



Kirklees

Care Services Directory 2023

The essential guide to choosing and
paying for care and support

Sponsored by





Caring for your family

Rosedale Care residents are supported to live an active and fulfilled life. Our person-centred care ethos puts resident's health and wellbeing central to everything providing a truly holistic care package.



The Hawthornes

Tel: 01274 680033

Email: info@hawthornescare.co.uk

The Hawthornes, Mill Lane, Bradford Road, Birkenshaw, Bradford BD11 2AP



Priestley Care Home

Tel: 01924 440265

Email: info@priestleycare.co.uk

Priestley Care Home, Market Street, Birstall, Batley WF17 9EN



York House

Tel: 01924 467825

Email: info@yorkhousecare.co.uk

York House, Old Bank Road, Dewsbury, West Yorkshire WF12 7AH

“My grandma has been living at The Hawthornes for the last few months. The care and support she receives makes her feel at ease and at home. Thank you for all of your attentive care and for always going the extra mile to make our grandma and us comfortable.”

Granddaughter of Resident



Call us on **0113 8314404** or visit www.rosedalecarehomes.co.uk



Botham Hall



Botham Hall Care Home offers residential, dementia residential, respite and palliative care in a peaceful residential area overlooking a large park in Milnsbridge. Only a short drive from the town centre, the home is close to public transport and shops.

Residents benefit from a lovely garden where they can socialise or relax, the opportunity to personalise their rooms to their liking and an array of activities and trips out. The home provides person-centred care catered to meet the needs and preferences of all its residents and their loved ones. It has a long-standing stable staff team who are trained to a high standard with strong values.




“The staff at Botham Hall are all approachable and provide a high standard of care. The home is always very clean and tidy. The staff work very hard to make it as homely as possible. I feel Botham Hall was the right choice for care and I would happily recommend it to anyone.”

Niece of Resident

“My dad has been in Botham Hall for over 2 years now. The care he received constantly exceeds my expectations and would not want him to be anywhere else. The care he has received over the last few months has been stunning, despite the impact caused by coronavirus.”

Son of Resident

Call us on **01484 646327** or visit www.martoncarehomes.co.uk

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To obtain extra copies of this Directory, free of charge, call **Care Choices** on **01223 207770**. Alternatively, visit **www.carechoices.co.uk/order-copies-of-a-directory** to order a copy online.

Alternative formats

This Directory is available electronically at **www.carechoices.co.uk/** The e-book is also Recite Me compatible for those requiring information in the spoken word.



Introduction

Welcome to this edition of the independent Kirklees Care Services Directory, which contains information for adults looking for care or support within the county, whether they are paying for it themselves or receiving support from the council.

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

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

If you think you need more formal care and support, arrange an assessment with Gateway to Care to establish your specific needs. This is free, irrespective of your income, and available to all those who appear to need care and support. More details are provided on page 13. The assessment will determine whether you are eligible for financial support via a Personal Budget, which may allow you to buy in your own support and take control of your situation.

Alternatively, your circumstances may mean you are classed as a 'self-funder', with the means to pay for your care. This is discussed on page 21 for those paying for care at home and page 36 for those paying for residential care.

Support or care to remain living in your own home may be the option that best suits your circumstances. Ideas to make life easier at home start on page 5 and a list of local home care providers begins on page 25.

If you are unable to remain at home, you may want to consider a housing with care scheme (see page 28) or residential care. Comprehensive lists of care homes and care homes with nursing in Kirklees start on page 43.

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

Kirklees Council – Gateway to Care

Kirklees Council, Gateway to Care, PO Box 1720, Huddersfield HD1 9EL

Tel: **01484 414933** (Monday to Thursday, 8.00am to 5.00pm; and Friday, 8.00am to 4.45pm. Out-of-hours calls will be diverted to the Emergency Duty Team).

Email: **gatewaytocare@kirklees.gov.uk**

Finding care in your area

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

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

The website includes detailed information for each care provider, including the address, phone number and the service's latest CQC inspection report and rating (see page 40), indicating the quality of care provided.

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



Helping you to stay independent

Services developed in partnership with the voluntary sector

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

Examples include:

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

Community Plus

A service working within local communities, offering tailored, one-to-one and short-term support to people seeking a more fulfilled life. Its locally based community co-ordinators work alongside people, to connect them to groups, activities and local support.

Tel: **01484 225224**

Email: **community.plus@kirklees.gov.uk**

Web: **www.kirkleescommunityplus.co.uk**

Kirklees Council Community Directory

An online portal providing a wealth of information about community-based health and social care services for residents of Kirklees.

Web:

<https://communitydirectory.kirklees.gov.uk>

Day care centres

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

Day care centres give people the chance to change their routine, meet new people, take up an activity or receive specialist services such as chiropody or hairdressing. There are several around the county,

catering for older people and people living with mental health conditions, learning disabilities and dementia. Centres can be as important for carers as those attending, as the centres allow for a regular break from caring.

You can find local day opportunities by contacting

Community Plus

at **www.kirkleescommunityplus.co.uk** or

exploring **Kirklees Council Community Directory**

at **<https://communitydirectory.kirklees.gov.uk>**

Meals on wheels

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

You may find a service by word of mouth or using the internet – your local library may be able to help here. Or you can refer to one of the following resources.

Community Plus

Tel: **01484 225224**

Email: **community.plus@kirklees.gov.uk**

Web: **www.kirkleescommunityplus.co.uk**

Kirklees Council Community Directory

Web:

<https://communitydirectory.kirklees.gov.uk>

Adapting your home

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

Home Improvement Agencies (HIAs)

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

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

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

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

For further information about, and contact details for, local HIAs, visit **www.housingcare.org** or contact the council using the following details.

Kirklees Council – Gateway to Care

Kirklees Council, Gateway to Care, PO Box 1720, Huddersfield HD1 9EL

Tel: **01484 414933** (Monday to Thursday, 8.00am to 5.00pm; and Friday, 8.00am to 4.45pm.

Out-of-hours calls will be diverted to the Emergency Duty Team).

Email: **gatewaytocare@kirklees.gov.uk**





Search for care in your area

www.carechoices.co.uk 

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

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

 CareChoices

Medequip work with Kirklees Council and NHS West Yorkshire to provide assistive living equipment in your area, through the Kirklees Integrated Community Equipment Service (KICES).

Healthwatch Kirklees and Medequip are working in partnership to make sure your voice matters and your experiences are heard.

healthwatch
Kirklees

Please help us improve the service for Kirklees residents by providing feedback.



Scan the QR code or visit:
mq-uk.com/kirklees-feedback

Return Recycle Reuse

Help your NHS and social care services by returning equipment you no longer need

Contact Medequip now to request a collection

Call **01484 728970**

Email kirklees@medequip-uk.com

If you would prefer to return equipment yourself, you can drop-off at a return location.

Find your nearest return location:



Scan the QR code or visit:
mq-uk.com/return-kirklees

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

Manage@Home

0800 910 1313

Manage At Home's range of products are designed to promote independence at home and manage daily living more easily. We stock a wide selection of mobility and disability aids.

Find us on: [@ManageAtHome](https://www.facebook.com/ManageAtHome)

Call us or visit our website to request a free catalogue

Shop mobility aids at www.manageathome.co.uk



MEDeQUIP
Connect
Technology Enabled Care Service

Lease a Care Alarm which is monitored 24 hours a day for as little as £3.44 per week

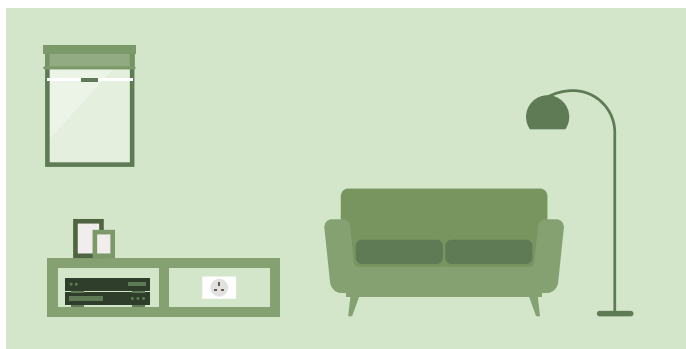
www.medequip-connect.com

0800 910 1390



Making life easier at home

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



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

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

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

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

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



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

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

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

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

Using taps can be made easier by fitting tap turners. You could also consider changing to lever-style taps which might be easier for you to use.



Handled plug



Chair raisers



Chopping board

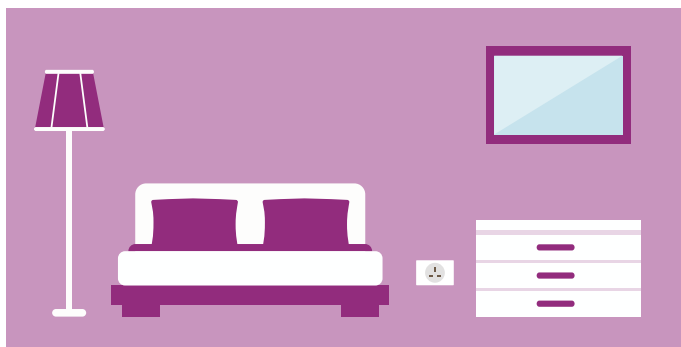


Level indicator



Teapot tipper

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



If **moving whilst in bed** is a problem, have you thought about using an over-bed pole? You might also want to buy a pillow raiser or change your bedding so it's lighter.

Is it becoming **difficult to get dressed**? If so, specially adapted clothing is available, or you could buy a long-handled shoe horn, a dressing stick or a button hook. If you are having a lot of difficulty, consider home support, see page 17.

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

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

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



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

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

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

Kirklees Council – Gateway to Care

Customer Service Centre,
Civic Centre 3, Market Street,
Huddersfield HD1 2YZ

Tel: **01484 414933** (Monday to Thursday, 8.00am to 5.00pm; and Friday, 8.00am to 4.45pm. Out of hours calls will be diverted to the Emergency Duty Team).

Email: gatewaytocare@kirklees.gov.uk



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

Equipment to aid daily living

Using equipment can support you to maintain your independence by helping you to continue to do tasks that may have become harder to do. Equipment could support you with tasks such as:

- washing and dressing;
- preparing and eating food;
- getting into and out of bed;

- getting up out of a chair or up from the toilet; and
- getting in and out of the bath.

There are a couple of options for you to consider – accessing equipment through the Community Equipment Loan Service or exploring the wide range and choice of equipment through self-care.

Community Equipment Loan Service

This service provides a range of equipment to help you live independently, whether it's equipment for your home, or things to help you while out and about. The service is provided by Medequip (www.medequip-uk.com/contact/brighthouse) on behalf of Kirklees Council and the NHS and includes delivery and fitting, servicing, collection and recycling.

How to access equipment

To access equipment, you will need to be assessed by a health or social care professional. You can ask your GP for a referral or contact Kirklees Council directly. To find out if you are eligible and how to request an assessment, see page 13. Following an assessment, equipment is then prescribed and provided on loan to support independent living for as long as you need it and are living in Kirklees.

Feedback

Medequip has partnered with Healthwatch Kirklees so you can provide feedback to help improve the service. If you would like to provide feedback, visit <https://healthwatchkirklees.co.uk/services> and search 'medequip assistive technology'.

Returning community equipment

All equipment loaned by the Community Equipment Loan Service should have a Medequip label on it, showing the Medequip customer service phone number. If your equipment is no longer required and ready to be returned, call **01484 728970** or email kirklees@medequip-uk.com

You can also return equipment directly to Medequip at Unit 4, Armytage Road, Brighthouse, West Yorkshire HD6 1QF. Opening hours are 8.30am to 5.00pm, Monday to Friday. Or drop off unwanted equipment

at a local return point. To find your local drop off point, visit www.medequip-uk.com/contact/brighthouse#recycling-equipment

Why?

Local NHS and social care services lose thousands of pounds each year due to missing equipment. All items returned will be assessed, safety tested and either repaired and reused within the community or stripped down for recycling.

Self-care

Self-care empowers you to stay independent, giving you the confidence to remain in your own home and complete everyday tasks safely. With a wide range of equipment choice and Trusted Assessor advice, through local mobility retailers or online, finding equipment that is right for you has never been easier and you have control of what equipment you use. This can range from food preparation and mobility to dressing and bathing aids.

For online advice, you could use an online self-assessment tool giving you free impartial advice about all types of equipment, to make daily living easier. Visit AskSARA at <https://medequip-kirklees.livingmadeeasy.org.uk>

You could also consider shopping online at www.manageathome.co.uk, Medequip's online retail store for daily living aids, delivered directly to your home. To order your free catalogue, visit www.manageathome.co.uk/catalogue-request

VAT relief is also available on many products, giving you financial help if you are disabled or have a chronic illness. To find out more, visit www.manageathome.co.uk/vat-relief

Telecare

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

Telecare can allow users to regain confidence in their homes and remain independent. Relatives and carers are also reassured, safe in the knowledge that, should an incident occur, they will know about it. Some devices can also help to monitor particular health conditions and reduce the need for hospital admission. You can buy telecare and assistive technology from private companies and organisations, or the council may

be able to provide you with the means to apply for telecare services yourself.

