides nursing care, you may be entitled to a non-means-tested contribution towards the cost of your nursing care from the NHS, paid directly to the home. You can find out more about this by going to www.nhs.uk and searching ‘NHS funded nursing care’.

Running out of money

If your capital and savings are likely to fall below £23,250, let the council know well in advance. The council can arrange an assessment as soon as possible and may make a contribution towards the cost of your care if you are eligible.
Making a compliment, comment, or complaint

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

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

If your care is provided by a private care provider, you should contact them first. The law says that they must respond to any complaints made.

If you are not satisfied with the response you receive, or if your complaint is about Adult Social Care at the council, you can complain to the council’s Adult Social Care complaints team.

The Central Complaints Office
Customer Services Centre, Sand Martin House, Bittern Way, Fletton Quays PE2 8TY
Email: ASCcomplaints@peterborough.gov.uk
Tel: 01733 296331

If you are not happy with the response from the care provider and you do not receive help from us, you can make a complaint to the Local Government and Social Care Ombudsman.

Local Government and Social Care Ombudsman
Web: www.lgo.org.uk
Tel: 0300 061 0614
Text: 0762 481 1595 (text ‘call back’ to this number and an adviser will call you)

Healthwatch Cambridgeshire and Peterborough

Your local health and social care champion, Healthwatch Cambridgeshire and Peterborough, makes sure you are listened to and can get involved when important decisions are made about local health, social care, and public health services. They listen to local people to find out what is working well within local services, and what needs to be better.

They have statutory powers and can challenge health and care decision-makers if care isn’t working the way it should or if a decision has been made where people have not been able to contribute.

Email: enquiries@healthwatchcambspboro.co.uk
Web: www.healthwatchpeterborough.co.uk
Tel: 0330 355 1285
Text: 07520 635176
Write to: Freepost RTHA-RTYE-SATT, Healthwatch Cambridgeshire and Peterborough, 6 Oak Drive, Huntingdon PE29 7HN

Worried about someone or yourself – safeguarding adults

Anyone can be vulnerable to abuse at some point in their life.

Some adults are less able to protect themselves against harm or exploitation, and some have difficulty making their wishes and feelings known. This may make them more vulnerable to abuse.

Abuse can take place anywhere, including at home, in a care home, at a day centre, in a hospital, or...
outside in the community. The harm may be caused by a partner, carer, relative, friend, care worker, stranger, or someone else with care and support needs, and it may be deliberate or unintentional.

If you’ve been affected by abuse you might feel scared and helpless. It’s important to know that there are people you can turn to for help and there are things you can do to protect yourself. Whatever the circumstances, it is important that you raise your concerns.

Types of abuse

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

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

What to do if you are concerned about someone

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

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

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

For more information, visit [www.peterborough.gov.uk/pin](http://www.peterborough.gov.uk/pin) and search ‘recognising abuse and reporting concerns’.

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

**Non-urgent referrals**

**Peterborough Adult Social Care**  
Email: [adultsocialcare@peterborough.gov.uk](mailto:adultsocialcare@peterborough.gov.uk)  
Tel: 01733 747474 (9.00am to 5.00pm, Monday to Friday)

**Emergency referrals**  
If it is outside of office hours and someone is in danger and unable to protect themselves, or cannot remain in the community without immediate intervention, call 01733 234724.
Being able to live at home can be one of the most important comforts in an older person’s life and because family and friends can’t always be there Home Instead Senior Care is here to help.

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

Owners Phil and Amy know from experience what a tough decision it can be choosing which care provider to trust with looking after ageing loved ones. Our visits are typically an hour or more providing time for our CAREGivers to provide high quality care and truly get to know their clients. For us, nothing is more important than providing a convenient and reliable care solution that works for everyone in your family.

If someone in your family needs a little help please get in touch to arrange a consultation with a member of our friendly care team.
There’s no place like it. Being able to live at home can be one of the most important comforts in an older person’s life and because family and friends can’t always be there, Home Instead Senior Care is here to help.

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If someone in your family needs a little help, please get in touch to arrange a consultation with a member of our friendly care team.

Our Services tailored to your needs:
• Personal care
• Companionship
• Light housekeeping
• Shopping
• Accompanying to appointments
• Meal preparation
• Respite support
• Home help services
• Highly trained CAREGivers and much more...

