



Suffolk

Care Services Directory 2023

The essential guide to choosing and paying for care and support

In association with



Wellbeing Care

A FAMILY-RUN CARE GROUP IN SUFFOLK AND NORTHAMPTONSHIRE

Wellbeing Care is a family and we'd love for you to be a part of it. Whether you're in Suffolk or Northamptonshire, there's a Wellbeing Care that you could soon be calling home.

Whether you're in need of a care home, a nursing home, dementia care, supported living, day care or respite care, Wellbeing Care has it all as we're here to help no matter what care you require. From our homes in Northamptonshire and Suffolk, we provide residential care, nursing care, dementia care, respite care, day care and supported living services, and we do it all while respecting every single resident's privacy and dignity.



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All the listings in this publication of care homes, care homes with nursing and home care providers are supplied by the Care Quality Commission (CQC) and neither Care Choices Ltd nor Suffolk County Council can be held liable for any errors or omissions.

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

Alternative formats	This Directory is available electronically at www.carechoices.co.uk/ The e-book is also Recite Me compatible for those requiring information in the spoken word.	Recite <small>me</small>
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Introduction

From October 2025, the Government intends to introduce a new £86,000 cap on the amount anyone in England will need to spend on their personal care over their lifetime.

The upper capital limit, the threshold above which people become 'self-funders' and will pay for their care in full, will rise to £100,000 from the current £23,250. This means that more people will be protected from paying the full cost of their care from their assets.

The lower capital limit, the threshold below which people will not have to pay for their care from their assets and only what they can afford from their income, will increase to £20,000 from £14,250. This means that more people will be protected from paying towards their care from their assets.

As per the current system, people whose assets fall between the capital limits will pay what they can afford towards the cost of their care from their income plus a means-tested 'tariff' contribution from their assets. For more information, visit <https://engage.dhsc.gov.uk/social-care-reform>

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

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

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

If you think you need more formal care and support, arrange an assessment with your local adult social care department to establish your specific needs. This is free, irrespective of your income, and available to all those who appear to need care and support. More details are provided on page 14.

The assessment will determine whether you are eligible for financial support via a Personal Budget, which may allow you to buy in your own support and take control of your situation.

Alternatively, your circumstances may mean you are classed as a 'self-funder', with the means to pay for your care. This is discussed on page 22 for those paying for care at home and 52 for those paying for residential care.

Support or care to remain living in your own home may be the option that best suits your circumstances. Ideas to make life easier at home start on page 7 and a list of local home care providers begins on page 27.

If you are unable to remain at home, you may want to consider a housing with care scheme (see page 40) or residential care. Comprehensive lists of care homes and care homes with nursing in Suffolk start on page 58.

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

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

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

The website includes detailed information for each care provider, including the address, phone number and the service's latest CQC inspection report and rating (see page 56), indicating the quality of care provided. You can also view an electronic version of this Directory on the site and have it read to you by using the 'Recite Me' function. Visit www.carechoices.co.uk

Welcome message from Suffolk County Council



Welcome to the 2023 edition of Suffolk's independent Care Services Directory.

These remain challenging times. Care providers, their care and support staff and managers, have continued to provide valued services to many people since the COVID-19 pandemic started, which has affected everyone's lives. As we exit the pandemic, care providers have been able to relax many of the control measures that were put in place to help keep people safe, which has enabled services to re-connect with their local community. For example, it has been so heart-warming that during 2022, care homes have been able to hold summer fêtes, take residents on trips out and open to visitors in a way very much like we have always been used to. However, we are not totally out of the pandemic yet, so care providers will continue to work hard to provide services which are safe, and which continue to support people's choices, independence and quality of life, whilst balancing the need to remain vigilant about any future risks caused by COVID-19.

Suffolk County Council has continued to work very closely with care providers during these difficult times, through regular contact and checks by our Contracts and Service Development teams, ensuring that up-to-date information and advice is available, care providers are supported, and we are aware of the challenges they face. Close and regular contact means that new challenges are shared and understood, and that there can be a joint approach to solving issues. We continue, with care service providers, to be absolutely committed to high-quality, safe services.

