Living Well in Kirklees 2020

A guide to community-based care and support resources
Able Care is a private domiciliary care company offering care and support to adults in the community and providing a quality, consistent and affordable service.

We are passionate about providing a tailor-made service, respecting the individuality of service users and their preferred day to day routines.

All staff are fully trained and up to date with all relevant qualifications. They are DBS checked and receive regular support supervision and further training to enable them to deliver a quality service.

Service users are encouraged and supported, as able, to participate in the planning and delivery of their individualised package of care, including regular reviews and feedback.

Able Care is an investor in people

Regulated by the Care Quality Commission

“A service that is as personal to us as it is to you”

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Welcome and vision for Kirklees Adult Social Care

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To obtain extra copies of this guide, free of charge, call Gateway to Care on 01484 414933.

This guide is available electronically at www.carechoices.co.uk. The e-book is also Recite Me compatible for those requiring information in the spoken word. The information in this guide may be available in alternative languages upon request. Please contact 01484 223232 for more information.
Welcome to the 2020 edition of the Living Well in Kirklees guide. Kirklees Council have worked jointly with the publisher, Care Choices, to develop this guide.

The Council’s vision for Adult Social Care:

• We will support people to be independent.
• We will work alongside people to help them to keep well and do as much for themselves as possible, for as long as possible.
• We will put people’s individual needs, choices and aspirations at the heart of care and support, helping people to make their own decisions, achieve their potential and get the most out of their lives.
• When people do need support, we will make sure that the services they can choose from are of a high quality, meet their needs, help them to stay in control of their own lives and treat people with dignity and respect.
• We will look for opportunities to work in partnership with other organisations, including the NHS, voluntary and community organisations and the private sector, to make sure that people who need support get well co-ordinated services which aim to give them the outcomes they want.

The Council has a responsibility to make sure that people’s social care needs are met. Social care refers to care and support for people who, because of illness, disability or their individual circumstances, need help in carrying out their personal care or domestic routines. Social care can help people to stay in work or education, build relationships and participate fully in society.

Deciding how best to receive the care and support to meet your individual needs is very important. This guide provides an overview of services and support available to you and those who help you, as well as information about where you can find more detailed information about Adult Social Care in Kirklees.

Keeping healthy and well

By making a few small changes to the way you live, you can make big changes to your health and wellbeing. This can also have a beneficial impact on the wellbeing of your family members and those you care for. There’s lots of information and support available across Kirklees to help you stay healthy and well. For more information, visit www.kirklees.gov.uk/beta/adult-social-care-and-health.aspx

Self-care with My Health Tools

My Health Tools can help if you’re living with a long-term health condition. You’ll find information for people living with pain, anxiety, depression, diabetes, breathing problems, cardiovascular disease (CVD), musculoskeletal conditions (MSK), cancer and dementia. With free access to up-to-date, quality assured resources, from articles and services to videos and much more, you can tailor the information to meet your needs so that you can manage your own health and wellbeing.

My Health Tools
A guided journey through self-care.
Email: myhealthtools@kirklees.gov.uk
Web: www.myhealthtools.uk
Community Plus

The Community Plus service works with local people to achieve positive outcomes, help them remain independent and gain control of their lives.

Community Coordinators work across Kirklees, supporting children and adults by exploring your current situation with you and helping you to pursue a healthy and positive lifestyle for the future. The service’s introduction offer is flexible, providing short-term support for up to six weeks.

Community Coordinators help you to identify your strengths by building valued and trusting relationships. They will:

- Support people to stay stronger – identifying their vision for a good life and how to get there.
- Build local partnerships – exploring what peer, neighbourhood and community networking groups there are and connecting individuals to them.
- Focus on building relationships – encouraging people to do more for themselves.
- Build a supportive community – establishing what local resources already exist including groups and volunteers and supporting people to connect with other local people.

There is no charge for the Community Plus service.

However, there may be a cost to any activity or service you decide to take part in.

Kirklees Community Plus introduction
If you want to refer yourself or introduce someone to Kirklees Community Plus, please fill out the online form at www.kirklees.gov.uk/communityplus

If you are introducing someone else, you must have the individual’s consent and information as well as a reason for introduction.

Wellness service

The Kirklees Wellness Service (KWS), works with people in local communities to improve their health and wellbeing. The service offers tailored support through utilising health coaching and motivational interviewing techniques.

Who is the service for?
The service is available to adults aged 18 and over who live in Kirklees. It is for people and their carers who have identified a need for further help to improve their health and wellbeing and want to make a change. You should be ready to commit to work towards a personal goal through either group-based support or one-to-one sessions with a Wellness Worker/Coach.

The types of things that people need help with could include:

- Improving mood and building confidence.
- Improving mental health and emotional wellbeing.
- Managing long-term conditions.
- Increasing contact with people and activities.
- Increasing physical activity levels.

To refer yourself or somebody else, please complete the online form at www.kirklees.gov.uk/healthandwellbeing/wellness

Befriending

Kirklees Council offer befriending services with several partner organisations, at home and over the phone. These services are for any older person who feels lonely or isolated and aim to support people to lead a more fulfilling life. Following a visit by one of the befriending teams and a discussion about how the service can help, a volunteer befriender is introduced to provide face-to-face friendship and support in the home.

Request a befriender
If you feel lonely or isolated, you can ask Gateway to
Care about a local befriending service. You can also ask someone to contact Gateway to Care on your behalf, and someone will be in touch.

Gateway to Care
Tel: 01484 414933 (Monday to Friday, 8.00am to 5.00pm).

Staying independent in your own home

Home adaptations

Installing adaptations in your home can help you to live there independently for longer. Assessment by an occupational therapist or other assessor can help you to decide the type of adaptation that will promote your safety and independence.

They will talk to you about how you manage in your home so that you can work out, with your assessor, what adaptations you will need. The Council can assist in arranging adaptations following an assessment.

Financial assistance is available for some adaptations, this may be subject to a means-test.

Types of adaptations

Following an assessment, the assessor may recommend minor or major adaptations to your home. If you rent your home, the Council can discuss this with you and your landlord further to explain the process and any works needed. The Council will not be able to proceed with organising any works for you without the permission of the person, or organisation, who owns the property.

Minor adaptations are works that may not need any significant structural changes to your home, such as:

- Grab rails and handrails.
- Shallow steps.

Major adaptations are works that may need significant structural changes to your home, such as:

- Bannister on the stairs.
- Stair lifts.
- Level access shower.
- Widening doorways.
- Adapting heating and lighting.
- Lowering kitchen worktops.
- Putting in an outdoor ramp.

Paying for adaptations

Following an assessment, where all recommended adaptations cost up to the value of £5,000, these can be provided free.

Depending on the cost and/or type of adaptations you are having in your home, some may be funded through a Disabled Facilities Grant. If you are a Kirklees Council tenant, this will be funded through other means.

The Disabled Facilities Grant is means-tested, so you may be asked to contribute to the costs. Works will not go ahead until you have received the outcome of the means-test and, if required, are willing to pay your contribution.

If you do not meet the criteria for the provision of adaptations and/or you decide to fund any adaptations yourself, the Council can still give you advice and support, including a list of advisory contractors who have undertaken this work before.

For more information about home adaptations, contact the Accessible Homes Team on 01484 225335.
Making life easier at home

If you’re finding everyday tasks at home difficult, these simple solutions are a starting point which could make life easier and keep you independent.

If it’s difficult to **get in and out of chairs**, use one that has arms you can push against.

If the chair is too low, you may find that equipment fitted to its legs to raise its height may help.

If you struggle **keeping your house warm**, it may help to check if it’s appropriately insulated. You may be eligible for the Government’s winter fuel payment. Visit [www.gov.uk/winter-fuel-payment](http://www.gov.uk/winter-fuel-payment) for more information.

If you can’t **reach your light switches**, it may be possible to lower them. If you find pushing light switches difficult, it may be possible to change them to dimmer switches.

There is also technology available to control lamps and ceiling lights using remote control or speech.

If you have **problems hearing**, your GP can refer you for a hearing assessment. Devices are available which may be used to help you to listen to your television or hear your doorbell or telephone.