If someone in your family needs a little help please call us on 01733 333342 or email us at clientcare.pb@homeinstead.co.uk

www.homeinstead.co.uk/peterborough

If you are interested in a career with Home Instead Senior Care please call 01733 333342 or email us at staffrecruitment.pb@homeinstead.co.uk

Each Home Instead Senior Care © franchise office is independently owned and operated. Copyright © Home Instead 2017

CQC overall rating Good 2017

Having tried several Care Agencies and not been satisfied I am glad I found Home Instead Senior Care. They are very good to deal with, take on board any wishes I have and management are very easy to talk to and CAREGivers have always done their job well. Thank-you.

Mrs S, Peterborough (client next of kin)
It’s your home, your life, your care, so trust in the very best, Bluebird Care

What does Bluebird Care do?
In a nutshell we enable people to have choice and peace of mind. The choice to remain at home, with the peace of mind for an individual to retain their independence and control when, previously, choices would be limited. We help people retain their dignity, to stay in their own home, to remain active in their community, to be released from hospital, to combat loneliness and, in some cases, to die at home.

We look after people who need everything from simply companionship, including company to attend appointments or to get to the supermarket, right through to dementia support, stroke care, personal care, medication support, end of life care and much, much more. We tailor each customer’s care to suit the individual not just providing what they need but also what and how they want it. It is a totally holistic approach. We pride ourselves in always going above and beyond to make sure every need is met.

Who do we provide support to?
People come to us from all sorts of background, of all ages and at all stages of life. The youngest person we care for at the moment is 22-years-old, the oldest over 100! We can support any adult, from 18-years-old upwards. For many the support is enough to help them to start their day on the right foot, support with getting dressed, etc. For others the care can be more complex, often supporting individuals and their families as they face terminal illness.

We take pride in making sure the service we provide is exactly what is required. For some a quiet chat and some companionship makes all the difference while other people need more specialist, complex care.

How does it work?
When we get an inquiry we make a thorough, initial assessment to understand what a person is looking for. We want to know what practical support they need but also what is important to them and often what is important to their loved ones and family. We often take care of couples or support one of the couple while allowing the other partner to rest as their main carer. They will be assigned an individual carer or a care team who fully understand what is expected of them and have been through rigorous and continuous training at Bluebird Care. We work with GPs, nurses, occupational therapists and social workers.

If you need help with care or think you might in the future just give us a call on 01733 459 907 or 01780 480 881 - we are always willing to help.

It took a while to find Bluebird Care and I can assure you that the service my father has received was far better and more reliable than other care companies we have used previously. I have no hesitation in recommending Bluebird Care to those who ask us about care arrangements. Mr T Richards, Peterborough, June 2018
Do you need care visits at home?

To find out more about how to book a free assessment and how we can help to tailor support and care to suit your exact needs, simply call your local team:

The only CQC ‘Outstanding’ rated homecare provider in Peterborough, Oundle & Stamford

Companionship, care & support
- Washing and dressing, personal care
- Domestic support, help with housework or shopping
- Companionship
- Assistance to appointments or trips out
- Support with medication

24 hours & live in care
- Round the clock care and support in your own home
- Rehabilitation care
- Respite care
- Live in companionship & support

Night Care
- Peace of mind through the night hours
- Waking night care
- Sleep-in care

Specialist Care
- Short or long term care for:
  - Including Dementia, Parkinson’s or Stroke
  - End of life care
  - Respite and recovery care

Our caring teams are only ever a phone call away and cover the following areas:
- Central & Outer Peterborough, The Ortons, Oundle, Wansford, Caistor, Bainton, Barnack, Stamford, Casterton, Ryhall, Oakham, Uppingham and surrounding towns & villages.

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- Central & Outer Peterborough, The Ortons, Oundle, Wansford, Caistor, Bainton, Barnack, Stamford, Casterton, Ryhall, Oakham, Uppingham and surrounding towns & villages.