Carephone Telecare Home Safety Service

A 24-hour link to an alarm and response service provided by Kirklees Council that helps support you to be able to live safely and independently in your own home.

Web: **www.kirklees.gov.uk** (search 'carephone').

Community Plus

Tel: **01484 225224**

Email: **community.plus@kirklees.gov.uk**

Web: **www.kirkleescommunityplus.co.uk**

Kirklees Council Community Directory

Web:

<https://communitydirectory.kirklees.gov.uk>



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

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

Suitability

Does the equipment support your specific needs? ☐

Are you willing to use it? ☐

Will it fit into your everyday life and routine? ☐

Have you tried a demo of the equipment? ☐

Do you understand what the equipment is for? ☐

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

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

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

Usability

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

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

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

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

Is it portable? ☐

Will it need to be installed by a professional? ☐

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

Reliability

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

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

Can you speak to someone who already uses it? ☐

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

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

Cost

Do you know how much it costs? ☐

Will you need to pay a monthly charge? ☐

Are there alternative solutions that might be free? ☐

Is there a cost associated with servicing the equipment? ☐

Notes

Support from the council

The way councils provide services to eligible adults and their carers is called personalisation. This term is used to describe several ways in which eligible adults can receive a mixture of local authority and Government money to pay for the care services

they need without direct council involvement. If you approach the council for social care support, your needs and finances will be assessed. If you have a carer, they can be involved and have their needs assessed too.

Your assessment

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

- how you can best be supported to live as independently as possible;
- your home and how you are coping in it;
- your emotional wellbeing;
- your diet; and

- any health and medical treatments you need.

You will need to contact Gateway to Care to arrange an assessment. See page 4. Once Gateway to Care understands your care and financial needs, the next stage is to determine what services you may be eligible for and who will pay for them. The council will give you more information on eligibility and the national eligibility criteria it uses at the time of your assessment.

Information on paying for care can be found on page 21 if you are receiving home care and page 36 if you are moving into a care home.

Personal Budgets

If you are eligible for support from the council, you may be given a Personal Budget. A Personal Budget is the amount of money that the council calculates it will cost to meet the support needs of eligible people.

If you are eligible for a Personal Budget, the actual amount you receive will depend on your eligible needs and your finances. The money should be spent in line with a support plan that has been agreed by both you and the council and can be either a full or a partial contribution to such costs.

You may also choose to pay for additional support on top of the budget. Any eventual contractual agreement for services is between you and your care provider, not the council. If you are eligible, a Personal Budget may be taken:

- in the form of a Direct Payment, held directly by you or, where you lack capacity, by a 'suitable person';
- by way of an account held and managed by the council in line with your wishes; or

- as a mixture of these options.

Direct Payments can only be used to pay for the care and support agreed in your care and support plan. If you are eligible and you choose a Direct Payment, the council is likely to provide you with a prepaid card to pay for your care and support or send the Direct Payment to a bank account.

This can be an account for you or the person who represents you, but it must be separate from your or their normal bank account. This is to clearly show the money is being spent on care and support.

Kirklees Council – Gateway to Care

Kirklees Council, Gateway to Care, PO Box 1720, Huddersfield HD1 9EL

Tel: **01484 414933** (Monday to Thursday, 8.00am to 5.00pm; and Friday, 8.00am to 4.45pm.

Out-of-hours calls will be diverted to the Emergency Duty Team).

Email: **gatewaytocare@kirklees.gov.uk**

Assessments from hospital

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

Whatever services you need on discharge, Gateway

to Care will work with you, your family and carers to either restart services already in place prior to admission or to provide the appropriate services if you are eligible.

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

Reablement

Reablement is an intensive short-term service that helps people regain skills and confidence, for example, after a fall or hospital stay. You may need to have an assessment of your care needs to decide whether you are eligible.

If you are eligible, a reablement worker will support you for a limited period, usually up to six weeks. The actual length of the reablement depends on your needs and progress towards your goals.

Reablement helps people to learn or re-learn daily living skills. It is not about doing things for you; it's about giving you the skills and confidence to do things for yourself. It can also mean that you do

not start to depend on support that could cost you money. For example, a reablement worker could help you regain your confidence following a fall or provide support that enables you to prepare a meal if there has been a change in circumstances that means you need to cook.

Reablement workers may also identify pieces of equipment that could support you to regain or maintain your independence for as long as you can.

Speak to your GP, hospital staff or Gateway to Care if you think you might benefit from reablement. These people can put you in touch with the right services if it is felt that reablement will help you.

Intermediate care

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

Intermediate care can be provided in your own home or in a care home, depending on local policy and your specific needs. It can be provided by care staff, occupational therapy and physiotherapy, with additional support provided by the local GP surgery, social workers and community nurses.

This combined resource helps people to regain their independence and feel confident in their ability to manage for themselves with any necessary additional support.

Intermediate care, including any care home fees where relevant, is provided by the NHS and is free. It is usually limited to a maximum of six weeks. If, after this, you have ongoing care or support needs, the council will conduct an assessment and may help you to arrange any services you might need. There may be a charge for these services.

NHS Continuing Healthcare

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

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

See page 37 for more information.

Personal health budgets

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

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

Services for carers

Who is a carer?

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

- is over 60;
- is living with dementia;
- has a physical or learning disability or a mental health condition;
- has sight, hearing or communication difficulties;

- has a long-term health condition; or
- misuses drugs or alcohol.

The carer may be helping with:

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

Having a carers' assessment

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

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

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

The assessment can also give lots of information

about other services that might help and other ideas for support. The carer's assessment will show if they qualify for support from Gateway to Care.

Carers' Personal Budgets

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

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

Respite at home

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

Respite at home is considered to be a service for the

person who is being cared for. If the person being cared for has a Personal Budget for their own needs (see page 13), they could use that money to pay for it.

A financial assessment of the cared-for person will confirm if they need to pay towards the cost.

Benefits

Carers may want to explore whether they are entitled to Carer's Allowance – currently £69.70 per week but this may change over the lifetime of this Directory.

Carers may also qualify for Carer's Premium or Carer's Credit depending on their eligibility. If the person you're caring for receives the severe disability premium (or severe disability addition in Pension Credit), this may be lost if you claim Carer's Allowance and/or Carer's Premium. Seek specialist independent advice before claiming Carer's Allowance.

Carer's Premium is an extra payment of up to £38.85 per week that can sometimes be added to the calculation of other benefits you might get on top of Carer's Allowance. Carers who do not qualify for Carer's Allowance may qualify for Carer's Credit.

The Government's website (www.gov.uk) has more information on benefits, including carers' benefits. Alternatively, you could contact a local carers' organisation, which may be able to help you undertake a benefit check.

Local carers' support

You can find out more about the organisations supporting carers in Kirklees by exploring the following resources.

Age UK Calderdale & Kirklees – Befriending Services

Tel: **01422 252040**

Email: enquiry@ageukck.org.uk

Web: www.ageuk.org.uk/calderdaleandkirklees
(search 'befriending').

BetterOff Kirklees

BetterOff will show you the benefits you are entitled to and will help you to apply for them online. BetterOff also provides information on how to find and apply for jobs.

Web: www.betteroffkirklees.org.uk

Carers Count

Promotes the overall wellbeing of carers in Kirklees.

Tel: **0300 012 0231**

Email: info@carerscount.org.uk

Web: www.carerscount.org.uk

Carers Trust Mid Yorkshire

Tel: **01484 537036**

Email: info@ctmy.org.uk

Web: www.carerstrustmidyorkshire.org.uk/adult-services

Community Plus

Tel: **01484 225224**

Email: community.plus@kirklees.gov.uk

Web: www.kirkleescommunityplus.co.uk

Kirklees Council Community Directory

Find and get in contact with local organisations in order to take part in regular activities in your local community

Web:

<https://communitydirectory.kirklees.gov.uk>

Yorkshire Children's Centre

Tel: **01484 415465**

Email: communityconnections@yccuk.org.uk

Web: www.yorkshirechildrenscentre.org.uk

(select 'support for adults' then 'community friends').

Resource for those supporting disabled children



My Family, Our Needs is an online resource providing impartial information for parents, carers and practitioners supporting children from birth to 25 years with additional needs. As well as guidance,

policy and signposting, there is a lifestyle section for parents covering topics such as health and wellbeing, work, family and relationships.

Visit www.myfamilyourneeds.co.uk

Care in your own home

Carefully chosen home care with a good-quality provider is an excellent way to retain your freedom and independence, whilst getting the help you need to stay happy and safe. It can offer the opportunity to stay at home, in your own familiar surroundings, and to retain a quality of life you might have feared you had lost.

Why choose home care?

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

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

Alternatively, you or those close to you might

notice changes in your ability to manage the day-to-day things you normally cope with easily, like preparing meals or looking after yourself. If this happens, contacting Gateway to Care (see page 4 for contact details) is a good first step towards finding help.

How home care can help you

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

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

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

Live-in care

Live-in care is a viable alternative to residential care, where a fully trained care worker lives and works in your own home to support your individual needs and help you maintain your independence. The carer must be allowed breaks and have somewhere to sleep at night.

Support available from live-in carers can range from personal care and mobility assistance to more complex health requirements, as necessary. The cost of live-in care varies depending on your circumstances, including the level, type and

duration of care that you require.

Any organisation that employs live-in carers is required to register with the Care Quality Commission (CQC) and ensure that its employees follow the essential standards of quality and safety in their practices. For more information about the CQC, see page 40.



www.myfamilyourneeds.co.uk

For parents and carers of children with additional needs.

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

Finding care in your area

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

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

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

The website includes detailed information for each care provider, including the address, phone number and the service's latest CQC inspection report and rating (see page 40), indicating the quality of care that is provided.

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

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

Further information is on page 40.

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

Social care regulations do not apply to cleaners, handypersons or gardeners. However, some home care agencies are increasingly providing staff who can help meet these needs too. The benefits of using a regulated agency include:

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

Living with dementia at home

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

The various types of support available to you and your carer are likely to involve NHS services, Gateway to Care and voluntary agencies.



Some examples of services and support to help people living with dementia include:

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

Family support

If you know someone who is worried about their memory, encourage them to visit their GP. The more support you can give someone, the better life with dementia can be, especially in the early years.

Focus on what the person can do, not what they cannot do, help with little errands or with cooking, listen to the person living with dementia, and find out more about the condition. When someone is living with dementia, they need:

- support to live their life;
- reassurance that they are still valued and that their feelings matter;
- freedom from as much external stress as possible; and
- appropriate activities and stimulation to help

them to remain alert and motivated for as long as possible.

Kirklees Dementia Hub

A free information and advice service for people living with dementia, their carers, family and friends. It is a partnership between Kirklees Council, Community Links and Age UK Calderdale & Kirklees. Open Monday to Friday, 9.00am to 5.00pm.

32-34 Lion Chambers, John William Street, Huddersfield HD1 3ES

Tel: **01484 503908** (dementia information and advice line).

Email: **kdh@commlinks.co.uk**

Web:

www.commlinks.co.uk/?service=kirklees-dementia-hub

Dementia Friends

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

difference to people living with dementia – from helping someone find the right bus to spreading the word about dementia. See

www.dementiafriends.org.uk for further information about the initiative.

Respite care

Spouses, partners and relatives who care for a person living with dementia may require a break from their caring responsibilities. This is known as 'respite care' and may be a regular break of a few hours a week or a period of a few weeks. It may be planned or be required in an emergency and can

involve the person living with dementia attending a day centre or a care worker visiting the person's home to enable the carer to have a break. Contact the council to see if you are eligible for support with arranging these services. See page 13 for information on assessments.

Care at home

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



Specialist dementia day centres

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

Specialist day centres for people living with dementia should be organised and run with their needs in mind, aiming to build on their strengths and abilities. Activities may include outings, entertainment, personal care, meals, hairdressing

and support for carers. Attendance at day centres can be offered from just a few hours a week to several days.

Kirklees Council provides day opportunities to help people with complex dementia to continue to live in their own homes and remain as independent as possible for longer. For more information, visit www.kirklees.gov.uk (search 'day opportunities for adults with dementia').

Alzheimer's Society

This leading charity works to improve the quality of life of people affected by dementia. If you have concerns about any form of dementia, please contact your local office for information and support and access to local services. See page 56 for contact details.

Alzheimer's Society's Dementia Connect support line is available on **0333 150 3456** and can provide information, support, guidance and signposting to other appropriate organisations.