If you **forget to take your medication**, a calendar or notebook may be used to jot down reminders. Tick them off once you’ve taken your medication. Alternatively, if you have a smart phone or smart speaker, these can be used to set an alarm to prompt you. Dosette boxes can help you take your medication. They have multiple compartments for each day of the week, which can be filled with your tablets and help you to see when you have taken them.

If you are having difficulty **preparing food**, break down meal preparation into stages. Pre-prepared or microwavable food may also be an option.

**Lifting** a kettle of water can become too heavy; therefore, a kettle tipper may be an option. Alternatively, consider purchasing a small travel kettle. A mug of water may also be boiled in a microwave, reducing the weight you have to lift.

Cutlery with larger handles may help if you have **limited grip** in your hands. Lightweight cups with two handles may also be a solution.

**Using taps** can be made easier by fitting tap turners. You could also change to lever-style taps.

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care.
If moving in bed is a problem, it may be possible to fit rails to the side of your bed. These can also help you to push up from the side of the bed to stand.

If you are having difficulty getting dressed, consider clothes that do not have buttons and are easy to slip on. Front fastening or pull on bras may be an option instead of those that fasten at the back. Instead of fabric shoelaces, it is possible to purchase elastic ones or slip-on shoes. A long-handed shoehorn may help with positioning your feet in your shoes and a sock aid can help to get these items over your feet.

For more information on technology that could make your life easier, contact the Council for an assessment. They might refer you to an occupational therapist (OT).

Gateway to Care
Customer Service Centre, Civic Centre, 3 Market Street, Huddersfield HD1 2YZ
Tel: 01484 414933 (Monday to Friday, 8.00am to 5.00pm).
Out-of-hours tel: 01484 414933 (Your call will be diverted to the Emergency Duty Team).

If you have difficulty holding your toothbrush, it is possible to purchase one with a wider handle. Alternatively, some people find having an electric toothbrush can help.

Raised seats are available if you are struggling to get off the toilet. Alternatively, a toilet which has a support frame attached with arms may help. When raising the toilet height, make sure that you are still able to sit comfortably on it with your feet on the floor.

When baths or showers become slippery, a slip resistant mat may help. If you find it difficult to stand in the shower, a shower seat may help. Please be aware of whether your shower screen opens inwards or outwards when considering this option.

Bathing equipment, such as a bath board and seat, or a powered bath lift, may be options to enable you to safely get in and out the bath. They allow you to sit and lift your legs over the side of the bath, rather than stepping over. You need to be aware that some do not allow you to recline in the bath, so you need to think about how you will wash your hair when sat on them.

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

Assistive Technology is any product or service designed to enable you, whatever your age, to undertake everyday activities as independently as possible. These may include managing your own personal care, physical or mental health needs, accessing services in the community or enabling you to undertake household tasks.

By putting solutions in place to promote your independence, this can prevent a deterioration in your health and wellbeing and support you to remain living in your own home for as long as you wish to do so.

Examples of Assistive Technology include devices linked to a Carephone, smartphone applications, items of daily living equipment or housing adaptations.

Apps

There are certain apps which can be downloaded on to your smartphone to support you to live independently. Apps can give you access to personalised support directly on your phone, with features to help you remember activities, reduce anxiety and feel supported. Two such apps working in partnership with Kirklees Council are detailed on the outside back cover of this guide.

Carephone Telecare Home Safety Service

The Carephone service is a 24-hour link to an alarm and response service that helps support you to be able to live safely and independently in your own home.

Who is this service for?
The service is helpful for anyone who is vulnerable or is caring for a vulnerable person. There is no age barrier; anyone who lives alone or feels insecure could benefit from the service.

How much it costs
Equipment is provided free of charge and there are no installation or maintenance fees. However, depending upon your needs and financial circumstances, a weekly monitoring fee may be payable. The costs in 2019/20 are £4.60 per week for the standard package and £5.05 per week for the enhanced package.

How a Carephone works
The Carephone base unit plugs into a standard telephone point and electric socket. It works using a range of sensors, installed according to your needs.

If one of the sensors is automatically activated or if you press your personal alarm, an alert is raised and the Carephone automatically rings the service’s control centre. Trained operators will speak with you to assess the situation, check your safety and take the appropriate action. This could include calling a family member, friend or the emergency services.

Standard Carephone package
The Carephone, a personal alarm, a smoke detector and a carbon monoxide detector comprise the standard package.

Enhanced Carephone package
A range of other devices are also available from the Carephone Telecare Home Safety Service. These form part of the enhanced Carephone package, designed to meet the individual needs of people who use the service. Devices and sensors in the package include:

- Alert to a local carer.
- Bed occupancy sensor.
- Carephone reminder messages.
- Chair occupancy sensor.
- Epilepsy sensor.
- Fall detector.
- Flood detector.
- Gas detector.
- GPS location devices.

Visit www.carechoices.co.uk for further assistance with your search for care
Medequip work with North Kirklees NHS CCG, Greater Huddersfield NHS CCG and Kirklees Council to provide assistive living equipment in your area. Medequip also provide a retail service for those who wish to purchase or rent equipment themselves.

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

Manage @ Home

FREE DELIVERY
When you spend over £50.00

CALLED HELP GUIDE
Find solutions to your problems

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

Manage At Home

ORDER BY PHONE
Freephone: 0800 910 1042

www.manageathome.co.uk

Keep people independent for longer
Kirklees Integrated Community Equipment Service (KICES)

The Kirklees Integrated Community Equipment Service (KICES) is provided by Kirklees Council, North Kirklees Clinical Commissioning Group and Greater Huddersfield Clinical Commissioning Group. The service provides a range of equipment to people with disability and health needs to enable them to live more independently and enhance wellbeing.

Equipment is assessed for by health and social care professionals in community and hospital settings. Recommended equipment is processed through KICES and is provided free of charge. Any installed equipment is delivered and maintained by a contracted provider, currently Medequip.

If you feel that you would benefit from Assistive Technology, contact Gateway to Care on 01484 414933 to request an assessment.

How you can help yourself

AskSARA is an online self-assessment. It’s a useful starting point if you aren’t sure what type of support you need. You can answer some questions about yourself, then you will be given helpful suggestions. Visit www.askSARA.org.uk for more information.

Kirklees Handyperson Service

The Kirklees Handyperson Service is currently commissioned by Kirklees Council and delivered by Age UK.

Some services are provided free of charge for certain residents, or for a small charge for others. To receive the free service, you will need to be a resident in Kirklees who is one or more of the following:

- Aged over 60 and/or with a disability.
- A child or young person with a disability.
- An individual being discharged from hospital or intermediate care.

If you are a Council tenant, please contact Kirklees Neighbourhood Housing on 01484 414886 as a separate handyperson service is provided.

Examples of support the handyperson service can provide are:

- Minor plumbing, such as tap washers and sink blockages.
- Fitting security items such as door chains and window locks.
- Fitting internal handrails.
- Moving furniture.
- Minor joinery and many other small jobs.

The handyperson service is unable to carry out large scale works, gas and electrical work or gardening. The service aims to help people remain safe and independent in their own home.

Over the winter months, advice is available on how to save energy, including the installation of free energy saving products. For further information on the full range of services offered, contact Age UK.