Peterborough & Oundle Care Hub:
01733 459 907
1 Accent Park, Bakewell Rd, Peterborough PE2 6XS
visit our website: www.bluebirdcare.co.uk/peterborough-rutland
or email us at: peterborough@bluebirdcare.co.uk

Stamford & Rutland Care Hub:
01780 480 881
16 Wharf Road, Stamford, Lincs, PE9 2EB

It's your home, your life, your care, so trust in the very best, Bluebird Care.

What does Bluebird Care do?
In a nutshell we enable people to have choice and peace of mind. The choice to remain at home, with the peace of mind for an individual to retain their independence and control when, previously, choices would be limited. We help people retain their dignity, to stay in their own home, to remain active in their community, to be released from hospital, to combat loneliness and, in some cases, to die at home.

We look after people who need everything from simply companionship, including company to attend appointments or to get to the supermarket, right through to dementia support, stroke care, personal care, medication support, end of life care and much, much more. We tailor each customer’s care to suit the individual not just providing what they need but also what and how they want it. It is a totally holistic approach. We pride ourselves in always going above and beyond to make sure every need is met.

Who do we provide support to?
People come to us from all sorts of background, of all ages and at all stages of life. The youngest person we care for at the moment is 22-years-old, the oldest over 100! We can support any adult, from 18-years-old upwards. For many the support is enough to help them to start their day on the right foot, support with getting dressed, etc. For others the care can be more complex, often supporting individuals and their families as they face terminal illness.

We take pride in making sure the service we provide is exactly what is required. For some a quiet chat and some companionship makes all the difference while other people need more specialist, complex care.

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When we get an inquiry we make a thorough, initial assessment to understand what a person is looking for. We want to know what practical support they need but also what is important to them and often what is important to their loved ones and family. We often take care of couples or support one of the couple while allowing the other partner to rest as their main carer. They will be assigned an individual carer or a care team who fully understand what is expected of them and have been through rigorous and continuous training at Bluebird Care. We work with GPs, nurses, occupational therapists and social workers.

If you need help with care or think you might in the future just give us a call on
01733 459 907 or 01780 480 881 - we are always willing to help.
Do you need Live-In Care?

Live-in care is the perfect choice if you want to stay in the comfort of your own home and you need extra support and the reassurance of a dedicated carer.

- We will put together a care plan based around your needs, with as much or as little support as required.
- Our friendly carers will provide round the clock companionship.
- You are able to keep your independence and avoid the upheaval of moving into a care home.
- We provide support from our office nearby with a team of supervisors, who are on hand 24 hours a day.

“From not knowing where to begin to look for the highest level of personal support for my mother we have found this and more from the outstanding care and guidance provided by Greenwood Homecare.”

We also offer daily care calls and can pop in for any length of time from thirty minutes.

For more information, or to arrange a free assessment, call Jodie on 01733 808531, or email peterborough@greenwoodhomecare.co.uk

1-2 Adams Court, Newark Road, Peterborough, PE1 5PP
The Hermitage Rest Home caters for 24 residents and we aim to provide high quality residential care for the elderly. Our team of loyal, experienced and committed carers all strive to achieve this aim. We pride ourselves on having a long-standing team of carers with a range of ages which creates a happy, buoyant feeling throughout the home.

01733 204922
www.thehermitagewhittlesey.com
info@thehermitagewhittlesey.com

6-12 St Marys Street, Whittlesey, Peterborough PE7 1BG

Nursing Care  •  Dementia Care  •  Respite Breaks
En-suite bedrooms  •  Delicious meals  •  Daily activities
Landscaped gardens  •  Wi-Fi  •  Hairdressing salon

Call today to find out more
FREEPHONE 7 days a week
0800 508 8288
www.ageukmobility.co.uk

Age UK Stairlifts are provided by Handicare Accessibility Ltd, in association with Age UK Trading CIC. Handicare will raise a minimum of £1.2 million during 2018/2019 for Age UK (registered charity no.1128267). Contact us for information.

Stay safe & independent in your home

Search for care in your area
www.carechoices.co.uk

For more information about care and support, visit www.peterborough.gov.uk/pin
Independent living in your own home

Our LifeLine personal alarm service is your personal emergency service, giving you the means to call for help 24 hours a day.

If you need a little more help, our care service is here for you, providing a tailor made support package, flexible enough to change as your needs do.