It is open from 9.00am to 8.00pm, Monday to Wednesday; 9.00am to 5.00pm, Thursday and Friday; and 10.00am to 4.00pm, Saturday and Sunday. For more information on care homes for people living with dementia, see page 34.



Search for care in your area

www.carechoices.co.uk 

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

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

 CareChoices



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Paying for care in your home

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

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

The council calculates charges in accordance with

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

Your assessment looks at how much money you have coming in, gives an allowance (set by the Government) for everyday living expenses and makes allowance for disability-related expenditure. This is the extra amount you spend as a result of your disability or illness. Gateway to Care can help you to identify these costs.

The department will also carry out a full benefit check and, if you want them to, assist you with claiming your full entitlement. Figures mentioned here may change over the lifetime of this Directory.

Non-means-tested care and support

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

If you need care or support, you may be eligible to claim Attendance Allowance (AA) or Personal Independence Payments (PIP). AA and PIP are non-means-tested benefits.

Provided you are eligible, you can receive AA or PIP regardless of how much income or capital you have.

AA cannot be claimed before State Pension age and PIP can be claimed from the age of 16 until State Pension age. Check your State Pension age at **www.gov.uk/state-pension-age/** There are different rates that can be awarded, dependent on the level and type of help you need. These can be found at **www.gov.uk**

Other ways to fund your care and support

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

Money Helper

A free and impartial money advice service set up by the Government.

Tel: **0800 138 7777**

Web: **www.moneyhelper.org.uk**

Society of Later Life Advisers (SOLLA)

Aims to assist consumers and their families in finding trusted, accredited financial advisers who understand financial needs in later life.

Tel: **0333 202 0454**

Email: **admin@societyoflaterlifeadvisers.co.uk**

Web: **www.societyoflaterlifeadvisers.co.uk**

Further information on paying for care can be found beginning on page 36.





Award-winning home care with more choice, and more control.

People across Kirklees are protecting their way of life with Elder live-in care. Working with local authorities and families, we enable older people to be cared for in their own homes, in their own way, by a skilled and vetted carer of their choosing.

- Provides personalised, one-to-one care
- Supports a range of needs from personal care to housekeeping
- Our support specialists and clinical team listen, guide, and empower every family
- Can support recovery and better health outcomes
- Helps older couples to stay together
- Affordable alternative to the care home, with no hidden costs or surcharges
- Care can often be arranged in 24 hours
- Every carer is DBS checked, assessed, and referenced
- Care is managed through a simple online account

At Elder we offer flexible support:

- Companionship
- On-going care
- Respite care
- Palliative care
- Dementia care

“Elder provides choice and matches carers to the specific needs of my patients and their families. The service is always responsive and in some cases the request for a carer has been arranged within 48 hours - I couldn't recommend Elder more highly.”

Dr Mashkur Khan, Consultant Geriatrician

Find out if live-in care is right for your situation - speak to a Senior Care Advisor today on
0330 134 2879 | partnerships@elder.org | elder.org

Agency 1

Agency 2

Agency 3

| Fees per week | Quality rating* |
|---------------|-----------------|
| £ | |
| £ | |
| £ | |

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

About the agency

How long has the agency been operating? ☐ ☐ ☐

How long are staff allocated per visit? ☐ ☐ ☐

Can you contact the agency in an emergency or outside office hours? ☐ ☐ ☐

Does the agency have experience with your specific needs? ☐ ☐ ☐

Staff

Are you likely to be visited by different staff each day? ☐ ☐ ☐

Are all staff checked with the Disclosure and Barring Service? ☐ ☐ ☐

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

Are staff matched to you specifically, based on your needs and preferences? ☐ ☐ ☐

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

Does the agency have both male and female staff? ☐ ☐ ☐

Notes

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*See page 40.

Accommodating your needs

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

Does the agency have a training scheme in place? ☐ ☐ ☐

Are all staff trained to a certain level? ☐ ☐ ☐

Are staff able to help with administering medication if required? ☐ ☐ ☐

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

Regulation

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

Can you see the agency's contract terms? ☐ ☐ ☐

Can you lodge a complaint easily? ☐ ☐ ☐

Are complaints dealt with quickly? ☐ ☐ ☐

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

 **AbleCare**
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office@thecarecollection.co.uk

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www.caremark.co.uk/kirklees

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Web: www.dependablehealth.co.uk

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- ✓ Regulated by the CQC and CIW
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for more details visit: helpinghands.co.uk

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

Abhi Rose Homecare

Dewsbury
Tel: 01924 650330

OP D PD SI

Ability Options

Holmfirth
Tel: 07802 887808

OP D PD LDA MH YA

Able Care Huddersfield Ltd

Huddersfield
Tel: 01484 536865

Advert page 24
OP PD LDA MH SI YA

Abuv & Beyond

Liversedge
Tel: 01924 405760

OP D LDA MH SI YA AD

Acre Mill Care Ltd

Huddersfield
Tel: 01484 546108

OP D PD MH SI YA

Active Social Care Ltd (Kirklees, Calderdale and Bradford)

Huddersfield
Tel: 01484 544100

OP D PD LDA MH SI YA

Agaped Healthlink Ltd

Huddersfield
Tel: 07737 360757

OP YA

Age UK Calderdale and Kirklees

Huddersfield
Tel: 01484 559935

OP D LDA MH YA

Alliance Community Home Care Ltd

Holmfirth
Tel: 07583 085736

OP YA

Allot HCS Kirklees

Huddersfield
Tel: 01484 437494

OP D LDA MH SI YA AD

Alma Care Services Ltd

Batley
Tel: 07804 917906

OP D PD LDA SI YA

ASK4CARE – Huddersfield

Huddersfield
Tel: 01484 769116

OP D PD LDA MH SI YA

Attentive Care Experts

Bradford
Tel: 01274 653203

OP D PD LDA SI YA

Avalon West Yorkshire Services

Dewsbury
Tel: 01924 439913

OP D PD LDA MH YA

Aware Care Ltd

Huddersfield
Tel: 07764 449839

OP D PD MH SI YA

Bespoke Care & Support Services

Huddersfield
Tel: 01484 483073

OP D PD SI YA

Bluewater Care Ltd

Huddersfield
Tel: 07800 121405

OP D PD LDA MH YA

Burgundy Care Services Ltd

Holmfirth
Tel: 01484 663304

OP D PD MH SI YA AD

Care Angels (Batley) Ltd

Batley
Tel: 01924 694320

OP D PD LDA MH SI YA AD

Care Angels Batley Ltd (Huddersfield Office)

Huddersfield
Tel: 01484 427484

OP D PD LDA MH SI YA

Care Collection, The

Holmfirth
Tel: 01484 521712

Advert page 24
OP D PD LDA MH SI YA

Care Counts Ltd

Huddersfield
Tel: 01484 424744

OP D PD LDA SI YA

Caremark (Kirklees)

Huddersfield
Tel: 01484 211281

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OP D PD LDA SI YA

Carers Trust Mid Yorkshire

Huddersfield
Tel: 01484 537036

OP D PD LDA MH SI YA

Cathedral House

Huddersfield
Tel: 01484 467320

OP D PD LDA MH YA

Choices Homecare

Huddersfield
Tel: 01484 608700

OP D PD LDA MH SI YA

Co-operative Care Colne Valley

Huddersfield
Tel: 01484 841339

OP D PD SI YA

Comfort Call – Kirklees

Huddersfield
Tel: 01484 539769

OP D PD LDA MH SI YA AD

Compass Care – South Park

Huddersfield

Tel: 01484 315551

OP D PD LDA MH SI YA

Constant Healthcare Ltd

Huddersfield

Tel: 01484 768160

OP D MH YA

Cuckoo Care Ltd

Huddersfield

Tel: 07708 142601

OP YA

Dependable Health Care Ltd

Huddersfield

Tel: 01484 506700

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OP D PD LDA

Elite Privilege Care Ltd

Dewsbury

Tel: 01924 488800

OP D PD LDA MH SI YA AD

Fixby Healthcare Ltd

Huddersfield

Tel: 07482 758821

OP D PD SI YA

FOR YOU Social Care Ltd

Batley

Tel: 0113 733 6227

OP PD SI YA

Genuine Carers**– Kirklees**

Huddersfield

Tel: 01484 506474

OP D PD LDA MH SI YA

Harmony Projects

Cleckheaton

Tel: 07522 586856

OP D LDA MH YA

Helping Hands Huddersfield

Huddersfield

Tel: 01484 910699

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OP D PD LDA MH SI YA

Horizonz Care Ltd

Batley

Tel: 01924 464486

OP D PD LDA MH SI YA

Joe's Everyday Care Ltd

Huddersfield

Tel: 01484 637987

Advert opposite

OP D PD LDA MH SI YA

Kayla Supported Living Ltd

Huddersfield

Tel: 07500 202934

OP D PD LDA

Kimarchie Healthcare

Huddersfield

Tel: 07491 116561

OP D PD LDA MH SI YA AD

Kings Mill Court

Huddersfield

Tel: 01484 545365

OP PD LDA SI YA

Kirklees Shared Lives

Huddersfield

Tel: 01484 221000

OP D PD LDA MH SI YA AD

Laurel Court

Huddersfield

Tel: 01484 540568

OP PD LDA SI YA

Limitless Care Ltd

Huddersfield

Tel: 07916 079757

OP D PD YA

Lindcare Ltd

Huddersfield

Tel: 07957 404395

OP D PD

Little Angels Home**Care Services**

Batley

Tel: 01924 664883

OP D PD MH SI YA AD

Lotus Home Care Huddersfield

Huddersfield

Tel: 01484 598988

OP D PD LDA SI YA

Medevent Ltd

Huddersfield

Tel: 01484 819004

OP D PD LDA MH SI YA AD

Medic24Connect Office

Huddersfield

Tel: 01484 817179

OP YA

Mencap in Kirklees (DCA)

Huddersfield

Tel: 07849 090226

OP LDA YA

My Homecare Huddersfield

Huddersfield

Tel: 01484 766620

OP D PD LDA MH SI YA



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- Cleaning calls
- Meal prep
- Attending appointments
- Social activities

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Trusted by


Newsome Road – St Paul’s House

Huddersfield
Tel: 01484 667866

LDA

Niche Care Kirklees

Huddersfield
Tel: 01484 794144

OP D MH SI YA

North Kirklees Domiciliary Care Service

Mirfield
Tel: 01484 221001

OP LDA YA

North Short Term & Urgent Support

Liversedge
Tel: 01484 456872

OP D PD MH SI

Northern Community Careline Services

Dewsbury
Tel: 01924 455433

OP D PD MH YA AD

Nova Care Yorkshire Ltd

Cleckheaton
Tel: 01274 866883

OP D PD MH SI YA

Olive Tree (Kirklees) Ltd

Heckmondwike
Tel: 01924 650610

OP D PD MH SI YA

Owen Care and Support Ltd

Huddersfield
Tel: 01484 320595

OP D PD LDA SI

Passion Home Care Ltd

Huddersfield
Tel: 07449 982491

OP D PD LDA YA

Patkay Care Services Ltd

Huddersfield
Tel: 01484 245484

OP D PD

Pilgrim Care

Mirfield
Tel: 0300 303 1485

OP D PD LDA SI

Privilege Home Care

Dewsbury
Tel: 01924 452419

OP D PD MH SI YA

Routes Healthcare (North) Ltd

Huddersfield
Tel: 01484 508450

OP D PD LDA MH SI YA

Sandy Mount

Huddersfield
Tel: 01484 221020

OP YA

South Short Term and Urgent Support Team

Huddersfield
Tel: 01484 416531

OP D PD MH SI YA

St Anne’s Community Services**– Calderdale Supported Living**

Huddersfield
Tel: 01484 428955

LDA

St Anne’s Community Services**– South Kirklees DCA**

Huddersfield
Tel: 01484 428955

LDA MH

St Anne’s Dewsbury Supported Living

Dewsbury
Tel: 01924 464102

OP PD LDA SI YA

SureCare Batley & Wakefield

Batley
Tel: 01924 939095

OP D PD LDA MH SI YA

Together In Care

Batley
Tel: 01924 446133

OP D LDA MH YA

Trr Healthcare Provider Ltd

Huddersfield
Tel: 01484 323401

OP D PD MH YA

United Response**– Huddersfield DCA**

Huddersfield
Tel: 01484 483039

OP PD LDA YA

Vista Home Care Services Ltd

Batley
Tel: 01924 402144

OP D PD MH SI YA

Waves

Huddersfield
Tel: 01484 769734

PD LDA YA

White Dove Care Ltd

Huddersfield
Tel: 01484 818284

OP D PD LDA MH YA

Willow Wood Care Ltd

Huddersfield
Tel: 01484 240488

OP D PD MH YA

Yorkshire Community Healthcare

Cleckheaton
Tel: 0333 772 1132

OP D PD LDA MH YA

Yorkshire Supported Living

Huddersfield
Tel: 0113 239 1507

OP LDA MH SI YA

Your Care Team Ltd

Dewsbury
Tel: 07490 180250

OP D PD LDA MH SI YA

Housing with care

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

Properties may be available for rent, mixed tenure or to purchase. For more information and to find housing with care schemes in Kirklees, visit

www.housingcare.org/guides/extra-care-housing

Supported Living

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

Supported Living can be delivered in a range of settings, including individual flats or houses,

clusters of self-contained flats on the same site, shared accommodation and extra care housing. The individual, a private landlord, a housing association, a local authority or a charity may own the property.