Age UK Calderdale and Kirklees – Handyperson service
Tel: 01484 535994
Email: enquiries@ageukck.org.uk
Web: www.ageuk.org.uk/calderdaleandkirklees/our-services/handyperson-service

Visit www.carechoices.co.uk for further assistance with your search for care
**Assistive Technology checklist**

We suggest you consider the following questions before buying any Assistive Technology. If you are in any doubt about what technology might help meet your needs, you can contact your council or visit [www.asksara.org.uk](http://www.asksara.org.uk)

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

<table>
<thead>
<tr>
<th>Maintaining independence</th>
<th>Reliability</th>
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<tbody>
<tr>
<td>What task do you require assistance with?</td>
<td>Is it a reputable company who is selling the device?</td>
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<tr>
<td>What do you need a device to help you with specifically?</td>
<td>Have you read reviews of the device you are looking at? Consider these before purchasing.</td>
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<tr>
<td>Have you considered alternative ways of undertaking the task, such as changing your technique?</td>
<td>Can you speak to someone who already uses one?</td>
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<table>
<thead>
<tr>
<th>Suitability and usability</th>
<th>Cost</th>
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<tbody>
<tr>
<td>Will the device do what you need it to do?</td>
<td>How much does the device cost?</td>
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<tr>
<td>Are you able to use the device safely?</td>
<td>Can you afford to purchase it without placing yourself in financial difficulty?</td>
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<tr>
<td>Do you have any difficulties using it?</td>
<td>Is this a one-off charge or will there be additional charges?</td>
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<tr>
<td>If so, can these be overcome?</td>
<td>Will the device require regular servicing?</td>
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<tr>
<td>Does the device require professional installation?</td>
<td>If so, will this need to be paid for?</td>
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<tr>
<td>Does the device need to be plugged in?</td>
<td>Does the device have parts that could easily break and cost money to replace?</td>
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<tr>
<td>If so, be aware of the risk of tripping over trailing wires.</td>
<td>Are there more cost-effective ways of meeting your needs?</td>
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<tr>
<td>Could pets or young children become trapped by the device when it is moving, or set it off accidentally?</td>
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<tr>
<td>Can you transport the device if necessary?</td>
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**Notes**

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Housing options

Extra Care housing

Extra Care housing is a type of specialist housing for people with care and support needs, including older or disabled people and those with long-term conditions.

Extra Care housing consists of self-contained flats with design features and support services available to enable self-care and independent living.

Living in Extra Care housing offers security and privacy within your own home. Plus, a range of facilities on site and the added peace of mind of knowing that you have 24-hour access to emergency support if needed. Facilities can include:

- Café bistro.
- Hair salon.
- Activity room.
- Therapy/exercise room.
- Guest room.
- Laundry rooms.
- Assisted bathing facilities.
- Communal lounge.
- Secure gardens.
- On-site staff available around the clock.

People living in Extra Care housing flats are Council tenants.

Extra Care housing schemes in Kirklees

1. Meadow Green (Heckmondwike), 43 one- and two-bedroom flats. Plus, ten for people who have dementia.
2. Sandy Mount (Crosland Moor in Huddersfield), 41 one- and two-bedroom flats.
3. Woodland Court (Dewsbury), 46 one- and two-bedroom flats.

In Extra Care housing, you will need to pay for:

- The cost of renting your flat.
- The cost of furnishing your flat.
- A service charge for the management, security, upkeep and maintenance of the flat and communal facilities.
- Care and support charges will vary depending on individual needs and circumstances.
- Council Tax, utilities, food and other household costs.
- Some activities and outings.

You may be able to receive assistance towards the costs of living in Extra Care and this will be fully discussed with you.

Care and support

All Extra Care schemes offer the following support to help you stay independent:

- On-site care provider available for people with assessed care needs – care staff are trained to take an enabling approach – to encourage and motivate. Registered with the Care Quality Commission (CQC), see page 27 for more information about the CQC.
- Housing-related support – for people who need help with answering letters, speaking to utilities companies and other tasks.
- Wellbeing checks – to check that you are alright or whether you need any further support. The check can be daily, weekly (or anything in-between) and can take place in your flat or anywhere around the scheme.
- Emergency call system – built-in Assistive Technology system – allowing tenants to request assistance in the event of an emergency or urgent care need.
**Supported Living**

Supported Living means you are supported to live as independently as possible in your own home. There are lots of different types of Supported Living options:

- You could live in a flat or house on your own or with a friend or friends.
- You could live in a flat alongside other tenants with care and support needs.
- Some Supported Living accommodation is adapted to specifically meet your needs.

Support could range from just a couple of hours a week, where the support provider visits you at home, to having support on site 24 hours a day. Your housing and care are arranged around your needs. First, you will need a social care assessment, which will be completed with you to determine what your needs are, and how you would like to live.

To request an assessment or to find out more about housing options, contact **Gateway to Care**.

Tel: 01484 414933

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**Assessment and support**

**Care needs assessment**

Care needs assessments are for adults (18 years of age or over) who may need support because of a disability, ill health or old age. Under the Care Act 2014, Councils must carry out an assessment of anyone who appears to require care and support.

The assessment will focus on your needs, how they impact on your wellbeing and those who support you.

**Having an assessment**

An assessment starts as a discussion with you to find out more about what you can do for yourself and the kind of things you may need support with. This include whether you’re able to:

- Get in and out of bed.
- Get washed and dressed.
- Go to the toilet unaided.
- Make and eat meals.
- Move around your home safely.
- Use local transport services to get out and about.
- Receive regular contact with other people.
- Keep your home clean and safe.

To help with ensuring that any solutions are the most appropriate to meet your needs, you may be asked to show the assessor how you undertake some of the tasks above. This can help to consider ways of doing tasks differently to increase your independence.

Another important consideration is whether you have any support in place already. The assessor will then work out if you qualify for some help from the Council to arrange your care.

**How the Council works out if you qualify for support**

The Council uses the Government’s national eligibility criteria to work out if you qualify for state-funded support. This includes the following:

- Whether you have a disability, health need or impairment.
- Whether, as a result of a disability, health need or impairment, you’re unable to manage some important aspects of your life without support.
- Whether this is having a significant impact on your physical, mental, emotional or social wellbeing.

**How to contact Adult Social Care**

If you would like to request a care needs assessment, contact **Gateway to Care**.

Tel: 01484 414933
Benefits advice

Whether you are disabled, suffering from a long-term health problem or a carer, maximising your income through the benefit system will help you to cope with the stresses and pressures of your situation, and to pay for the help you need.

Information on a range of different benefits can be found at www.betteroffkirklees.org.uk/ This website also contains a benefit calculator which can help you to understand which benefits you may be entitled to.

You can also get further information and help with completing benefit forms from Citizens Advice. For more information, contact 0344 848 7970. Citizens Advice can also make referrals to a team of specialist Benefit Advisers, who can assist you to dispute and appeal any benefit decisions that you consider to be wrong.

Applying for a Blue Badge

Blue Badges are for drivers, passengers or children with severe mobility problems and for those who are registered blind. The scheme allows badge holders to access goods, services and facilities, which they would otherwise be unable to, by allowing them to park closer to their destination. The scheme applies only to on-street parking.

Who can apply?
A person is automatically eligible for a badge if they are over two years old and meet at least one of the following criteria. Proof that they meet the criteria must be provided.

- High Rate of the Mobility component of Disability Living Allowance (DLA).
- Personal Independence Payment (PIP).
- Registered severely sight impaired (blind).
- War Pensioner’s Mobility Supplement.
- Lump sum benefit armed forces and reserved forces compensation scheme.
- Terminal illness and not expected to live for longer than six months.

Assessed criteria
Someone who does not meet the above criteria may still qualify if one of the following applies:

- Enduring and substantial disability which means you are unable to walk or have considerable difficulty in walking from a vehicle to your destination.
- Enduring and substantial disability which causes you to experience considerable psychological distress, or be at risk of serious harm, or pose a risk of serious harm, to any other person when walking from a vehicle to your destination (you have a hidden disability).
- Regularly drives a vehicle and has a severe disability in both arms and is unable to operate or has considerable difficulty in operating all or some types of on-street parking equipment.
- Child under three years old who must always be accompanied by bulky medical equipment.
- Child under three years old who always needs to be kept near a vehicle.

To apply for a Blue Badge, you will need to provide proof of identity, proof of address, a recent photograph and a debit card to pay a fee of £10. If you are eligible, your Blue Badge will be sent to your home address. If you are not, your payment will be refunded, and you will be notified of the reason.

For more information, or to apply for a Blue Badge, complete the online form at www.kirklees.gov.uk/bluebadge

Paying for your Adult Social Care

Social care services are not free, whether they are for non-residential services such as attending a day centre, or residential services such as living in a care home. Therefore, you may need to pay; all your costs,
some of your costs or none of your costs, depending on your circumstances.

Different services cost different amounts depending on the cost of providing them. To work out the amount you need to pay, please complete an online financial assessment at [www.betteroffkirklees.org.uk/FCA](http://www.betteroffkirklees.org.uk/FCA) or request a financial assessment from the Council through Gateway to Care.