Let us take care of things

Great British Care Awards National Finalists 2019

Come in to talk to us today at Customer Central on Bridge Street, Peterborough, to see how we can help you. For LifeLine call 01733 396439 or for Care call 01733 396484. Visit www.crosskeyshomes.co.uk.

Cross Keys Care is part of Cross Keys Homes and is fully registered with the Care Quality Commission and TSA.
For more information about care and support, visit www.peterborough.gov.uk/pin

At SureCare Peterborough, we are committed to providing exceptional care services for those in need at all stages of life’s journey.

We pride ourselves on providing the highest quality care and services to individuals and their loved ones as well as providing respect, development and encouragement for all that work at SureCare Peterborough.

Our person-centred home care services include:
• Personal Care • Family Respite
• Live in Care • Attending Appointments
• Medication Support • Washing/Dressing
• Companionship • Domestic Help
& Much More...

Tel: 01733 852449 • Email: enquiries@surecarepeterborough.co.uk • Website: www.surecare.co.uk/peterborough

Garden Lodge
Your Residential & Dementia Care Home in Glinton

Garden Lodge is a small single-storey care home with extensive gardens providing a loving family environment for just 9 residents.

• Hairdressing • Chiropody • Optician
• Activities • Outings • Entertainment

To visit us please contact the Home Manager/Proprietor Mrs T H Watts on 01733 252980
m: 07801 273804 | e: gardenlodge37a@aol.com
37a Lincoln Road, Glinton, Peterborough PE6 7JS

Prestige Nursing+Care

Flexible and comprehensive care designed with you in mind.

• Personal care • 24 Hour care • Companionship • Respite care • Qualified Nursing Care
• Specialist Care • Home from Hospital • Support with Daily Living • Assisting with Shopping
• Support with Domestic Tasks • Personal Health Budgets • Direct Payments

Peterborough 01733 555511
peterborough@prestige-nursing.co.uk | www.prestige-nursing.co.uk

For more information about care and support, visit www.peterborough.gov.uk/pin
Cherry Blossom Care Home provides luxury residential care for individuals or couples, specialist dementia care and nursing care. It features a level of comfort and care that surpasses expectations for care homes.

We are able to provide respite care and short breaks for those looking for convalescence following hospitalisation or an illness. Quality of life is paramount. To ensure we are able to achieve this vision, we've brought together an expert team, luxurious facilities and a purpose-built home. The first-class care comes as standard. All care staff are QCF (NVQ) trained.

**First class residential, nursing and dementia care**

**Cherry Blossom Care Home & Day Centre**

Our luxury care home in Peterborough

**Our aim is to provide excellent, person-centred and compassionate care to every resident.**

**Day Centre at Cherry Blossom**

- Open Monday – Friday
- 9.30am – 3.30pm

- Activities
- Meals
- Outings

Why not have a trial stay with us as a temporary resident to see if a care home is the right choice for you?
Cherry Blossom Care Home provides luxury residential care for individuals or couples, specialist dementia care and nursing care. It features a level of comfort and care that surpasses expectations for care homes.

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Quality of life is paramount. To ensure we are able to achieve this vision, we’ve brought together an expert team, luxurious facilities and a purpose-built home. The first-class care comes as standard. All care staff are QCF (NVQ) trained.

Facilities & Services

- Ground floor garden terraces
- State-of-the-art nurse call system
- Air conditioning in all main lounges and dining rooms
- Specialist baths & ensuite wet rooms
- Barnaby’s Bistro & Bar
- Sprinkler system for the latest in fire protection
- Fees are all inclusive – assessment prior to admission
- Wifi throughout the premises
- Library
- Overhoist Tracking

Life at Cherry Blossom

High-spec features such as an on-site cinema room, bistro, large luxurious rooms, spacious lounges, a beauty salon and a chauffeur-driven limousine make Cherry Blossom a care home unlike any other.

We welcome family and friends to visit, participate in events and get involved at life at Cherry Blossom. Being social is key to achieving our main goal of ensuring residents’ wellbeing.

If you’d like a look around or just a friendly chat, please call the Manager, Sharon:

Tel: 01733 510 141 • Email: sharon@alysiacaring.co.uk

Warwick Road, Walton, Peterborough PE4 6DE

www.alysiacaring.co.uk
Our mission is to provide services to enable your independence, promote your preferred lifestyle and allow you to live in your home for as long as you wish to do so.