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

Shared Lives

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

Kirklees Council Shared Lives

Tel: **01484 221000**

Email: **shared.lives@kirklees.gov.uk**

Web: **www.kirklees.gov.uk**

(search 'shared lives').

Sheltered housing

Sheltered (or retirement) housing is provided by local authorities and housing associations for older people who would like to remain independent but prefer the added security and reassurance of a scheme manager and an alarm call service.

A scheme manager is either based at the site or visits regularly. Many sheltered housing schemes also have communal lounges, laundry facilities, lifts, door entry systems and specially adapted facilities. Refer to the following details for local sheltered housing options.



Kirklees Council Housing Register

Web: **www.kirklees.gov.uk**

(search 'joining the housing register').

HousingCare

Web: **www.housingcare.org/elderly-uk-sheltered-housing**

Extra care housing

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

Extra care allows you to retain your own tenancy and have care services delivered, ensuring that

you can remain safely in your own self-contained accommodation.

Kirklees Council – Gateway to Care

Kirklees Council, Gateway to Care, PO Box 1720, Huddersfield HD1 9EL

Tel: **01484 414933** (Monday to Thursday, 8.00am to 5.00pm; and Friday, 8.00am to 4.45pm.

Out-of-hours calls will be diverted to the Emergency Duty Team).

Email: **gatewaytocare@kirklees.gov.uk**

Specific care and support services

Learning disability

If you are living with a learning disability in the Kirklees area, you should contact the council for support. The council might be able to signpost you to local services and assess your needs in case help is available to you.

The council aims to keep people living independently in their own homes wherever possible but, if you need to move somewhere with care and support, you might like to consider a housing with care scheme – see page 28.

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

You may also find the following organisations useful to refer to.

Mencap

Supporting people with learning disabilities to feel valued equally, listened to and included.

Tel: **0808 808 1111**

Email: **helpline@mencap.org.uk**

Web: **www.mencap.org.uk**

Scope

Offers free, impartial and expert information, advice and support to disabled people.

Tel: **0808 800 3333**

Email: **helpline@scope.org.uk**

Web: **www.scope.org.uk**

Mental health

If you are worried about your mental health, it's important to remember that you aren't alone.

Lots of people have issues with their mental health and there's help and advice available across Kirklees to support you.

Your GP should be your first point of contact if you want confidential advice or services, or you can contact one of the following organisations for free help and support. →



→ **Kirklees Wellness Service**

A service for people and their carers aged 18 and over living in Kirklees who have identified a need for further help to improve their health and wellbeing and want to make a change.

Tel: **01484 234095**

Email: **wellness.service@kirklees.gov.uk**

Web: **www.kirkleeswellnessservice.co.uk**

My Health Tools

A guided journey through self-care.

Email: **myhealthtools@kirklees.gov.uk**

Web: **www.myhealthtools.uk**

South West Yorkshire Partnership NHS Foundation Trust

If you currently receive a service from the Trust, contact the team that provides you with care and treatment as soon as you can. If you do not receive any Trust services and want help for yourself or someone you know, refer to the following contact details.

24-hour access to mental health services in Kirklees

Tel: **01924 316830** (adults aged 18 plus).

Tel: **01924 316714**

(people with a learning disability).

24-hour mental health helpline

For anyone registered with a GP in Kirklees and the surrounding areas.

Tel: **0800 183 0558**

Well-Bean Crisis Café

A safe space for Kirklees residents who are experiencing crisis. It offers a warm, person-centred approach to crisis support and is available every night from 6.00pm to midnight.

Dewsbury

Tel: **07867 028755**

Huddersfield

Tel: **07741 900395**

Working Together Better Partnership

A partnership of voluntary sector services providing mental health and wellbeing support options throughout the year.

Web: **<https://carerscount.org.uk/mental-health-support-services.php>**

Physical disability

If you have a physical disability or a long-term illness, Gateway to Care and other organisations in the independent and not-for-profit sectors may be able to signpost you to, or provide you

with, a range of services to help you live as independently as possible. There are also services available to support someone who may be your carer.

Sensory services

The Kirklees Transcription Service (KTS) is provided by Kirklees Council and offers a range of services for people with a visual impairment, their families and carers.

If you struggle to read print because of sight loss, KTS can:

- enable you to access information easily by transcribing your print documents into Braille, Audio or Large Print formats;
- support you to request information in your preferred format from external service providers and organisations such as banks and utility companies; and

- keep you up to date with local news, views and features with the KR Talking News, a free fortnightly audio newspaper (currently available as an online podcast).

KTS can also offer you:

- information and advice relating to visual impairment issues;
- details of specialist products and technology to support independence; and
- referrals to local and national groups, services and organisations in the sight-loss sector and a listening ear.

For more information,
call **01484 221955** or email
transcription.service@kirklees.gov.uk

Contact Gateway to Care using the details on page 4. From here, you can be advised about any other sensory services in your area.

Advocacy

Advocates can give advice, support and information to people of any age. Advocates help you to voice your concerns and guide you through difficult or challenging times. You should consider using the services of an advocate if you feel unsure or concerned when you are faced with making an important decision about your care. Advocates are not there to tell you what to do or to make decisions for you, but to help you express your views and make your own decisions. Councils have a legal obligation to provide an advocate to you if you need one at any stage of your care and support planning with them.

Ask4Advocacy

A partnership between Touchstone and Advonet, providing several advocacy services in Kirklees including Independent Mental Capacity, Relevant Person's Representative, Care Act, NHS Health Complaints and general advocacy.

Tel: **01924 460211**

Email: **advocacy@touchstonesupport.org.uk**

Web: **www.touchstonesupport.org.uk**
(search 'ask4advocacy').

Planning for end of life

Although the subject of dying is often painful to contemplate, planning for the end of life can be a good way to share your wishes and help your family to know what you would like. Good planning for all your needs should mean that you can convey your wishes, including where you would like to die if you choose. You may wish to remain in your own home or care home in your last days and not be admitted to hospital.

When choosing a service, you should consider its end of life care philosophy and policies.

Enabling people to die in comfort and with dignity is a core part of providing care. The way care professionals approach the process will be incredibly important for you, your family and carers.

The service should have an open approach to end of life care. It should initiate a conversation with you and your family and work with your GP to ensure your needs and wishes are discussed and planned for.

Planning for your funeral

While you are thinking about the future, you may want to consider writing down your wishes for your funeral. This can help to alleviate pressures on your family. Your family may appreciate knowing your wishes and that they can make sure they are considered at your funeral. By detailing your wishes,

your family can be comforted by the fact that they don't need to make all the decisions about what you would have liked or wonder whether they are making the right choices. Things to consider are included on the Hospice UK website.

Visit **www.hospiceuk.org**

(search 'how to arrange a funeral').

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

See the 'Useful national contacts' section beginning on page 56 for the contact details of two organisations that may be able to help you and your loved ones plan for the end of your life or your funeral.



Care homes

All care homes and agencies providing care at home in England must be registered with the independent regulator, the Care Quality Commission (CQC). The CQC inspects every care home and home care agency, publishing a report

along with a rating. CQC quality ratings must be displayed at the operator's premises and on its website. Inspection reports and ratings for all services are also listed on the CQC's website (www.cqc.org.uk).

Types of care home

Care homes (personal care only)

If you need someone to look after you 24 hours a day, but don't need nursing care, a care home offering only personal care may be the best option. Personal care includes bathing, feeding, dressing and help with moving. It is a good idea to have a needs assessment before you choose a care home to ensure it is the best way to meet your needs. See page 13 for more on assessments.

Care homes with nursing

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

be fully involved in planning for your care needs.

If, after a needs assessment, a care home with nursing is the best option for you, a social worker will give you information to help you find a suitable home. The cost of your nursing care part of your fees may be paid by the NHS to the home directly: the current amount is £209.19 per week. This figure may change over the lifetime of this Directory. Check with Gateway to Care.

For more information about different types of care home and for help with finding care homes and care homes with nursing, visit the Care Choices website.

Care Choices • Web: www.carechoices.co.uk

Activities in care homes

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

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

Lots of care homes now employ a dedicated activity co-ordinator. The role of an activity co-ordinator varies from one home to another. Increasingly, activity co-ordinators are fully integrated into the staff team, play a key part in developing care plans and ensure that all staff appreciate the part they play in delivering high-quality activity provision. Ensure you speak to any potential providers about the activities provided in their care home.



Home 1

Home 2

Home 3

| Fees per week | Quality rating* |
|---------------|-----------------|
| £ | |
| £ | |
| £ | |

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

Staff

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

Are staff respectful, friendly and polite? ☐ ☐ ☐

Do staff have formal training? ☐ ☐ ☐

Are the staff engaging with residents? ☐ ☐ ☐

Activities

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

Is there an activities co-ordinator? ☐ ☐ ☐

Does the home organise any outings? ☐ ☐ ☐

Are residents escorted to appointments? ☐ ☐ ☐

Do the residents seem entertained? ☐ ☐ ☐

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

Life in the home

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

Can you bring your own furniture? ☐ ☐ ☐

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

Are there restrictions on going out? ☐ ☐ ☐

Is there public transport nearby? ☐ ☐ ☐

Does the home provide any transport? ☐ ☐ ☐

Can you make/receive calls privately? ☐ ☐ ☐

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

Does the home allow pets? ☐ ☐ ☐

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

Personal preferences

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

Is the décor to your taste? ☐ ☐ ☐

Are there restricted visiting hours? ☐ ☐ ☐

Is there somewhere you can go to be alone? ☐ ☐ ☐

Does the home feel welcoming? ☐ ☐ ☐

Catering

Can the home cater for any dietary requirements you may have? ☐ ☐ ☐

Does the menu change regularly? ☐ ☐ ☐

Can you eat when you like, even at night? ☐ ☐ ☐

Can you have food in your room? ☐ ☐ ☐

Is there a choice of food at mealtimes? ☐ ☐ ☐

Is alcohol available/allowed if you want it? ☐ ☐ ☐

Can visitors join you for meals? ☐ ☐ ☐

Fees

Do your fees cover all of the services and activities? ☐ ☐ ☐

Are fees likely to change regularly? ☐ ☐ ☐

Is the notice period for cancellation of the contract reasonable? ☐ ☐ ☐

Could you have a trial period? ☐ ☐ ☐

Can you keep your room if you go into hospital? ☐ ☐ ☐

Can you handle your own money? ☐ ☐ ☐

*See page 40.

Care homes and dementia

A good care home will follow the concept of a person-centred approach to care for people living with dementia. This means that the unique qualities and interests of each individual will be identified, understood and accounted for in any care planning. The person living with dementia will have an assessment and an ongoing personalised care plan, agreed across health and social care. This should also identify a named care co-ordinator.

The person living with dementia must also have the opportunity to discuss and make decisions, together with their carers, about the use of advance statements, advance decisions to refuse treatment, Lasting Powers of Attorney and Preferred Priorities for Care. For more information on these last two topics, see pages 39 and 31 respectively.

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

Within the home, much is down to the attitude and skills of the manager and the staff.

Does the home provide an environment that enables a person living with dementia to exercise choice and personal preferences even in the later stages of the condition? Who is the person in charge of championing dementia care best practice in the home? Further questions to consider are included in the residential dementia care checklist on page 35.

Design and technology

The design of a care home specialising in dementia needs to be based on small group living, preferably with accommodation on one level and with opportunities to go in and out of the building within a safe environment. Plenty of natural light and an easy way of finding one's way around the building and grounds are essential for minimising disorientation.

Staff training

Dementia-specific training is essential to ensure that care home staff understand how best to support and care for people living with dementia.

Ask about the Dementia Friends Ambassador and if the home does not have a specific Dementia Lead, ask whether it has the necessary experience to support someone to live well with dementia.



Search for care in your area

www.carechoices.co.uk 

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

 CareChoices

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

Home 1

Home 2

Home 3

| Fees per week | Quality rating* |
|---------------|-----------------|
| £ | |
| £ | |
| £ | |

We suggest that you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 33. You can download and print this checklist at www.carechoices.co.uk/checklists

Design

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

Choices

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

Activities

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

Health

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

Staff

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

Approach to care

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

*See page 40.