**Is everyone liable to pay all their own social care and support costs?**
There are some exceptions but in general, everyone getting a social care or support service is liable to pay their own costs unless:

- You are assessed as eligible for financial assistance following a financial assessment.
- Your services have been arranged under Section 117 of the Mental Health Act 1983. Any other services may incur a charge.
- You have Creuzfeldt Jacobs Disease (CJD).
- You are receiving intermediate care/reablement support services for a period of up to six weeks.
- You have a long-term, complex health need that may mean you are eligible for NHS Continuing Healthcare (CHC). Visit [www.beaconchc.co.uk](http://www.beaconchc.co.uk) for more information.


**How do I apply for financial assistance?**
If you are thinking about care services, you should complete an application for financial assistance online at [www.betteroffkirklees.org.uk/FCA](http://www.betteroffkirklees.org.uk/FCA)

**Do I have to give my financial details?**
You don’t have to provide any details of your income or savings but if you don’t provide the information required, you will not qualify for any financial assistance and you will have to pay the full cost of your care.

**Does the Council consider all my income?**
The Council ignores some of your income to allow for general costs of living such as food, clothing, utility bills and telephone bills. This is called your personal living allowance; allowance can also be made for disability-related expenses. The amount the Council ignores depends on your personal circumstances.

To find out more about paying for your care, to request either a care needs or financial assessment or to request a review of an existing support plan, contact Gateway to Care. • Tel: 01484 414933

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**Personal budgets**

A personal budget is the amount of money the Council allocates to meet your eligible care and support needs following an assessment.

It is the money available to deliver your support plan based on your views and preferences.

A support plan describes:

- What your assessed needs are.
- Outcomes you need or wish to achieve.
- How your needs will be met.
- Information and advice on how to promote your safety, wellbeing and independence.

Your support plan will be reviewed within the first few months of your support starting and again if your circumstances change. If nothing changes, your plan will be reviewed at least annually.

---

**Care at home and in the community**

**Social activities and communities**

Day opportunities provide a safe and friendly place for people with care and support needs to make friends and enjoy both community activities and activities in the centres. They can also give carers or
your family a break from their caring role and allow them to take some time for their own interests.

**Funding**
To get day services funded by the Council, you will need to have a care needs assessment, see page 14.

For more information about local day opportunities, please see the North and South Kirklees brochures at [www.kirklees.gov.uk/dayopportunities](http://www.kirklees.gov.uk/dayopportunities)

---

**Home care services**

If you need help around the home and it is not possible for Assistive Technology solutions to assist with this, a good option is to have a care worker come into your home to help you. All home care services must be registered with and inspected by the Care Quality Commission (CQC), see page 27 for more information.

Types of support available from home care include:
- Personal care, such as washing or dressing.
- Assistance to get up and to go to bed.
- Continence care.
- Helping you take your medication.
- Preparing light meals and snacks.
- Support dealing with finances, household bills, letters and other correspondence.
- Shopping.

Home care workers do not usually help with cleaning services or preparing large meals.

Staff are focused on helping you to live the life you choose and can also provide support to access local community facilities, depending on your assessed need and what your interests are. Whilst the Council does not provide nursing care, every effort is made to coordinate your support with other health and care providers.

For more information about staying living in your own home and to request a care needs assessment, please contact Gateway to Care. Furthermore, a list of local home care providers begins on page 19. • Tel: 01484 414933

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**Direct payments**

If the Council decides that you are eligible to receive state-funded care services after your care needs assessment, you will be allocated a personal budget. You can choose to receive your personal budget as a direct payment, this is instead of the Council arranging all or some of your services for you. Direct payments should give you more choice and control over how you can meet your eligible needs.

**How you can receive your direct payment**
You can choose to receive your direct payment in the following ways:
- Prepaid card – this is an alternative to a bank account and looks similar to a debit card.
- Direct payment to a bank account – this is where money is paid into an everyday bank account. This can be an account for the individual or the person who represents them, but it must be separate from their normal bank account. This is to clearly show the money is being spent on care and support.

Some of the ways a direct payment can be used include but are not limited to:
- Paying for a day opportunity, this could be in a day centre, activities at home or taking part in activities away from home.
- Personal care.
- Carers taking a break (respite).
- One-off pieces of equipment for social care needs.
- Employing a personal assistant (PA) to provide support.

For more information and to request a care needs assessment, contact Gateway to Care. Tel: 01484 414933
Home care agency checklist

### Fees per week
<table>
<thead>
<tr>
<th>Agency 1</th>
<th>Agency 2</th>
<th>Agency 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>£</td>
<td>£</td>
<td>£</td>
</tr>
</tbody>
</table>

### Quality rating

#### 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?  

#### 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?  

#### Notes

---

*See page 27.*
<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Location</th>
<th>Contact Details</th>
<th>Service Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abhi Rose Homecare</td>
<td>Dewsbury</td>
<td>Tel: 01924 650330</td>
<td>OP D PD SI</td>
</tr>
<tr>
<td>Able Care Huddersfield Ltd</td>
<td>Huddersfield</td>
<td>Tel: 01484 536865</td>
<td>OP D LDA MH SI YA</td>
</tr>
<tr>
<td>Active Social Care Ltd (Kirklees, Calderdale and Bradford)</td>
<td>Huddersfield</td>
<td>Tel: 01484 544100</td>
<td>OP D PD LDA MH SI YA</td>
</tr>
<tr>
<td>Advanced Community Healthcare Ltd</td>
<td>Holmfirth</td>
<td>Tel: 01484 682303</td>
<td>OP D PD LDA MH SI YA</td>
</tr>
<tr>
<td>Age UK Calderdale and Kirklees</td>
<td>Huddersfield</td>
<td>Tel: 01485 59935</td>
<td>OP D LDA MH YA</td>
</tr>
<tr>
<td>ASK4CARE – Huddersfield</td>
<td>Huddersfield</td>
<td>Tel: 01484 769116</td>
<td>OP D PD LDA MH SI YA</td>
</tr>
<tr>
<td>Aspire Community Support Services</td>
<td>Huddersfield</td>
<td>Tel: 01484 643316</td>
<td>LDA MH SI YA</td>
</tr>
<tr>
<td>Attentive Care Experts</td>
<td>Bradford</td>
<td>Tel: 01274 653203</td>
<td>OP D PD LDA SI YA</td>
</tr>
<tr>
<td>Avalon West Yorkshire Services</td>
<td>Dewsbury</td>
<td>Tel: 01924 439913</td>
<td>OP D LDA MH YA</td>
</tr>
<tr>
<td>Aware Care Ltd</td>
<td>Huddersfield</td>
<td>Tel: 07764 449839</td>
<td>OP D PD MH SI YA</td>
</tr>
<tr>
<td>Beckside Court</td>
<td>Batley</td>
<td>Tel: 0303 330 8820</td>
<td>OP D PD LDA MH SI YA AD</td>
</tr>
<tr>
<td>Bespoke Care &amp; Support Services</td>
<td>Huddersfield</td>
<td>Tel: 01484 483073</td>
<td>OP D PD SI YA</td>
</tr>
<tr>
<td>Bluebird Care (Kirklees)</td>
<td>Huddersfield</td>
<td>Tel: 07545 745687</td>
<td>OP D PD LDA MH SI YA AD</td>
</tr>
<tr>
<td>Bluewater Care Ltd</td>
<td>Huddersfield</td>
<td>Tel: 07800 121405</td>
<td>OP D PD LDA MH YA</td>
</tr>
<tr>
<td>Burgundy Care Services Ltd</td>
<td>Holmfirth</td>
<td>Tel: 01484 663304</td>
<td>OP D PD MH SI YA AD</td>
</tr>
<tr>
<td>Care Angels (Batley) Ltd</td>
<td>Batley</td>
<td>Tel: 01924 694320</td>
<td>OP D PD LDA MH SI YA AD</td>
</tr>
<tr>
<td>Care Collection, The</td>
<td>Huddersfield</td>
<td>Tel: 07834 550225</td>
<td>OP D PD LDA MH SI YA</td>
</tr>
<tr>
<td>Care Counts Ltd</td>
<td>Huddersfield</td>
<td>Tel: 01484 424744</td>
<td>OP D PD LDA SI YA</td>
</tr>
<tr>
<td>Caremark (Kirklees)</td>
<td>Huddersfield</td>
<td>Tel: 01484 211281</td>
<td>Advert page 20</td>
</tr>
<tr>
<td>Carers Trust Mid Yorkshire</td>
<td>Huddersfield</td>
<td>Tel: 01484 537036</td>
<td>OP D PD LDA MH SI YA AD</td>
</tr>
<tr>
<td>Cathedral House</td>
<td>Huddersfield</td>
<td>Tel: 01484 467320</td>
<td>OP D PD LDA MH YA</td>
</tr>
<tr>
<td>Choices Home Care Ltd</td>
<td>Huddersfield</td>
<td>Tel: 01484 608700</td>
<td>OP D PD LDA MH SI YA</td>
</tr>
<tr>
<td>Comfort Call – Kirklees</td>
<td>Huddersfield</td>
<td>Tel: 01484 539769</td>
<td>OP D PD LDA MH SI YA AD</td>
</tr>
<tr>
<td>Compass Care – South Park</td>
<td>Huddersfield</td>
<td>Tel: 01484 315551</td>
<td>OP D PD LDA MH SI YA</td>
</tr>
</tbody>
</table>