We offer services 24 hours a day, seven days a week, including holidays. We can provide same-day service and offer transition-of-care service packages that can include transportation home after discharge from a hospital stay or outpatient procedure.

Our care staff provide assistance with a wide range of home care services, including:

• Home care help
• Bathing, grooming & dressing
• Medication assistance
• Personal care
• Transportation/errands

• Light housework & laundry
• Meal preparation
• Safe mobilisation
• Companionship
• Family respite

For further information email: sarah.rodwell@longhurst-group.org.uk or call 07543 321537 www.axiomha.org.uk/care

(Axiom extra care living in Peterborough • Friary Court, The Pavilions and The Spinney)
Axiom Housing Association Limited, Axiom House, Cottesmore Close, Peterborough PE3 9TP

We provide advice on care planning and we can help you to navigate the social care maze or help you find appropriate support if you are self-funding.

For more information, contact us:
Tel: 07764 480 565 • Web: care-advice-centre.co.uk
Email: info@care-advice-centre.co.uk

• Care and support advice
• Support with hospital discharges
• Support with benefit applications
• Visiting services
• Certificate providers for Lasting Powers of Attorney and mental capacity assessments
• NHS Continuing Healthcare

T: 01733 264113 • E: info@caringcrew.co.uk

T: 01733 264113 • E: info@caringcrew.co.uk

Independent extra care apartment living (Peterborough)

Extra care living from Axiom offers independent living coupled with the benefit of an on-site care team who deliver first class care and assistance as and when you need it.

21st Century Living benefits include:

• One & two bedroom independent apartments
• Bespoke care plans
• On-site Service Manager
• Dedicated on-site care team

• Extensive facilities (communal lounge including wing lounges, hairdressing suite, assisted bathroom, craft room, library, laundry rooms, buggy store)
• 24 hour emergency cover
Clayburn Court care home has given me a new sense of freedom and independence. I am now able to enjoy social activities such as dancing and gardening, whilst still being empowered by making my own decisions and sharing my Anchor story with loved ones.

Clayburn Court care home
Peterborough, PE7 8LB
Call 0808 102 5196
Visit ClayburnCourt.co.uk

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

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

Looking for care?
0808 274 2935

For more information
www.helpinghands.co.uk

my family
our needs
The lifestyle site for parents and carers of children with additional needs and those who support them.
www.myfamilyourneeds.co.uk

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

Ask questions
Get involved
Join the family

Looking for care?
0808 274 2935
For more information
www.helpinghands.co.uk

www.myfamilyourneeds.co.uk

hello@myfamilyourneeds.co.uk • @WeAreMFON

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Looking for care?
0808 274 2935
For more information
www.helpinghands.co.uk

www.myfamilyourneeds.co.uk
## Home care and personal assistant checklist

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<th>Agency 1</th>
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<td>Fees per week</td>
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<td>£</td>
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<tr>
<td>Quality rating*</td>
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- We suggest that you have paper with you when speaking with home care agencies and personal assistants (PA) so you can make notes. You can download and print this checklist at [www.carechoices.co.uk/checklists](http://www.carechoices.co.uk/checklists).

### About the agency or PA

**How long have they been operating?***

**How long are care workers allocated per visit?***

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

**Do they have experience with your specific needs?***

### Care workers

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

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

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

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

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

### Accommodating your needs

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

**Are all care workers trained to a certain level?***

**Are they able to help with administering medication if required?***

**Is there a way for care workers to communicate with each other about the support they provide when they visit you? How?***

### Regulation

**Will your support plan be reviewed at regular intervals?***

**Can you see the agency’s or PA’s contract terms?***

**Can you lodge a complaint easily?***

**Are complaints dealt with quickly?***

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

### Notes

*See page 21. NB. PAs are not required to be registered with the Care Quality Commission.*
### Home care providers