Paying for care

When a local authority provides or arranges your care services, you may be asked to contribute

towards the cost of care at home or in a care home, depending on your personal circumstances.

Financial assessment

To determine whether you will need to contribute towards the cost of your support, the council will conduct a financial assessment. This will look at your capital, savings and income. Most people are likely to have to contribute something towards the cost of their care.

The value of your home is included as part of your capital in this assessment if you are moving into residential care, except in limited circumstances. It is not included if you are receiving care in your own home. If you choose not to have a financial assessment, you will be responsible for paying the full cost of your care and support.

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

If you have capital and savings of between £14,250 and £23,250, you are likely to have to contribute towards the cost of your care. You may need to

contribute part of your income, and a sliding scale operates whereby you contribute £1 for each £250 you have in capital and savings above the lower figure.

If your capital and savings amount to more than £23,250, you will likely have to pay the full cost of your care yourself. However, you are still entitled to an assessment of your needs by the council, and you may be able to get some support with funding your care – see below. These figures may change during the lifetime of this Directory.

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

If the home you choose charges in excess of the local authority's limit, you will need to find someone else to meet the difference. This is often referred to as a 'third party payment' or 'top-up' (explained further on page 37).

Running out of money

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

If you become eligible for the council's support with funding your care, and the home you are living in charges more than the council's fee levels, you must find someone to help pay the difference.

This is known as a 'top-up' or 'third party payment'. See page 37 for more information. If funds for a top-up are not available, you will need to find accommodation which can meet your needs at the local authority fee level.

Understanding your rights before moving into care is essential. There are several financial products and specialist companies that may be able to help. It is important to seek independent financial and legal advice before committing yourself to anything. See page 38 for more information.



Non-means-tested support

Some support may be available to you without the council needing to look into your finances.

Attendance Allowance and Personal Independence Payments are non-means-tested, non-taxable benefits from the Department for Work and Pensions. There are different rates depending on the level of your needs. Everyone who needs care should consider claiming these benefits. You cannot usually get Attendance Allowance if you live in a care home and your care is paid for by your local authority. You can still claim Attendance Allowance if you pay for all your care home costs yourself.

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

included in your financial assessment. You may also want to consider applying for Universal Credit (if you are under State Pension age) or Pension Credit (if you are over State Pension age).

NHS Continuing Healthcare

NHS Continuing Healthcare is fully funded care and support, provided and paid for by the NHS. To be eligible, your needs must be primarily health related and are likely to be severe.

If you are eligible for NHS Continuing Healthcare, you can receive the services in any setting, including your own home or in a care home. The NHS will pay if you need healthcare from a community nurse or a therapist as well as personal care to help you at home.

Self-funding your care

Paying for care can be an expensive and long-term commitment, so it is strongly recommended that you seek specialist advice before entering into any arrangements. It is important that you speak to appropriately qualified and regulated financial advisers. See page 38 for suggested contacts.

Twelve-week property disregard

If your former home is included in your financial assessment but your other capital and savings are less than £23,250, and your income is not enough to meet your care home fees, the council may share the cost of the first 12 weeks of permanent care, provided it agrees that care is needed.

Deferred Payment Agreements

After the twelve-week property disregard period, you may be offered a Deferred Payment Agreement. This allows you to delay selling your former home

during your lifetime. Any fees paid by the council will be charged against the value of your home and must be repaid once the house is sold or from your estate.

Interest is payable throughout the period of the loan and there is also a one-off fee to join the scheme, which covers all legal and administrative costs for the lifetime of the loan. The council may limit the amount of the loan, depending on the equity in your property.

NHS Nursing Care Contribution

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

Third party payments

If you are eligible for the council's support, you will be offered a choice of homes that meet the local authority's funding rates. If you decide to live in a more expensive home and someone is able to make an additional payment for you, they will have to pay the local authority the difference between its rate and the amount the home charges.

This additional payment is called a 'top-up' or 'third party payment'.

You cannot make this additional payment yourself, except in limited circumstances, so the responsibility usually falls to a family member, friend or charity.



➔ Before anyone agrees to pay your top-up, they should be aware that the amount may increase, usually once a year, and they need to be confident that they can sustain the payments for as long as they are required.

The responsible person will need to sign a contract with the council to confirm that they are able to do this.

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

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

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

Seeking financial advice

Planning for your future care and support needs can be complicated and funding care can be expensive. Professional advice may help to identify the most suitable and cost-effective solution. Everyone is encouraged to seek unbiased, expert advice from independent financial advisers to

help work out how to pay for long-term care. Independent financial advisers are regulated by the Financial Conduct Authority (FCA) and must take shared responsibility for the suitability of any recommended product.

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

A list of independent financial advisers who are accredited by the Society of Later Life Advisers can be found at **www.societyoflaterlifeadvisers.co.uk** or you can call **0333 202 0454**.

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



Age UK

Tel: **0800 055 6112**

Web: **www.ageuk.org.uk/moneymatters**

Citizens Advice

Tel: **0800 144 8848**

Web: **www.citizensadvice.org.uk**

Money Helper

Tel: **0800 138 7777**

Web: **www.moneyhelper.org.uk**

Important information

Finding care in your area

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

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

The website includes detailed information for each care provider, including the address, phone number and the service's latest CQC inspection report and rating (see page 40), indicating the quality of care that is provided.

You can also view an electronic version of this Kirklees Care Services Directory on the Care Choices website and have it read to you by using the 'Recite Me' function.

Visit **www.carechoices.co.uk**

How solicitors can help

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

Lasting Powers of Attorney (LPAs) allow you to appoint someone you trust to make decisions about your personal welfare, including healthcare and consent to medical treatment, and/or your property and financial affairs.

An LPA is only valid once registered with the Office of the Public Guardian. It allows a person of your choice to make decisions on your behalf at a time when you may be unable to do so.

The Court of Protection can issue Orders directing the management of a person's property and financial affairs if they are incapable of managing their own affairs and should they not have an LPA. The Court procedure is presently very slow, and the fees are quite expensive, so preparing an LPA is always advisable, providing you have somebody sufficiently trustworthy to appoint as your attorney.

An 'advance directive' allows you to communicate your wishes in respect of future medical treatment, but it is not legally binding. You may instead wish to make an 'advance decision', setting out treatment

that you do not want to receive in specified circumstances, which would legally have to be followed, even if you die as a result. Any proposed gift from your estate needs careful consideration of the benefits, risks and implications, particularly on any future liability for care costs or tax.

If you don't have your own solicitor, ask family or friends for their recommendations. Contact several firms, explain your situation and ask for an estimate of cost and an idea of timescales involved. Many firms you contact will make home visits if necessary and will adapt their communications to meet your specific needs.

It's important to find a solicitor who specialises in this area of the law. Citizens Advice offers an advice service and will be able to recommend solicitors in your area. Visit **www.citizensadvice.org.uk**



Comments, compliments and complaints

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

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

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

If you have a complaint about a breach of regulations, contact your local office of the Care Quality Commission (see below for more information about the CQC). If your local authority has arranged and funded a place for you in a care home or has contributed to a home care service, another option is to speak to the council.

Kirklees Council

Tel: **01484 225115**

Web: **www.kirklees.gov.uk** (search 'adult social care compliments and complaints'). Freepost: RTHS-EUEY-ZYCB, Adult Social Care Customer Services, PO Box 1720, Huddersfield HD1 9EL

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

Inspecting and regulating care services

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



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

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

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

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

Care Quality Commission

Tel: **0300 061 6161** (Monday to Friday, 8.30am to 5.30pm, excluding bank holidays).

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

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

Write to: The Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

Out-of-county care

You can choose a care home outside of your home county. You may want to be closer to friends or family members, or you may want to relocate to another part of the country.

If your care home place is state funded, speak to the local authority about who is responsible for your care fees, especially if you choose a care home in another region.

Any home you choose must be suitable for your assessed needs and comply with the paying authority's terms and conditions. You should seek further advice before making any final decisions.

For help finding care providers in Kirklees and in other regions, visit **www.carechoices.co.uk** with details of your requirements.

Protecting vulnerable adults

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

What is adult abuse?

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

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

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

Who might be causing the abuse?

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

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

- someone who deliberately exploits vulnerable people.

If you think someone is being abused, contact the council using the following details.

Kirklees Council – Gateway to Care

Kirklees Council, Gateway to Care, PO Box 1720, Huddersfield HD1 9EL

Tel: **01484 414933** (Monday to Thursday, 8.00am to 5.00pm; and Friday, 8.00am to 4.45pm. Out-of-hours calls will be diverted to the Emergency Duty Team).

Email: **gatewaytocare@kirklees.gov.uk**

Web: **www.kirklees.gov.uk** (search 'report abuse or neglect of an adult at risk').

Call the police on **101**, or **999** in an emergency.

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

If you are worried about contacting the police, you can contact Gateway to Care on **01484 414933** to talk things over first. If immediate action is required, dial **999**.

You can also:

- contact the Care Quality Commission (CQC) on **0300 061 6161** if the vulnerable adult is living in a registered care home, care home with nursing or receiving home care services; or
- let a public service professional, such as a social worker, community nurse, GP, probation officer

or district nurse, know your concerns. These people have responsibilities under the county's adult protection procedure and can advise you about what to do next.

The Disclosure and Barring Service (DBS)

There is a barring system for all those intending to work or currently working with children and vulnerable adults.

This service combines the criminal records checking and barring functions. For disclosure information and services, visit

www.gov.uk/db

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

Care providers and suppliers of care workers are also required to refer to the DBS where, in their view, an individual has been guilty of misconduct

that harmed or placed at risk of harm, a vulnerable adult.

People who know they are confirmed on the list but seek employment in care positions will face criminal charges, including possible imprisonment.

It is also an offence for an employer or voluntary organisation to knowingly employ a barred person in a regulated activity role.



PARKFIELD HEALTHCARE
NURSING & RESIDENTIAL
CARE SERVICES

Adel Grange Residential Home

Adel Grange Close, Leeds LS16 8HX



- Situated in a residential area in Adel, North Leeds
- Family run Care Home established over 30 years
- Providing care for thirty older adults
- Two homes across the Leeds/Bradford area offering Nursing, Residential and Respite Care
- Inter-active Dementia friendly environment with outdoor space and quiet areas

Tel: 0113 261 1288 • Fax: 0113 2674398 • Email: adelgrange@parkfieldhealthcare.com

Westfield Manor Nursing Home

43 Westfield Lane, Idle, Bradford BD10 8PY

- Situated in a residential area in Idle, Bradford
- Family run Care Home established over 30 years
- Providing care for twenty five older adults
- Two homes across the region offering Nursing, Residential and Respite Care
- Inter-active Dementia friendly environment with outdoor space and quiet areas

Tel: 01274 610442 • Email: westfieldmanor@parkfieldhealthcare.com



parkfieldhealthcare.com

Residential care in Kirklees

Kirklees care homes

Below

Kirklees care homes with nursing

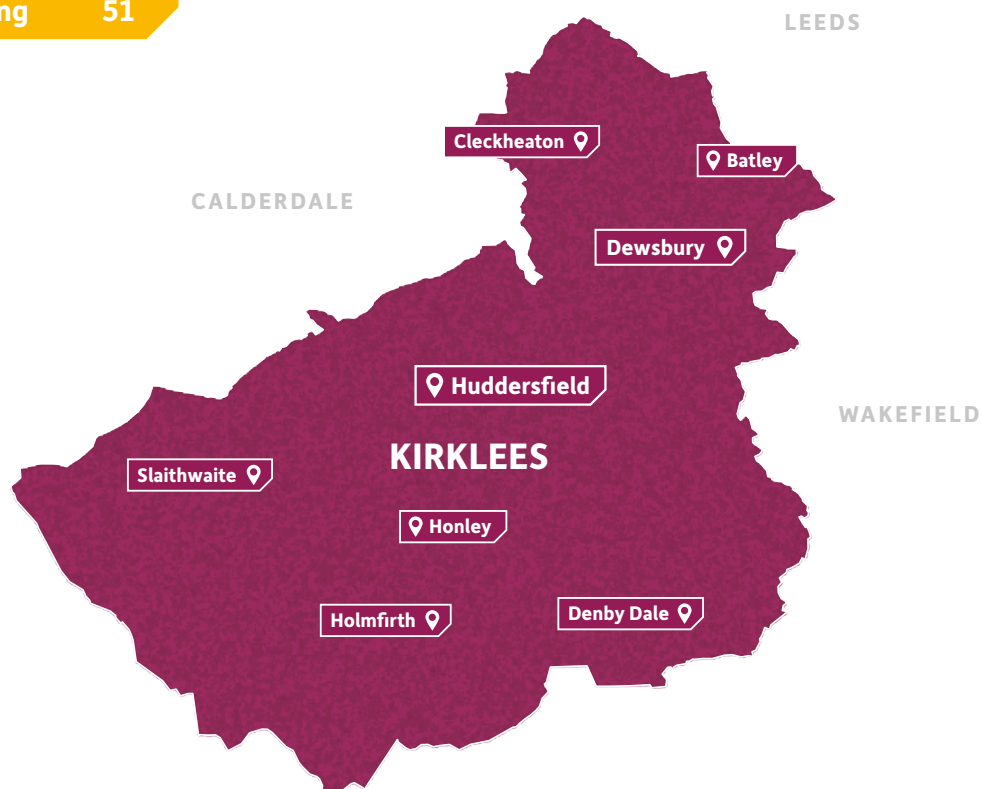
51



Huddersfield



Emley



Home care providers begin on page 25.