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

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

Constant Healthcare Ltd
Huddersfield
Tel: 01484 768160

Crescent (Yorkshire) Ltd, The
Batley
Tel: 01924 444929

Elite Privilege Care
Dewsbury
Tel: 01924 488800

Gate 13 Care Ltd
Dewsbury
Tel: 07455 020321

Genuine Carers Ltd
– 125 St Johns Road
Huddersfield
Tel: 01484 506474

Horizonz Care Ltd
Batley
Tel: 01924 403831

Kings Mill Court
Huddersfield
Tel: 01484 545365

Kirklees Council
– South Short Term & Urgent Support Team
Huddersfield
Tel: 01484 416531

Kirklees Shared Lives
Huddersfield
Tel: 01484 221000

Laurel Court
Huddersfield
Tel: 01484 540568

Locorum Care
Huddersfield
Tel: 07412 227680

Lotus Home Care Huddersfield
Huddersfield
Tel: 01484 598988

Medevent Ltd
Huddersfield
Tel: 01484 450920

Mencap in Kirklees (DCA)
Huddersfield
Tel: 01484 340811

Do you need a helping hand?

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

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

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

Looking for care? 0808 274 2935

For more information www.helpinghands.co.uk

Personalised care and support in your home

01484 211281
kirklees@caremark.co.uk
www.caremark.co.uk/kirklees

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

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

**My Homecare Huddersfield**  
Huddersfield  
Tel: 01484 766620  
*OP D PD LDA MH YA*

**Newsome Road – St Paul’s House**  
Huddersfield  
Tel: 01484 667866  
*LDA*

**North Kirklees Domiciliary Care Service**  
Mirfield  
Tel: 01924 326523  
*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*

**Northstead Centre**  
Dewsbury  
Tel: 07490 180250  
*OP D PD LDA MH SI YA*

**Olive Tree (Kirklees) Ltd**  
Heckmondwike  
Tel: 07943 868957  
*OP D PD MH SI YA*

**Owen Care and Support Ltd**  
Huddersfield  
Tel: 01484 320595  
*OP D PD LDA SI*

**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 YA*

**Sandy Mount**  
Huddersfield  
Tel: 01484 221020  
*OP 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*

**Together In Care**  
Cleckheaton  
Tel: 01274 441213  
*OP D LDA MH YA*

**Town & Local Care**  
Huddersfield  
Tel: 01484 818218  
*OP D PD LDA MH SI 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*
Coming out of hospital after being unwell can be stressful. The services in this chapter can help you to recover closer to home and regain your independence and wellbeing.

Intermediate care and reablement

Intermediate care in Kirklees is made up of support at home or specialist units and focuses on maximising your independence after a period of ill-health. These are provided in partnership by Kirklees Council and Locala (see page 27 for more information about Locala), known collectively as ‘KILT’ (the Kirklees Independent Living Team) and include:

- Crisis response – where a health care professional feels someone could be supported to stay at home following a sudden change in their health or circumstances with short-term care and therapeutic input.
- Reablement – services at home from specially trained social care and therapy staff to enable independence and re-learn daily living skills.
- Residential intermediate care – delivered by a multidisciplinary team of health and social care professionals at Moorlands Grange, Ings Grove House or Newsome Nursing Home, for people whose needs could not be met in their own home.

What intermediate care/reablement involves

Intermediate care/reablement are individually tailored programmes of short-term support to work towards your priorities for recovery. It might mean that you will be supported to:

- Practise daily activities such as cooking and getting about to help you regain skills and get your confidence back.
- Find new ways to do things so you feel safer and more confident.
- Look at what else might help (e.g. support to go out, personal alarms, home adaptations or other equipment, such as bath rails or the Carephone Telecare Home Safety Service for your home).
- Involve your relatives or carers to help you live more independently and discussing any support they might need. Do exercises, if prescribed by a therapist.

How much it costs

The service is time-limited and free whilst within the limit. If you require long-term support following intermediate care or reablement, you may be charged. The amount you pay is based on a financial assessment. For more information, see page 14.

For more information about coming out of hospital, contact Gateway to Care.
Tel: 01484 414933

Information and support for unpaid carers

A carer is anyone who provides support for a family member, friend or neighbour, who because of an illness, disability, a mental health problem or an addiction, cannot cope without their support.

Where to get support

#KirkleesThinkCarers Many carers have benefitted from finding out about help for both themselves, and the person they care for, as early as possible. Carers in Kirklees can contact Carers Count, the local carers’ information and advice service.

Carers Count can help relieve the pressure on carers by providing:

- Advice and information about services, local
support groups, activities and benefits.

- Access to training and courses.
- Support and help for carers to support each other.
- Help for carers to have a voice and be heard through an advocacy service and carers’ network.

**Carers Count**
Offices in Dewsbury and Huddersfield. Search for ‘Carers Count’ on Facebook.

**GP surgeries**
It’s important that carers let their GP know they are a carer and ask if this could be registered on their medical record. Carers should also ask to be added to the carers’ register. Carers are entitled to a free flu vaccination and GP surgeries may also offer some flexibility with appointment times.

**Carers’ assessments**
A carers’ assessment is the Council’s way of helping carers look at what support they need. It looks at:

- Whether they are willing and able to carry on providing care.
- Whether their caring responsibilities have any impact on their wellbeing.
- Whether they need any support, such as benefits and breaks from caring.
- What they would like to achieve in their everyday life. For example, more time to take part in activities.

To request a carers’ assessment and for more information, visit [www.kirklees.gov.uk/carers](http://www.kirklees.gov.uk/carers) or contact Gateway to Care.
Tel: 01484 414933

**Taking a break**
A break from their caring role can be vital to help carers stay healthy and maintain good wellbeing. There are a few ways to do this:

- Local groups and activities – ask Carers Count (details above) what’s happening locally.
- Short carer breaks and befriending schemes – some local organisations and charities (contact details opposite) offer services where someone trained stays with the person being cared for while the carer goes out. Note, these services may incur a fee.

**Local carers’ support**

**Age UK Calderdale and Kirklees – Befriending Services**
Tel: 01422 252040
Email: enquiries@ageukck.org.uk
Web: [www.ageuk.org.uk/calderdaleandkirklees/our-services/befriending](http://www.ageuk.org.uk/calderdaleandkirklees/our-services/befriending)

**Carers Trust Mid Yorkshire**
Tel: 01484 537036 • Email: info@CTMY.org.uk
Web: [www.carerstrustmidyorkshire.org.uk/our-services/adult-care](http://www.carerstrustmidyorkshire.org.uk/our-services/adult-care)

**Independent Age**
Tel: 0800 319 6789
Web: [www.independentage.org/get-support/receive-regular-visits](http://www.independentage.org/get-support/receive-regular-visits)

**Yorkshire Children’s Centre – Travel Companions, Befriending and Active at Home**
Tel: 01484 519988
Web: [www.yorkshirechildrenscentre.org.uk/our-services/health-wellbeing/community-connections](http://www.yorkshirechildrenscentre.org.uk/our-services/health-wellbeing/community-connections)

**Getting a short carers’ break in an emergency**
If carers are unwell or have an emergency, Carers Trust Mid Yorkshire can send a trained member of staff at short notice to pick up the carers’ caring role (see contact details opposite).
Residential care

All care homes are registered with and inspected by the Care Quality Commission (CQC), which reports on its findings and rates each provider.