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

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<thead>
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<th>Service User Bands</th>
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<td>OP Older people (65+)</td>
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<td>D Dementia</td>
<td>Peterborough</td>
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<td>PD Physical disability</td>
<td>Tel: 01733 685155</td>
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<td>LDA Learning disability, autism</td>
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<td>About Me Care and Support</td>
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<td>SI Sensory impairment</td>
<td>Hampton</td>
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<td>YA Younger adults</td>
<td>Tel: 01733 358100</td>
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<td>AD People who misuse alcohol or drugs</td>
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<td>YA Younger adults</td>
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For more information about care and support, visit [www.peterborough.gov.uk/pin](http://www.peterborough.gov.uk/pin)
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Search for care at [www.carechoices.co.uk](http://www.carechoices.co.uk) to find support in your area
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For more information about care and support, visit [www.peterborough.gov.uk/pin](http://www.peterborough.gov.uk/pin)
**Care homes checklist**

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

**Staff**

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

**Activities**

- Can you get involved in activities you enjoy? □ □ □
- Does the home organise any outings? □ □ □
- Are residents escorted to appointments? □ □ □
- Does the home have a varied activity and entertainment schedule? □ □ □

**Life in the home**

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

**Personal preferences**

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

**Catering**

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

**Administration**

- 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 27.
### Residential dementia care checklist

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<th>Home 2</th>
<th>Home 3</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 50. You can download and print this checklist at [www.carechoices.co.uk/checklists](http://www.carechoices.co.uk/checklists).

#### Design
- Are there clear signs throughout the home?
- Has the home been designed or adapted for people with dementia?
- Are the home and grounds secure?
- Are there prompts outside the residents’ rooms to help people identify their own?

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

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

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

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

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

*See page 27.
Care homes

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

**Abbeygate Rest Home**  
North Street, Crowland PE6 0EG  
Tel: 01733 211429

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

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

**Alan Atchison – 2 David’s Close**  
Werrington PE4 5AN  
Tel: 01733 707774

**Alan Atchison – 5 and 6 Augusta Close**  
Parnwell PE1 5NJ  
Tel: 01733 890889

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Tel: 01733 203347

**Avery House**  
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**Braceborough Hall Retirement Home**  
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**Chevington House**  
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Tel: 01778 421821

**Clair Francis Retirement Home**  
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Tel: 01733 252980 Advert page 41

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Tel: 01733 204922 Advert page 39

**Keneydon House**  
2 Delph Street, Whittlesey PE7 1QQ  
Tel: 01733 203444

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45 High Street, Market Deeping PE6 8ED  
Tel: 01778 344414

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205 Broadway PE1 4DS  
Tel: 01733 564979

**Lyons Gardens**  
36 Lincoln Road, Glinton PE6 7JS  
Tel: 01733 254261

---

**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

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88 Lincoln Road, Deeping Gate PE6 9BA
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| **Sense – 38 Redgate Court**
Saltergate, Parnwell PE1 4XZ
Tel: 01733 313501 |
| OP D LDA SI |
| **Olivemede**
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Tel: 01733 240972 |
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Tel: 01778 343617 |
| OP D PD SI LDA SI |
| **OSJCT Digby Court**
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Tel: 01733 325713 |
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| **Sense – The Manor House**
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Tel: 01778 343768 |
| OP D LDA SI |
| **Philia Lodge Rest Home**
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Tel: 01733 567758 |
| **St Margaret’s House**
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Tel: 01733 555008 |
| D LDA MH |
| **Qu’Appelle Care Home**
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Tel: 01778 422932 |
| **Star Nursing Home, The**
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| OP D DPD LDA SI |
| **Rose Lodge and Holland House Care Home**
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| **Sense – 25 Horsegate**
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Tel: 01778 342091 |
| LDA SI OP D PD LDA MH SI YA |
| **Sense – 37 Redgate Court**
Saltergate, Parnwell PE1 4XZ
Tel: 01733 314559 |

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<td>PD Physical disability</td>
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<tr>
<td>MH Mental health</td>
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<tr>
<td>YA Younger adults</td>
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74 Station Street, Rippingale, Bourne PE10 0SX
tel: 01778 440773

Yew Tree Residential Care Home
60 Main Road, Dowsby, Bourne PE10 0TL
tel: 01778 440247

For information on different types of care homes, see page 27.

Care homes with nursing

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

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Gables Care Home, The
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For information on different types of care homes, see page 27.

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

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

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Tel: 01778 380756

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Thorpe Wood Care Home
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Tel: 01733 303774

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