Care homes

See page 45 for the **Service User Bands** key

Advertisers are highlighted

61 Track Road

61 Track Road, Batley WF17 7AB

Tel: 01924 472804

OP LDA MH YA

Abbey Place

90 Abbey Road, Huddersfield HD2 1BB

Tel: 01484 469946

OP D PD SI

Aden View Care Home

Perseverance Street, Primrose Hill,
Huddersfield HD4 6AP

Tel: 01484 530821 **Advert outside back cover**

OP

Alpha House

– Huddersfield

122 Halifax Old Road, Birkby, Huddersfield HD2 2RW

Tel: 01484 422760

LDA

Ashcroft Nursing Home

Church Street, Cleckheaton BD19 3RN

Tel: 01274 862053

OP D PD LDA SI YA

Ashworth Grange

Ashworth, Dewsbury WF13 2SU

Tel: 01924 869970 **Advert page 44**

OP D

Aspire Community Support Services

Rushbrook House, 106 Royd Street,
Huddersfield HD3 4RB

Tel: 01484 643316

LDA MH SI YA

Beeches, The

Far Common Road, Mirfield WF14 0DQ

Tel: 01924 483905

PD LDA SI

Bell House Care Home Ltd

61 Wilshaw Road, Meltham, Huddersfield HD9 4DX

Tel: 01484 850207

OP

Botham Hall

Botham Hall Road, Milnsbridge,
Huddersfield HD3 4RJ

Tel: 01484 646327

Advert inside front cover

OP D



ALL INCLUSIVE FEES

Luxury Care Homes In West Yorkshire

Residential and dementia care

Feel part of a friendly new community ...

With exceptional standards of 24 hour residential and dementia care and all inclusive fees, Ideal Carehomes makes a real difference to the lives of our residents, assisting them to remain independent and ensuring they enjoy an active lifestyle with likeminded people.

Expect more ...

- ✓ Purpose built homes with spacious, en-suite bedrooms and plenty of social areas
- ✓ All inclusive fees for complete peace of mind
- ✓ Full and varied daily programme of activities
- ✓ Nutritious food, daily laundry and housekeeping



Ashworth Grange

Dewsbury, WF13 2SU
01924 869 970



Greenacres

Holmfirth, HD9 4AG
01484 855 390



Lydgate Lodge

Batley, WF17 6EZ
01924 355 020



ideal carehomes

hello@idealcarehomes.co.uk | idealcarehomes.co.uk

Branwell Manor

Heckmondwike Road, Dewsbury Moor,
Dewsbury WF13 3PG
Tel: 01924 466800

LDA YA

Bridgewood House

165 Barnsley Road, Denby Dale,
Huddersfield HD8 8PS
Tel: 01484 861103

PD LDA

Carlton Autistic Care Centre

23 Greenway, Milnsbridge,
Huddersfield HD3 4RZ
Tel: 01484 649899

LDA YA

Carlton Specialist Care Centre

18 Greenway, Milnsbridge, Huddersfield HD3 4RZ
Tel: 01484 461997

OP LDA YA

Castle Grange

Ings Lane, Newsome, Huddersfield HD4 6LT
Tel: 01484 517538

OP D PD

Cherry Trees

Field Way, Shepley, Huddersfield HD8 8DQ
Tel: 01484 604515

LDA

Claremont House

Brighton Street, Heckmondwike WF16 9EU
Tel: 01924 401224

OP D

Clarence House

14 Cemetery Road, Dewsbury WF13 2RY
Tel: 01924 453643

LDA

Cleveland Road

5 Cleveland Road, Edgerton, Huddersfield HD1 4PP
Tel: 01484 515865

LDA

Colne House

22 Manchester Road, Slaithwaite,
Huddersfield HD7 5HH
Tel: 01484 844775

LDA

Compass Care – South Park

10-11 Park Drive South, Gledholt,
Huddersfield HD1 4HT
Tel: 01484 315551

OP D PD LDA MH SI YA

Conkers, The

Far Common Road, Mirfield WF14 0DQ
Tel: 01924 483903

PD LDA SI YA

Cragside

207 Scar Lane, Milnsbridge, Huddersfield HD3 4PZ
Tel: 01484 460051

LDA

Crimson Manor

185 Scar Lane, Milnsbridge, Huddersfield HD3 4PZ
Tel: 01484 659176 **Advert page 46**

OP D

Denby at Denby Dale, The

402 Wakefield Road, Denby Dale HD8 8RP
Tel: 01484 867600

OP D YA

Fennell Court

School Crescent, Dewsbury WF13 4RS
Tel: 01924 437506

LDA YA

Ferndale Lodge

Hurst Knowle, Almondbury, Huddersfield HD5 1FD
Tel: 01484 435088

OP LDA

Fixby Lodge

48 Long Hill Road, Huddersfield HD2 1PJ
Tel: 01484 950812

OP PD LDA YA

Gables, The

Apartments 1-9, Elmwood Avenue, Highfields,
Huddersfield HD1 5DA
Tel: 01484 429172

LDA

Garlands Residential Care Home Ltd

27 Church Street, Heckmondwike WF16 0AX
Tel: 01924 404122 **Advert page 46**

OP D

Greenacres

Huddersfield Road, Meltham, Holmfirth HD9 4AG
Tel: 01484 855390 **Advert page 44**

OP D



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



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

www.myfamilyourneeds.co.uk

✉ hello@myfamilyourneeds.co.uk • [@WeAreMFON](https://twitter.com/WeAreMFON)

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

Ask questions

Get involved

Join the family

Garlands
Residential & Dementia Care Home

01924 404122

27 Church Street, Heckmondwike,
W. Yorkshire WF16 0AX

An established Residential Care Home which has great character and appearance with over 20 year's history behind it.

**Residential and Dementia Care,
Respite and Day Care**

**Single and double rooms for people who
want to share or married couples**

**Telephone, TV, DAB radio, Internet and
Sky points in each room**



**See page 36 for information about paying for
care in Kirklees.**

Knowle Court
CARE HOME FOR THE ELDERLY

01484 658357

admin@knowlecourt.co.uk

www.knowlecourtcarehome.co.uk

Knowle Court Care Home is a family owned and run business established in 1987. We pride ourselves on providing the highest possible standards of professional care within a friendly homely environment.

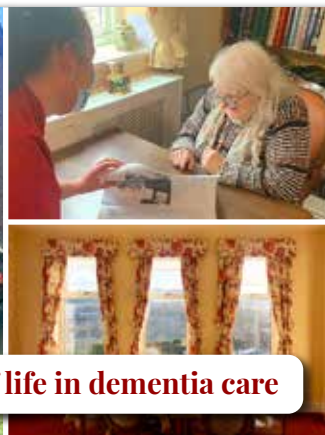
- Single and shared rooms
- En-suite bedrooms
- Visiting chiropodist, dentist, opticians & hairdressers
- Outings, entertainment & therapeutic activities



Knowle Court, 38 Knowl Road, Golcar, Huddersfield HD7 4AN

**Have you considered all housing options? See
the information beginning on page 32.**

**See page 35 for a residential dementia care
checklist.**



Providing quality of life in dementia care

About Us

Crimson Manor is a specialist, 20 bed dementia care home offering long term residential care, short stay and day care. We are based in the village of Milnsbridge in Huddersfield, West Yorkshire.

The home benefits from beautiful views over Colne Valley. Whether joining Crimson Manor for full time residential care or for day care, we hope everyone who receives our care feels supported to enjoy their remaining years.

Crimson Manor
Residential Care
& Day Care

Call Us on: 01484 659176

We Provide

- Extensive 7 days per week activity programme
- Open access to multiple secure outdoor spaces
- Freshly prepared food made with real ingredients
- Pet friendly care home

✉ office@crimsoncare.co.uk
www.crimsoncare.co.uk



Hampton House

69 Keldregate, Bradley, Huddersfield HD2 1BQ

Tel: 01484 539931

OP PD LDA SI**Hawthornes, The**

Mill Lane, Birkenshaw, Bradford BD11 2AP

Tel: 01274 680033 **Advert inside front cover****OP****Healing Hands**

Old Hall Road, Batley WF17 0AX

Tel: 0113 345 2460

OP D PD SI YA**Hennessy Partnership's Bishops Way, The**

Meltham, Holmfirth, Huddersfield HD9 4BW

Tel: 0333 360 3941

OP D PD MH SI YA**Hennessy Partnership's Living Well Street, Poppy Walk & Tom Wroe, The**

Helme Lane, Meltham, Holmfirth HD9 5RL

Tel: 0333 360 3941

OP D PD MH SI YA**Holly Court**

Far Common Road, Mirfield WF14 0DQ

Tel: 01924 483922

OP PD LDA SI YA**Hopton Cottage Care Home**

Chadwick Fold Lane, Mirfield WF14 8PW

Tel: 01924 504071

OP D**Ings Grove House**

Doctor Lane, Mirfield WF14 8DP

Tel: 01924 489324

OP PD**Jasna Gora Residential Care Home**

52 Fixby Road, Huddersfield HD2 2JQ

Tel: 01484 451850

OP D**Knowle Court**

38 Knowl Road, Golcar, Huddersfield HD7 4AN

Tel: 01484 658357 **Advert page 46****OP D YA****Langdale House**

56 Gledholt Road, Huddersfield HD1 4HR

Tel: 01484 429226

OP LDA MH SI YA**Langley Lodge**

136 Deighton Road, Huddersfield HD2 1JS

Tel: 01484 430320

OP PD LDA SI**Lodge, The**

207 Scar Lane, Milnsbridge, Huddersfield HD3 4PZ

Tel: 01484 647816

LDA**Longroyds and Pilling****House Care Home**

Pilling Lane, Skelmanthorpe, Huddersfield HD8 9EQ

Tel: 01484 861630 **Advert outside back cover****OP****Longwood Grange**

Longwood Gate, Huddersfield HD3 4UP

Tel: 01484 647276

OP D PD SI**Lydgate Lodge**

Soothill Lane, Batley WF17 6EZ

Tel: 01924 355 020 **Advert page 44****OP D****Lyndhurst**

5 Carlton Road, Liversedge WF15 7DG

Tel: 01924 793245

MH YA**Meadow Court Residential Home**

Meal Hill Lane, Slaithwaite, Huddersfield HD7 5EL

Tel: 01484 840366

OP**Mencap in Kirklees****– 1 Victoria Road**

1 Victoria Road, Lockwood, Huddersfield HD1 3TF

Tel: 01484 340811

LDA**Mencap in Kirklees****– 100 Pennine Crescent**

100 Pennine Crescent, Salendine Nook, Huddersfield HD3 3TA

Tel: 01484 348961

LDA**Milldale**

4 Nunroyd, Heckmondwike WF16 9HB

Tel: 01924 407135

LDA**Moorlands Grange**

Spruce Drive, Netherton, Huddersfield HD4 7WA

Tel: 01484 660010

OP**Mountjoy Road**

24 Mountjoy Road, Edgerton, Huddersfield HD1 5PZ

Tel: 01484 432471

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

Newlands Hall

High Street, Heckmondwike WF16 0AL
Tel: 01924 407247 **Advert below**

OP D PD YA

Norcott House

75 Leeds Road, Liversedge WF15 6JA
Tel: 01924 409100

OP LDA MH YA

Norcott Lodge

75 Leeds Road, Liversedge WF15 6JA
Tel: 01924 408505

PD LDA MH SI YA

Oak Park Care Home

Walnut Lane, Dewsbury WF12 8NJ
Tel: 01924 459514

OP D PD MH SI YA

Oakes Care Centre, The

Willwood Avenue, Huddersfield HD3 4YA
Tel: 01484 485530

OP D YA

Old Vicarage, The

142 Boothroyd Lane, Dewsbury WF13 2LP
Tel: 01924 455853

LDA SI YA

Orchard Court

Far Common Road, Mirfield WF14 0DQ
Tel: 01924 483947

PD SI YA

Oxley Woodhouse

Woodhouse Hill, Fartown, Huddersfield HD2 1DH
Tel: 01484 248143

LDA

Paddock Lodge Care Home

60 Church Street, Paddock,
Huddersfield HD1 4UD
Tel: 01484 543 759

OP D PD YA

Park Riding

66 Greenfield Road, Holmfirth HD9 2LA
Tel: 01484 684503

OP

Poplars

Far Common Road, Mirfield WF14 0DQ
Tel: 01924 483915

PD LDA SI

Priestley

Market Street, Birstall, Batley WF17 9EN
Tel: 01924 440265 **Advert inside front cover**

OP

Radcliffe, The

444 Huddersfield Road, Mirfield WF14 0EE
Tel: 01924 493395

OP D PD SI YA

Ravensknowle Road

128 Ravensknowle Road, Dalton,
Huddersfield HD5 8DN
Tel: 01484 536080

LDA

Roberttown Care Home Ltd

98 Church Road, Roberttown,
Liversedge WF15 8BE
Tel: 01924 411600

OP D PD SI YA



Newlands Hall
Residential Care Home

Specialist Dementia Care Providers

With Pride, We Care

Newlands Hall was established over 30 years ago and has been under Regency Healthcare's management since 2015. We are registered to support **30 residents** for personal/residential care.