These inspection reports and ratings are available at the home or from [www.cqc.org.uk](http://www.cqc.org.uk) Before you decide whether to move into a residential home, you should contact the Council for a care needs assessment (see page 14) to ensure that it is the best way to meet your needs.

Types of care home

**Care homes (personal care)**

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

**Care homes with nursing**

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

If, after a care needs assessment, a care home providing nursing care is the best solution for you, a social care practitioner will give you information to help you find a home which meets your care requirements. The cost of the nursing care part of your fees may be paid by the NHS to the home directly: the current amount is £165.56 per week. This figure may change over the lifetime of this guide, check with Adult Social Care.

For help with finding care homes and care homes with nursing in your area, visit [www.carechoices.co.uk](http://www.carechoices.co.uk)

Care homes and dementia

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

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

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.

Further questions to consider are included in the residential dementia care checklist on page 26.

**Staff training**

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

Home 1

Home 2

Home 3

Fees per week

<table>
<thead>
<tr>
<th>Home</th>
<th>Fees per week</th>
<th>Quality rating*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home 1</td>
<td>£</td>
<td></td>
</tr>
<tr>
<td>Home 2</td>
<td>£</td>
<td></td>
</tr>
<tr>
<td>Home 3</td>
<td>£</td>
<td></td>
</tr>
</tbody>
</table>

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

Staff

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

Activities

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

Life in the home

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

Personal preferences

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

Catering

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

Fees

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

*See page 27.
Residential dementia care checklist

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 25. 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 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 27.
Local health services

Locala

Locala is responsible for providing a variety of NHS community healthcare services to people in Kirklees.

Locala services care for and support people, from before birth to end of life, ranging from health visitors and therapy, to sexual health, district nursing, dental care, school nurses, foot care and drug and alcohol support. Locala work closely with GPs, social care and local NHS organisations to deliver a co-ordinated approach to care and support for people. See page 42 for contact details.

Monitoring the quality of Council services and keeping people safe

Most of the services the Council either provides or commissions, including home care services, Extra Care housing and residential care services, are inspected and rated by the Care Quality Commission (CQC).

You can search the CQC database for services you receive at www.cqc.org.uk where you’ll find an inspection report and quality rating for each registered service.

Adult Social Care compliments and complaints

Kirklees Council want to hear about your experiences, both good and bad. The Council know that sometimes mistakes can happen. With your help, it can try to put them right and make improvements for everyone.

How to tell the Council if you are happy with a service

If you are happy with a service the Council has provided, fill in the contact form available at www.kirklees.gov.uk/beta/contact-the-council/adult-social-care-complaints.aspx

This information can be used to make positive changes across other Council services.

How to tell the Council if you are unhappy with a service

1. The best way to deal with a complaint is to talk to the manager of the service you receive. They will work with you to solve the problem, so you feel happier with the service you get. If you don’t know who to talk to, contact the Customer Service Team on 01484 225115, they can advise you. Or, you can complete the contact form at www.kirklees.gov.uk/beta/contact-the-council/adult-social-care-complaints.aspx
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
2. If after this you feel like the issue has still not been dealt with, please contact the Customer Service Team on 01484 225115.

3. If you are still not happy with the response you get from the Council, you can make a complaint to the Local Government and Social Care Ombudsman who looks at the way that local authority services are provided.

Local Government and Social Care Ombudsman
Tel: 0300 061 0614

Safeguarding

You may be unsure about what to do if you witness abuse, or if you have concerns.

If you see or hear someone being harmed or abused, or someone has told you they are being harmed or abused:

- In an emergency, don’t wait – call 999.
- Get medical help if they have been hurt.
- Call the police on 101 if you suspect a crime.
- If you are a patient or visitor to a hospital or other health facility, you should immediately report your concerns to a member of staff.

If you suspect abuse or neglect to be taking place, contact Gateway to Care.
Tel: 01484 414933

Residential care in Kirklees

Home care providers in Kirklees can be found beginning on page 19.

Kirklees care homes – 31
Kirklees care homes with nursing – 37
A home is more than just bricks and mortar, it is a place you feel safe, well cared for and relaxed.

Ideal Carehomes makes a real difference to the lives of our residents. Offering 24 hour residential and dementia care with an inclusive fee offer, Ideal Carehome’s caring and highly trained staff cherish our residents, assisting them to remain independent and ensuring they enjoy an active lifestyle.

Contact our friendly team to find out more...

0113 385 3800
hello@idealcarehomes.co.uk
idealcarehomes.co.uk
<table>
<thead>
<tr>
<th>Care homes</th>
<th>Service</th>
<th>User Bands</th>
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<tbody>
<tr>
<td>Abbey Place</td>
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<td>MH</td>
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<td>D</td>
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<td>Castle Hall Residential Care Home</td>
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<td>Cleveland Road</td>
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Visit www.carechoices.co.uk for further assistance with your search for care
Colne House  
22 Manchester Road, Slaithwaite, Huddersfield HD7 5HH  
Tel: 01484 844775

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

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

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

Crimson Manor  
185 Scar Lane, Milnsbridge, Huddersfield HD3 4PZ  
Tel: 01484 659176

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

Fennell Court  
School Crescent, Dewsbury WF13 4RS  
Tel: 01924 437506

Ferndale Lodge  
Hurst Knowle, Almondbury, Huddersfield HD5 8TQ  
Tel: 01484 435088

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

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

Garlands Residential Care Home Ltd  
27 Church Street, Heckmondwike WF16 0AX  
Tel: 01924 404122

Greenacres  
Huddersfield Road, Meltham, Holmfirth HD9 4AG  
Tel: 0113 385 3800

Hampton House  
69 Keldregate, Bradley, Huddersfield HD2 1BQ  
Tel: 01484 539931

Hawthornes, The  
Mill Lane, Birkenshaw, Bradford BD11 2AP  
Tel: 01274 680033

Helme Hall  
Helme Lane, Meltham, Holmfirth HD9 5RL  
Tel: 01484 850165

Holly Court  
Far Common Road, Mirfield WF14 0DQ  
Tel: 01924 483922

Hopon Cottage Care Home  
Chadwick Fold Lane, Mirfield WF14 8PW  
Tel: 01924 504071

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

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

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

Contact Details  
01484 658357  
admin@knowlecourtcarehome.co.uk  
www.knowlecourtcarehome.co.uk  

Garlands  
Residential & Dementia Care Home  
27 Church Street, Heckmondwike, W. Yorkshire WF16 0AX  
01924 404122

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
Horizonz Care Ltd
14-16 Quarry Road, Dewsbury WF13 2RZ
Tel: 07568 733292  OP PD SI YA

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 32  OP D YA

Langdale House
56 Gledholt Road, Huddersfield HD1 4HR
Tel: 01484 429226  LDA

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 page 34  OP

Longwood Grange
Longwood Gate, Huddersfield HD3 4UP
Tel: 01484 647276  OP D PD SI

Lyndhurst Residential Home
20 Oxford Road, Dewsbury WF13 4JT
Tel: 01924 459666  OP D PD LDA MH SI 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  LDA

Newlands Hall
High Street, Heckmondwike WF16 0AL
Tel: 01924 407247  OP 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

Old Vicarage, The
142 Boothroyd Lane, Dewsbury WF13 2LP
Tel: 01924 455853  LDA SI YA

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

Visit www.carechoices.co.uk for further assistance with your search for care
You’re in caring hands

We specialise in offering complete care and cater to the every need of our residents. Quality of life for those who reside in our care homes is key to us and we ensure that all people, regardless of whether they need residential, nursing or dementia care discover new things and enjoy new experiences.

At Hill Care we understand that no two people are the same which is why we offer a unique approach to care. We also recognise that we are often the first experience of residential, nursing or dementia care that a family has. We pride ourselves on maintaining every individual’s privacy, dignity and ability to manage their own lives.

Services we offer
- Residential
- Respite Care and Short Stay
- Nursing Care
- Palliative / End of Life
- Dementia
- Daycare

Tel: 01246 558 734
Email: enquiries@hillcare.net
Visit our website at www.hillcare.net
Paddock Lodge Care Home  
60 Church Street, Paddock, Huddersfield HD1 4UD  
Tel: 0800 088 6140  
OP D PD YA

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

Poplars  
Far Common Road, Mirfield WF14 0DQ  
Tel: 01924 490833  
PD LDA SI

Priestley  
Market Street, Birstall, Batley WF17 9EN  
Tel: 01924 440265

Radcliffe, The  
444 Huddersfield Road, Mirfield WF14 0EE  
Tel: 01924 493395  
OP D LDA YA

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

Roberttown Care Home Ltd  
98 Church Road, Roberttown, Liversedge WF15 8BE  
Tel: 01924 411600  
OP D PD SI YA

Rowan Court  
167 Huddersfield Road, Thongsbridge,  
Huddersfield HD9 3TQ  
Tel: 01484 686530  
PD LDA SI YA

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

St Anne’s Community Services – 61 Track Road  
61 Track Road, Batley WF17 7AB  
Tel: 01924 472804  
OP LDA MH YA

St Anne’s Community Services – Dewsbury 1  
2 Oxford Road, Dewsbury WF13 4LN  
Tel: 01924 459028

St Anne’s Community Services – Dewsbury 2  
13 Birkdale Road, Dewsbury WF13 4HG  
Tel: 01924 459878

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 0RT  
Tel: 01924 459689

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

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

Tolson Grange  
12 Coach House Drive, Dalton, Huddersfield HD5 8EG  
Tel: 01484 432626  
OP D

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

Trinity Street  
27 Trinity Street, Batley Carr, Dewsbury WF17 7JZ  
Tel: 01924 456160  
MH YA

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

| Service          | OP Older people (65+) | D Dementia | PD Physical disability | LDA Learning disability, autism | MH Mental health | SI Sensory impairment | YA Younger adults | AD People who misuse alcohol or drugs |
Your local Bupa care homes in Huddersfield.

If you’re considering care for an elderly loved one, a warm, welcoming place close to family and friends means a lot. That’s why our choice of long and short-term care options in Huddersfield could be something for you to think about, whether you’ve got our insurance or not.

Call us for advice or to arrange a visit
01484 817 639
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.

Willow House
Residential Care Home for Ladies

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, adjacent to open countryside
- 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

Ings House
Nursing Home

Ings House is a small, homely, family owned nursing home which seeks to match the experience of the residents living in their own homes as much as possible.

The home provides nursing, residential and respite care. It is located close to the centre of Liversedge, close to many local amenities.

For more information, contact us:
Tel: 01924 405 263 • Email: office.ingshouse@greenwoodcare.net
Website: www.greenwoodcare.net
350 Bradford Road, Liversedge WF15 6BY

Newsome Nursing Home

As one of Huddersfield’s longest established and most respected Care Homes, Newsome Nursing Home provides the highest standards of personal and nursing care. Newsome Nursing home opened in 1986 and has provided exceptional standards of care for over 20 years.

Situated in a quiet residential area of Huddersfield the home is well located being close to the town centre, boasting a friendly welcoming environment, attractive gardens and views over the area. The Home Manager and staff have established an outstanding reputation for providing quality care and the atmosphere within the home is a fine testimony to their affectionate and skilful approach.

01484 429 492 • Admin@newsomehome.co.uk • www.sunflowerhealthcare.com
1 - 3 Tunncliffe Road, Newsome, Huddersfield, HD4 6QQ

Search for care at www.carechoices.co.uk to find support in your area
### Valley View Residential Care Home
36 Wakefield Road, Lepton, Huddersfield HD8 0BG
Tel: 01484 539304

**Service**
- Older people (65+)
- Dementia

**User Bands**
- LDA
- SI
- YA

**Valley View** is a purpose built residential care home for the elderly, providing dignified care in quality surroundings. We are proud to offer high quality personal care to the elderly and those living with Dementia. With picturesque views of the local countryside, we are able to create an idyllic atmosphere where our residents enjoy comfort, security and warmth.

36 Wakefield Road, Lepton, Huddersfield HD8 0BG
Tel: 01484 539304
info@valleyviewcarehome.com
www.valleyviewcarehome.com

<table>
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<tr>
<th>Care homes continued</th>
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<tr>
<td><strong>Westhaven</strong></td>
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<tr>
<td>146 Huddersfield Road, Dewsbury WF13 2RW</td>
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<tr>
<td>Tel: 01924 461720</td>
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<td><strong>Willow Court</strong></td>
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<tr>
<td>Far Common Road, Mirfield WF14 0DQ</td>
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<tr>
<td>Tel: 01924 491205</td>
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<tr>
<td><strong>Willow House Residential Home</strong></td>
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<tr>
<td>396 Halifax Road, Hightown, Liversedge WF15 6NG</td>
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<tr>
<td>Tel: 01274 872624</td>
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<tr>
<td><strong>Willow View</strong></td>
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<tr>
<td>938 Bradford Road, East Bierley, Bradford BD4 6PA</td>
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<td>Tel: 01274 688246</td>
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### Care homes with nursing

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<td>Serpentine Road, Cleckheaton BD19 3HU</td>
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<tr>
<td>OP Older people (65+)</td>
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<tr>
<td>D Dementia</td>
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<tr>
<td>PD Physical disability</td>
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<tr>
<td>LDA Learning disability, autism</td>
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<tr>
<td>MH Mental health</td>
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<tr>
<td>SI Sensory impairment</td>
</tr>
<tr>
<td>YA Younger adults</td>
</tr>
<tr>
<td>AD People who misuse alcohol or drugs</td>
</tr>
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</table>

Visit www.carechoices.co.uk for further assistance with your search for care
Cleveland House Bupa Care Home  
2 Cleveland Road, Edgerton, Huddersfield HD1 4PN  
Tel: 01484 819288 **Advert page 36**  
**OP PD YA**

Manorcroft  
Old Bank Road, Dewsbury WF12 7AH  
Tel: 01924 452653  
**OP D PD**

Croftlands Care Home with Nursing Advert page 39  
Turnshaw Road, Kirkburton, Huddersfield HD8 0TH  
Tel: 01484 604864  
**OP D PD MH SI YA AD**

Newsome Nursing Home  
1-3 Tunnalcliffe Road, Newsome, Huddersfield HD4 6QQ  
Tel: 01484 429492 **Advert page 36**  
**OP D**

Eden Court  
Ghyllroyd Drive, Birkenshaw, Bradford BD11 2ES  
Tel: 01274 652002  
**OP D**

Norman Hudson Care Home  
Meltham Road, Lockwood, Huddersfield HD1 3XH  
Tel: 01484 451669  
**OP D YA**

Field Head Court  
Rectory Park, Church Lane, Dewsbury WF12 0JZ  
Tel: 01924 459000  
**OP D PD YA**

Orchard Court  
Far Common Road, Mirfield WF14 0DQ  
Tel: 01924 483947  
**PD SI YA**

Fieldhead Park  
140 Kitson Hill Road, Mirfield WF14 9QZ  
Tel: 01924 496517  
**OP**

Scissett Mount  
Busker Lane, Scissett, Huddersfield HD8 9JU  
Tel: 01484 861180  
**OP D PD SI YA**

Gledholt  
32 Greenhead Road, Gledholt, Huddersfield HD1 4EZ  
Tel: 01484 507810  
**LDA MH YA**

Southfield Court Care Home  
Southfield Road, Almondbury, Huddersfield HD5 8RZ  
Tel: 01484 432433  
**OP D YA**

Holme House Care Home  
Advert page 39  
Oxford Road, Gomersal, Cleckheaton BD19 4LA  
Tel: 01274 862021  
**OP D PD AD**

St Anne’s Community Services – Foxview  
3 Foxview, Halifax Road, Dewsbury WF13 4AD  
Tel: 01924 458187  
**LDA**

Ings House Nursing Home  
350 Bradford Road, Liversedge WF15 6BY  
Tel: 01924 405263 **Advert page 36**  
**OP D PD YA**

St Anne’s Community Services – Oxfield Court  
Oxfield Court, Albany Road, Dalton, Huddersfield HD5 9UZ  
Tel: 01484 424232  
**LDA**

Kenmore – Care Home with Nursing Physical Disabilities  
100 Whitecliffe Road, Cleckheaton BD19 3DS  
Tel: 01274 872904  
**OP PD YA**

St Anne’s Community Services – Shady Trees  
4 Oxfield Court, Albany Road, Dalton, Huddersfield HD5 9UZ  
Tel: 01484 518383  
**LDA**

Lindley Grange Bupa Care Home  
Acre Street, Lindley, Huddersfield HD3 3EJ  
Tel: 01484 818259 **Advert page 36**  
**D**

St Anne’s Community Services  
– Smithies Moor Lane  
46 Smithies Moor Lane, Batley WF17 9AN  
Tel: 01924 474453  
**LDA**

Linson Court  
Dark Lane, Batley WF17 5RU  
Tel: 01924 473867  
**OP D PD**

Thomas Owen House  
Lees House Road, Thornhill Lees, Dewsbury WF12 9BP  
Tel: 01924 458017  
**OP PD MH YA**

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<td>People who misuse alcohol or drugs</td>
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</tbody>
</table>
Holme House Care Home with Nursing
Gomersal, Cleckheaton, West Yorkshire

Holme House is a purpose built care home in a stunning stone building with 68 beds for both residential and nursing residents.