Newlands Hall is furnished to a good standard throughout, with spacious rooms and quite lounges for residents where they can meet chat or simply have quite time in cosy chairs. There are books and magazines available for residents. All our lounges are equipped with TVs for residents as well as catering for other activities.



This is a **Regency Health Care home**

Services we offer:

- ✦ Personal/Residential care ✦ Dementia care
- ✦ Short & Long Stay care ✦ Intermediate care
- ✦ Re-ablement care ✦ End of life/Palliative care
- ✦ Home Care & Support ✦ Cohort beds ✦ Day care

Support & Facilities:

- ✦ Personal Healthcare ✦ Laundry Service
- ✦ Disabled/Wheelchair access ✦ Lifts to all floors
- ✦ Specialist equipment available ✦ Car Park

Newlands Hall Residential Care Home

High Street, Heckmondwike, West Yorkshire, WF16 0AL

Tel: 01924 407 247

Email: newlandshall@regency.care

Web: www.regency.care

www.facebook.com/rhcltd
 @Regency_HC

Rowan Court

167 Huddersfield Road, Thongsbridge,
Huddersfield HD9 3TQ
Tel: 01484 686530

PD LDA SI YA

Sandhurst Court

7 Spen View, Dewbury Moor, Dewsbury WF13 3PZ
Tel: 07498 878425

PD LDA YA

Serene Residential Care Ltd

14 Quarry Road, Dewsbury WF13 2RZ
Tel: 01924 923190

OP D PD SI YA

Southlees

84 Aldonley, Almondbury, Huddersfield HD5 8SS
Tel: 01484 428366

LDA

Spen Court Care Home

Railway Street, Heckmondwike WF16 OND
Tel: 01924 588783 **Advert below**

OP D PD

**St Anne's Community Services
– Dewsbury 1**

2 Oxford Road, Dewsbury WF13 4LN
Tel: 01924 459962

LDA

**St Anne's Community Services
– Dewsbury 2**

13 Birkdale Road, Dewsbury WF13 4HG
Tel: 01924 459878

MH

St Anne's Community Services – Huddersfield

3 Heaton Road, Huddersfield HD1 4HX
Tel: 01484 435571

MH

St Anne's Community Services – Lees Hall Road

333 Lees Hall Road, Thornhill,
Dewsbury WF12 ORT
Tel: 01924 459689

MH

St Anne's Community Services – Queensway

46 Queensway, Kirkburton,
Huddersfield HD8 0SR
Tel: 01484 602523

LDA

St Anne's Community Services – Smithies Moor Lane

46 Smithies Moor Lane, Batley WF17 9AN
Tel: 01924 474453

LDA YA

St Anne's, Huddersfield Mental Health Services

29 Cambridge Road, Huddersfield HD1 5BU
Tel: 01484 450833

OP MH YA

St Anne's, Huddersfield Mental Health Services

26 Beech Street, Huddersfield HD1 4JP
Tel: 01484 431945

MH YA

Sun Woodhouse Care Home

Woodhouse Hall Road, Fartown,
Huddersfield HD2 1DJ
Tel: 01484 424363

OP D PD



**Your care
matters
with Barchester**

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

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

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


SPEN COURT
BARCHESTER HEALTHCARE

barchester.com/SpenceCourt

Railway Street, Heckmondwike, WF16 OND

Call Spence Court on 01924 588 783 to find out how we can help

Sycamore Park Care Home

Alandale Road, Off Bradley Road,
Huddersfield HD2 1QE
Tel: 01484 426650

OP D PD MH SI YA

Templefields

Temple Road, Dewsbury WF13 3QE
Tel: 01924 461056

LDA

Tolson Grange

12 Coach House Drive, Dalton,
Huddersfield HD5 8EG
Tel: 01484 910762 **Advert below**

OP D YA

Trabel

26-28 Cambridge Road, Huddersfield HD1 5BU
Tel: 01484 535180

LDA

Valley View Care Home


36 Wakefield Road, Lepton,
Huddersfield HD8 0BG
Tel: 01484 539304

OP D MH YA

White Rose House

165 Huddersfield Road, Thongsbridge,
Holmfirth HD9 3TQ
Tel: 01484 690100

OP YA



Willow House
Residential Care Home for Ladies

Inspected and rated
Good
Care Quality Commission

Willow House is a family run business opened in 1985. We provide care and support, encouraging clients to live a full and independent lifestyle within this original Georgian house. We offer:

- All female care staff to ensure the dignity of our service users
- Rooms dedicated for the elderly, frail or people with dementia
- Single en-suite rooms available, as well as en-suite shower rooms
- Permanent and respite care available
- Gardens with heated seating areas and COVID-safe visiting pods
- Varied meals, snacks and drinks provided on request
- Large communal areas including 2 dining rooms, 2 lounges and 2 heated sunrooms with views overlooking the gardens

"We encourage clients to feel that Willow House is their home and not a care establishment."

Telephone: **01274 872 624**
Email: willowhouse396@gmail.com
Web: www.willowhouse-residential.co.uk

Address: **396 Halifax Road, Hightown, Liversedge WF15 6NG**



9.6
Average Group
Review score 2022
carehome.co.uk*

Read Anita's story

Rated June 2021
Good
Care Quality Commission

**TRUST US
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MARCELLA
STAY IN TOUCH**

We know who is close to Marcella's heart

anchor
Who Cares? We do, and we always will

**Tolson Grange care home, Huddersfield,
West Yorkshire, HD5 8EG**
Call **01484 910 762**
Visit anchor.org.uk/TolsonGrange

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

Willow House Residential Home

396 Halifax Road, Hightown,
Liversedge WF15 6NG
Tel: 01274 872624 **Advert page 50**

OP

Willow View

938 Bradford Road, East Bierley, Bradford BD4 6PA
Tel: 01274 688246 **LDA**

Woodside

33 Woodside Lane, Huddersfield HD2 2HA
Tel: 01484 504453 **MH YA**

Yews Hill / North Rise

75 & 77 Yews Hill Road, Lockwood,
Huddersfield HD1 3SG
Tel: 01484 430329 **LDA**

York House

Old Bank Road, Earlsheaton,
Dewsbury WF12 7AH **Advert inside front cover**
Tel: 01924 467825 **D PD YA**



Care homes with nursing

Aden Court Care Home

Birkhouse Lane, Moldgreen, Huddersfield HD5 8BE
Tel: 01484 425562 **Advert outside back cover** **OP**

Aden House Care Home

Long Lane, Clayton West,
Huddersfield HD8 9PR **Advert outside back cover**
Tel: 01484 866486 **OP D PD**

Aden Lodge Care Home

Long Lane, Clayton West,
Huddersfield HD8 9PR
Tel: 01484 866602 **Advert outside back cover** **OP**

Aden Mount Care Home

Perseverance Street, Primrose Hill,
Huddersfield HD4 6AP **Advert outside back cover**
Tel: 01484 515019 **OP PD YA**

Astley Grange

Woodhouse Hall Road, Huddersfield HD2 1DJ
Tel: 01484 428322 **OP PD YA**

Aston Manor

Moorlands Road, Dewsbury WF13 2LF
Tel: 01924 439321 **OP D PD SI**

Beechwood – Care Home with Nursing Physical Disabilities

8 Bryan Road, Edgerton, Huddersfield HD2 2AH
Tel: 01484 429626 **OP PD YA**

Birch Park Care Home

Serpentine Road, Cleckheaton BD19 3HU
Tel: 01274 878455 **OP D PD MH SI YA**

Cleveland House Bupa Care Home

2 Cleveland Road, Edgerton, Huddersfield HD1 4PN
Tel: 01484 817950 **Advert page 52** **OP PD YA**

Croftland Care Home with Nursing

Turnshaw Road, Kirkburton,
Huddersfield HD8 0TH
Tel: 01484 604864 **OP D PD MH SI YA AD**



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

Eden Court

14 Ghyllroyd Drive, Birkenshaw, Bradford BD11 2ES
Tel: 01274 652002

OP PD

Holme House Care Home

Oxford Road, Gomersal, Cleckheaton BD19 4LA
Tel: 01274 862021

OP D PD MH SI AD

Fieldhead Court

Rectory Park, Church Lane, Dewsbury WF12 0JZ
Tel: 01924 459000

OP D PD YA

Ings House Nursing Home

350 Bradford Road, Liversedge WF15 6BY
Tel: 01924 405263

OP D PD YA

Fieldhead Park

140 Kitson Hill Road, Mirfield WF14 9QZ
Tel: 01924 496517

OP D PD YA

Kenmore – Care Home with Nursing Physical Disabilities

100 Whitecliffe Road, Cleckheaton BD19 3DS
Tel: 01274 872904

OP PD YA

Gledholt

32 Greenhead Road, Gledholt, Huddersfield HD1 4EZ
Tel: 01484 507810

LDA MH YA

Lindley Grange Bupa Care Home

Acre Street, Lindley, Huddersfield HD3 3EJ
Tel: 01484 819732 **Advert below**

D

Gledholt Mews & Coach House

34 Greenhead Road, Huddersfield HD1 4EZ
Tel: 07702 847224

OP MH YA

Linson Court

Dark Lane, Batley WF17 5RU
Tel: 01924 473867

OP D PD

Hartshead Manor

817 Halifax Road, Cleckheaton BD19 6LP
Tel: 01274 869807

OP D PD YA

Manorcroft

Old Bank Road, Dewsbury WF12 7AH
Tel: 01924 452653

OP D PD



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Call us for advice on care today
01484 810 518

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



Cleveland House Care Home



Lindley Grange Care Home

Dementia care



All types of funding welcome



No health insurance needed

Q122067 CS 02455

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

Norman Hudson Care Home

Meltham Road, Lockwood, Huddersfield HD1 3XH

Tel: 01484 451669

OP D YA

Scissett Mount

Busker Lane, Scissett, Huddersfield HD8 9JU

Tel: 01484 861180

OP D PD SI YA

Southfield Court Care Home

Southfield Road, Almondbury, Huddersfield HD5 8RZ

Tel: 01484 432433

OP D YA

St Anne's Community Services – Foxview

3 Foxview, Halifax Road, Dewsbury WF13 4AD

Tel: 01924 458187

LDA

St Anne's Community Services – Oxfield Court

Oxfield Court, Albany Road, Dalton,

Huddersfield HD5 9UZ

Tel: 01484 424232

LDA

St Anne's Community Services – Smithies Moor Lane

46 Smithies Moor Lane, Batley WF17 9AN

Tel: 01924 474453

LDA YA

Thomas Owen House

Lees House Road, Thornhill Lees, Dewsbury WF12 9BP

Tel: 01924 458017

OP PD MH YA

Thornhill Nursing Home

6 Thornhill Road,

Huddersfield HD3 3AU

Tel: 01484 421287

Advert outside back cover

OP D YA

Thorpe House Specialist Adult Mental Health Unit Ltd

1 Thorpe House Court, Huddersfield HD5 8FB

Tel: 01484 300385

OP MH YA

Willow Court

Far Common Road, Mirfield WF14 0DQ

Tel: 01924 491205

PD LDA SI YA







- Short stays or long term care
- Physiotherapy
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For young adults with physical disabilities

Staveley Birkleas provides registered nursing support with an active lifestyle, rehabilitation and atmosphere, supporting adults from the age of 18 to 65.

For more information regarding the range of services that we can provide please visit www.czajka.co.uk, call us on **01274 599564** or send us an email at info@czajka.co.uk

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

Useful local contacts

AccessBus

A dial-a-ride bus service for adults who may have difficulty using public transport. Drivers can assist passengers from door-to-door, including boarding and alighting. The buses are fully accessible, including wheelchairs. Call the service or visit its website for more information, and to complete an application form.