All bedrooms are single rooms with en-suite shower facilities. Each room has beautiful fitted furniture with an integrated fridge and a television/dvd with freeview as standard.

For more information, please contact the Manager or her team on 01274 862021

Croftlands Care Home with Nursing
Kirkburton, Huddersfield, West Yorkshire

Croftlands is a stunning stone-built care home for 55 residents, providing care for people with residential, nursing or dementia related needs.

All bedrooms are single rooms with en-suite shower facilities, fitted furniture, integrated fridge, TV/DVD with Freeview and lots more features.

Each floor has a beautifully furnished lounge and dining room and there are a number of quiet lounges. For people with EMI needs, there is a reminiscence room and a sensory room.

For more information, please contact the Manager or her team on 01484 604864
Search for care at www.carechoices.co.uk to find support in your area

**Thornhill Care Home**
6 Thornhill Road, Edgerton, Huddersfield HD3 3AU
Tel: 01484 421287 **Advert page 34**

**White Rose House**
165 Huddersfield Road, Thongsbridge, Holmfirth HD9 3TQ
Tel: 01484 690100

**Thorpe House Specialist Adult Mental Health Unit Ltd**
20-22 Finthorpe Lane, Almondbury, Huddersfield HD5 8TU
Tel: 01484 300385

**Willow Court**
Far Common Road, Mirfield WF14 0DQ
Tel: 01924 491205

**Westfield Manor Nursing Home**

- Situated in a residential area in Idle, Bradford
- Family run Care Home established over 30 years
- Registered to provide personal care for twenty five older people with Dementia
- Two homes across the Leeds/Bradford area offering Nursing, Residential and Respite Care
- Working closely with CQC and Councils ensuring all standards are met

01274 610442 • westfieldmanor@parkfieldhealthcare.com • 43 Westfield Lane, Idle, Bradford, BD10 8PY

**Czajka Care**

- Short stays or long term care
- Physiotherapy
- Rehabilitation kitchen
- Inhouse Salon
- Sensory and games rooms
- Modern and tastefully decorated
- Wide range of activities
- Wi-fi and computer equipment
- Outdoor decking area

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 enq@czajka.co.uk

**Staveley Birkleas Nursing Home**

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.

**Service**
OP Older people (65+)

**User Bands**
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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 below for more information, and to complete an application form.
Tel: 0113 348 1903
Web: www.wymetro.com/buses/rural-services/accessbus

**Advocacy Kirklees**
A partnership between Touchstone and Advonet, providing several advocacy services including Independent Mental Capacity Advocacy, Relevant Person’s Representative, Care Act Advocacy, NHS Health Complaints and general advocacy.
Tel: 01924 460211
Email: advocacy@touchstonesupport.org.uk
Web: www.touchstonesupport.org.uk/services/advocacy-kirklees

**Age UK Calderdale and Kirklees**
A local charity providing a variety of support and community services for older people, their carers and families.
Tel: 01422 252040
Email: enquiries@ageukck.org.uk
Web: www.ageuk.org.uk/calderdaleandkirklees

**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.cjt.nhs.uk/home

**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. For more information, see page 22.
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 that would like further information or advice on Adult Social Care and support services available in Kirklees.
Customer Service Centre, Civic Centre 3, Market Street, Huddersfield HD1 2YZ
Tel: 01484 414933 (Monday to Friday, 8.00am to 5.00pm).

**Greater Huddersfield Clinical Commissioning Group (CCG)**
One of two CCGs in Kirklees, which are responsible for designing, planning and buying (commissioning) health services.
Tel: 01484 464000
Email: contactus@greaterhuddersfieldccg.nhs.uk

**Healthwatch Kirklees**
A watchdog for local NHS and Adult Social Care services. Healthwatch gather and represent 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

**Emergency Duty Team**
Tel: 01484 414933 (after 5.00pm).

**Kirklees 24-hour Single Point of Access Team**
Contact the team if you require immediate support regarding your mental health.
Tel: 01924 316830

**Kirklees Citizens Advice and 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: 0344 848 7970 (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 to Thursday, 9.30am to 3.00pm; and Friday, 9.30am to 1.00pm.

**Huddersfield Contact Centre**
1 and 3 Brook Street, West Yorkshire HD1 1EB
Monday to Thursday, 9.30am to 3.00pm; and Friday, 9.30am to 1.00pm.

**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/communityDirectory/

**Kirklees IAPT**
The Improving Access to Psychological Therapies (IAPT) service should be contacted in the first instance if you are feeling stressed or anxious. Tel: 01484 343700
Web: www.kirkleesiapt.co.uk

**Kirklees Safe Places Scheme**
The scheme, organised by Mencap, encourages local public spaces, such as cafés, shops and libraries to become safe spaces for vulnerable people with learning disabilities out and about in Kirklees. 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 via a full list on its website. Web: www.mencapinkirklees.org.uk/services/safe-places

**Locala**
Locala provides a single point of access for the majority of adult services in Kirklees. For more information, see page 27. Tel: 0300 304 5555
Web: www.locala.org.uk

**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

**Dewsbury and District Hospital**
Halifax Road WF13 4HS
Tel: 01924 541000

**North Kirklees Clinical Commissioning Group (CCG)**
One of two CCGs in Kirklees, which are responsible for designing, planning and buying (commissioning) health services. Tel: 01924 504900
Email: contactus@northkirkleesccg.nhs.uk

---

**Useful national contacts**

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

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

**Al-Anon Family Groups**
Worried about someone’s drinking? Help and hope for families and friends of alcoholics. Helpline: 0800 008 6811 (10.00am to 10.00pm).
Email: enquiries@al-anonuk.org.uk
Web: www.al-anonuk.org.uk
Alzheimer’s Society
National Helpline: 0300 222 1122
Monday to Wednesday, 9.00am to 8.00pm;
Thursday to Friday, 9.00am to 5.00pm; and Saturday
to Sunday, 10.00am to 4.00pm.
Web: www.alzheimers.org.uk

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

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

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

Care Quality Commission
Independent regulator of care services in England.
Tel: 03000 616161
Email: enquiries@cqc.org.uk
Web: www.cqc.org.uk

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

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

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

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

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

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

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

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

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

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

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

Visit www.carechoices.co.uk for further assistance with your search for care
You should call NHS 111 if you:

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

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

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

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

Tel: 0207 359 8136
Email: info@relres.org
Web: www.relres.org

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

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

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

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

www.myfamilyourneeds.co.uk

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

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Get involved
Join the family

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Brain in Hand is a professional digital support solution focusing on an individuals’ unique needs and skills. Used in autism, learning disibility, and mental health settings, Brain in Hand helps with remembering things, making decisions, coping with anxiety, and dealing with unexpected situations.

Made up of three essential elements:
- Personalised planning with Specialists
- Self-management software
- Linked responder support

The system combines high-quality help for users from trained Specialists to get started, digital self-management tools for keeping each day on track, and easy access to extra human support when it’s needed. Importantly and uniquely Brain in Hand provides on-the-go access to support via a smartphone.

Interested or would like to make a referral?
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