Tel: **0113 348 1903**

(Monday to Friday, 7.30am and 4.00pm).

Web: **www.wymetro.com** (search 'accessbus').

Age UK Calderdale & Kirklees

A local charity providing a variety of support and community services for older people, their carers and families.

Tel: **01422 252040**

Email: **enquiry@ageukck.org.uk**

Web: **www.ageuk.org.uk/calderdaleandkirklees**

Ask4Advocacy

A partnership between Touchstone and Advonet, providing several advocacy services in Kirklees including Independent Mental Capacity, Relevant Person's Representative, Care Act, NHS Health Complaints and general advocacy.

Tel: **01924 460211**

Email: **advocacy@touchstonesupport.org.uk**

Web: **www.touchstonesupport.org.uk**

(search 'ask4advocacy').

Calderdale and Huddersfield

NHS Foundation Trust

Delivering a wide range of care services from two main hospitals, Calderdale Royal Hospital and Huddersfield Royal Infirmary, as well as in community sites, health centres and in patients' homes.

Web: **www.cht.nhs.uk/home**

Acre Mills Outpatients

Acre Street, Lindley,

Huddersfield HD3 3EB

Tel: **01484 343221 / 343200 / 343201**

Calderdale Royal Hospital

Salterhebble, Halifax HX3 0PW

Tel: **01422 357171**

Huddersfield Royal Infirmary

Trust Headquarters, Acre Street, Lindley,

West Yorkshire HD3 3EA

Tel: **01484 342000**

Carers Count

Promotes the overall wellbeing of carers in Kirklees.

Tel: **0300 012 0231**

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

Web: **www.carerscount.org.uk**

Gateway to Care

Gateway to Care is the contact for anyone who would like further information or advice on adult social care and support services available in Kirklees. Kirklees Council, Gateway to Care, PO Box 1720, Huddersfield HD1 9EL

Tel: **01484 414933** (Monday to Thursday, 8.00am to 5.00pm; and Friday, 8.00am to 4.45pm.

Out-of-hours calls will be diverted to the Emergency Duty Team).

Healthwatch Kirklees

A watchdog for local NHS and adult social care services. Healthwatch gathers and represents the views of adults, young people and children living or using NHS and/or adult social care services in Kirklees.

Tel: **01924 450379**

Email: **info@healthwatchkirklees.co.uk**

Web: **www.healthwatchkirklees.co.uk**

Kirklees Citizens Advice & Law Centre

Offering a wide range of practical advice to the public via Contact Centres located in Huddersfield and Dewsbury. Drop in to one of the Contact Centres, search the website for self-service information or call the Advice Line.

Tel: **0808 278 7896** (Monday to Friday, 9.00am to 4.30pm).

Web: **www.kcalc.org.uk**

Dewsbury Contact Centre

Units 5/6 Empire House,

Wakefield Old Road,

West Yorkshire WF12 8DJ

Monday and Tuesday,

9.30am to 3.00pm.

Huddersfield Contact Centre

1 and 3 Brook Street, West Yorkshire HD1 1EB
Thursday and Friday, 9.30am to 3.00pm.

Kirklees Council Community Directory

An online resource listing over 2,500 local community organisations in Kirklees. Search the directory for local groups, events and things to do.
Web: <https://communitydirectory.kirklees.gov.uk>

Kirklees Safe Places Scheme

The scheme, organised by Cloverleaf Advocacy, encourages local public spaces, such as cafés, shops and libraries, to become safe spaces for vulnerable people with learning disabilities. You can identify a safe space by a sticker displayed in its window. You can also find your nearest safe space on the scheme's app or a full list on its website.

Tel: **01924 454875**

Email: safeplaces@cloverleaf-advocacy.co.uk

Web:

www.safeplaces.org.uk/member-schemes/kirklees

Locala

Locala provides a single point of access for most adult services in Kirklees.

Tel: **0300 304 5555**

Web: www.locala.org.uk

Medequip – returning equipment

If your equipment is on loan to you, it must not be sold or disposed of. When you no longer require it, please contact Medequip to request free collection. Alternatively, you may return it to your local drop-off point: visit the website below. If you purchased your equipment and are looking to dispose of it, visit the Equipment Recycling page via the following website.

Tel: **01484 728970**

Email: kirklees@medequip-uk.com

Web:

www.medequip-uk.com/returning-equipment

Mid Yorkshire Hospitals NHS Trust, The

Provides acute hospital services to more than half a million people living in the Wakefield and North Kirklees districts of West Yorkshire.

Trust Headquarters and Education Centre,
Pinderfields Hospital, Aberford Road,
Wakefield WF1 4DG

Tel: **01924 541000**

NHS West Yorkshire Integrated Care Board (ICB)

The ICB plans and makes decisions about how NHS money is spent and the services it provides.

Tel: **01924 317659**

Email: westyorkshire.ics@nhs.net

Web: www.westyorkshire.icb.nhs.uk

South West Yorkshire Partnership NHS Foundation Trust

Providing specialist NHS community, mental health and learning disability services.

Tel: **01924 316060** or **0800 587 2108** (freephone).

Email: customerservices@swyt.nhs.uk

Web: www.southwestyorkshire.nhs.uk

24-hour access to mental health services in Kirklees

Tel: **01924 316830** (adults aged 18 plus).

Tel: **01924 316714**

(people with a learning disability).

24-hour mental health helpline

For anyone registered with a GP in Kirklees and the surrounding areas.

Tel: **0800 183 0558**

Calderdale and Kirklees Recovery & Wellbeing College

Works in partnership with volunteers and other supporting organisations to develop and run a range of workshops and courses which promote wellbeing and good mental health.

Tel: **07717 867911**

Email: ckrecovery.wellbeing@swyt.nhs.uk

Web: www.calderdalekirkleesrc.nhs.uk

Improving Access to Psychological Therapies (IAPT)

The service should be contacted in the first instance if you are feeling stressed or anxious.

Tel: **01484 343700**

Email: IAPT.Admin@swyt.nhs.uk

Web: www.kirkleesiapt.co.uk



Useful national contacts

Age UK

Tel: **0800 055 6112**

Web: **www.ageuk.org.uk**

Al-Anon Family Groups

Worried about someone's drinking? Help and hope for families and friends of alcoholics.

Helpline: **0800 008 6811** (10.00am to 10.00pm).

Email: **helpline@al-anonuk.org.uk**

Web: **www.al-anonuk.org.uk**

Alzheimer's Society

Dementia Connect support line: **0333 150 3456**

(Monday to Wednesday, 9.00am to 8.00pm;

Thursday and Friday, 9.00am to 5.00pm; and

Saturday and Sunday, 10.00am to 4.00pm).

Web: **www.alzheimers.org.uk**

Association of Charitable Organisations

A national umbrella body for benevolent charities.

Tel: **0207 255 4480**

Email: **info@aco.uk.net**

Web: **www.aco.uk.net**

British Institute of Learning Disabilities (BILD)

Committed to improving the quality of life for people with a learning disability.

Tel: **0121 415 6960**

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

Web: **www.bild.org.uk**

Care Choices

Free, independent assistance with finding care providers. Searchable website.

Web: **www.carechoices.co.uk**

Care Quality Commission

Independent regulator of care services in England.

Tel: **0300 061 6161**

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

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

Carers Trust

Works to improve support, services and recognition for anyone living with the challenges of caring, unpaid, for a family member or friend who is ill, older, disabled or suffers with mental health or addiction issues.

Tel: **0300 772 9600**

Email: **info@carers.org**

Web: **www.carers.org**

Carers UK

The voice of carers.

Tel: **0808 808 7777**

Email: **advice@carersuk.org**

Web: **www.carersuk.org**

Citizens Advice

Practical, reliable, up-to-date information on a wide range of topics.

Tel: **0800 144 8848**

Web: **www.citizensadvice.org.uk**

Deafblind UK

A national charity supporting people living with sight and hearing loss in the UK.

Tel: **0800 132320**

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

Web: **www.deafblind.org.uk**

Deafplus

A national charity providing support to allow deaf people to engage fully in today's society.

Tel: **0207 790 8478**

Email: **info@deafplus.org**

Web: **www.deafplus.org**

Dementia Adventure

Dementia Adventure thinks differently about dementia. It believes that with the right support, everyone with dementia can get outdoors, experience the wellbeing benefits of nature and enjoy more active and fulfilled lives. The charity offers supported holidays and dementia training for family and friends, professionals and organisations.

Tel: **01245 237548**

Email: **info@dementiaadventure.co.uk**

Web: **<https://dementiaadventure.org>**

Elderly Accommodation Counsel

Helps older people make informed choices about meeting their housing and care needs.

Web: **www.housingcare.org**

Friends of the Elderly

A charity that supports older people who have a range of practical needs.

Tel: **0207 730 8263**

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

Web: **www.fote.org.uk**

Homecare Association

Professional association of home care providers from the independent, voluntary, not-for-profit and statutory sectors.

Tel: **0208 661 8188**

Email: **helpline@homecareassociation.org.uk**

Web: **www.homecareassociation.org.uk**

Hourglass

Works to protect, and prevent the abuse of, vulnerable older adults.

Helpline: **0808 808 8141**

Text: **07860 052906**

Web: **www.wearehourglass.org**

Independent Age

Produces a wide range of guides and factsheets for older people, their families and carers.

Tel: **0800 319 6789**

Email: **advice@independentage.org**

Web: **www.independentage.org**

My Family, Our Needs

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

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

Multiple Sclerosis Society

Support and advice for those diagnosed with the condition, as well as professionals and carers.

Tel: **0808 800 8000**

Email: **helpline@mssociety.org.uk**

Web: **www.mssociety.org.uk**

National Association for Providers of Activities for Older People (NAPA)

Promotes the importance and value of activities for older persons.

Tel: **01494 590421**

Email: **info@napa-activities.co.uk**

Web: **https://napa-activities.co.uk**

National Association of Funeral Directors

Web: **www.nafd.org.uk**

National Society of Allied and Independent Funeral Directors

Web: **www.saif.org.uk**

NHS 111

You should call NHS **111** if you:

- need medical help fast, but it is not a 999 emergency;
- do not know who to call for medical help or you do not have a GP to call; or
- require health information or reassurance about what to do next.

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

NHS website, The

Web: **www.nhs.uk**

Playlist for Life

A music and dementia charity based in Glasgow and covering the whole of the United Kingdom. Its aim is to ensure everyone living with dementia has access to a personalised playlist and for everyone who cares for them to know how to use it. The charity offers free advice and resources to anyone affected by dementia who could benefit from the power of music. It also provides training for health and social care professionals looking to deliver person-centred care using personalised music.

Tel: **0141 404 0683**

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

Web: **www.playlistforlife.org.uk**

Registered Nursing Home Association (RNHA)

Campaigns for high standards in nursing home care.

Tel: **0121 451 1088** • Email: **info@rnha.co.uk**

Web: **www.rnha.co.uk**

Relatives and Residents Association, The

Exists for older people needing, or living in, residential care and the families and friends left behind.

Tel: **0207 359 8136**

Email: **helpline@relres.org**

Web: **www.relres.org**

**Royal National Institute for
Deaf People (RNID)**

The largest charity supporting people living with hearing loss in the UK.

Tel: **0808 808 0123**

Email: **contact@rnid.org.uk**

Web: **www.rnid.org.uk**

**Royal National Institute
for the Blind (RNIB)**

One of the UK's prominent sight-loss charities, recognising unique experiences of blindness and partial sight.

Tel: **0303 123 9999**

Email: **helpline@rnib.org.uk**

Web: **www.rnib.org.uk**

SANE

Advice on mental health conditions.

Tel: **0300 304 7000**

(open 4.00pm to 10.00pm, 365 days a year).

Email: **support@sane.org.uk**

Web: **www.sane.org.uk**

Sense

A national charity supporting people living with complex disabilities, including those who are deafblind, in the UK.

Tel: **0300 330 9256**

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

Web: **www.sense.org.uk**

Signhealth

A national charity working to improve the health and wellbeing of people who are deaf in the UK.

Tel: **0203 947 2600**

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

Web: **www.signhealth.org.uk**

Silver Line, The

A 24-hour telephone befriending and advice line.

Tel: **0800 470 8090**

Web: **www.thesilverline.org.uk**

Veterans' Gateway

The first point of contact for Armed Forces personnel, veterans and their families seeking information about employability, finances, personal relationships, befriending and more.

Tel: **0808 802 1212**

Web: **www.veteransgateway.org.uk**



Search for care in your area

www.carechoices.co.uk



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

 **CareChoices**

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



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

www.myfamilyourneeds.co.uk

✉ hello@myfamilyourneeds.co.uk •  [@WeAreMFON](https://twitter.com/WeAreMFON)

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Ask questions

Get involved

Join the family

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