In the current times, information about the range and availability of services for people needing to access them, and their families and friends, is important. There are many questions to be answered when exploring the options for care and support. What options are available to support me to continue to live at home? What local options are there and what do they offer? How do they differ? What are the financial implications? Should I contact

the Council for financial help and support towards care and support costs, and at what point? What do I need to know to be assured about safety and quality and who should I ask, and how do the different services work together?

This Directory contains information which should help you to find the answers to these and other key questions. Inside, you will find information about services and details of organisations that can help you and anyone you know or care for to stay independent, safe and well for as long as possible. These are challenging times, but they continue to provide opportunities to explore new ways of working and supporting. We believe that a greater focus on digital technology will continue to help transform how we all care for our loved ones. Technology, especially when connected to the internet, can be a lifeline for many people, especially if you or your loved one is older, or has a disability or an illness. Technology can help to alert others when help is needed, allow control of home environments and keep friends, family and communities connected.

Our thanks go to Care Choices for the opportunity to contribute. This Directory should help you to think about what's available locally and contains information you need to help make the right choices. It is an independent publication and as such, we need to point out that our contribution does not imply endorsement of any particular features or content. Our Suffolk County Council website contains information for anyone needing to know more about social care. Visit

www.suffolk.gov.uk/care-and-support-for-adults



I moved into my care home without the help of social services, but my capital/savings are close to £30,000

What should I do?



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

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

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

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

*There may be a charge for financial advice

Suffolk Association of Independent Care Providers



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

Since inception, the association has successfully supported providers of care through partnership working, by engaging with not only the local authority but also with other statutory bodies such as the Care Quality Commission, East Suffolk and

North Essex NHS Foundation Trust and NHS Suffolk and North East Essex Integrated Care Board (ICB).

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

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

Helping you to stay independent

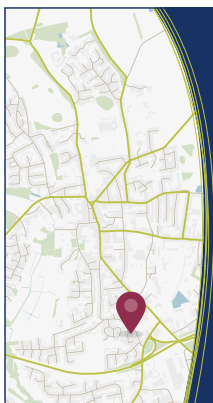
Services developed in partnership with the voluntary sector

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



Examples include:

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



Search for care in your area

 CareChoices

www.carechoices.co.uk



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

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

Day care centres

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

Day care centres give people the chance to change their routine, meet new people, take up an activity or receive specialist services such as chiropody or hairdressing. There are several centres in Suffolk, catering for a wide variety of people with different care and support needs.

Centres can be important for carers too, as they allow for a break from caring responsibilities.

You can find local day opportunities by searching 'day centres' at <https://infolink.suffolk.gov.uk>



Meals on wheels

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

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

Adapting your home

To remain in your own home for as long as you would like, you should ensure that it is safe, secure and warm. Some forward planning to ensure that the garden doesn't become a burden is also sensible.

If you are not planning to move, think about adaptations that would make life easier now and later on.

Home Improvement Agencies (HIAs)

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

Most HIAs provide three main services, including: information and advice on repairs or adaptations you may be considering – this usually entails a visit to your home and is often free; a handyperson

service for small jobs and repairs – typically, the HIA will employ its own handypersons and charge you an hourly rate for their services; and a home adaptations service for more major works.

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

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

For further information about, and contact details for, local HIAs, visit www.housingcare.org or visit <https://infolink.suffolk.gov.uk> and search 'home improvement agency'.

Medequip work with West Suffolk NHS Foundation Trust, East Suffolk and North Essex NHS Foundation Trust and Suffolk County Council to provide assistive living equipment in your area. Medequip also provide a telecare monitored service and a retail service for those who wish to purchase or rent equipment themselves.

Community engagement is important to us:

- We give our employees paid leave to volunteer
- We work to increase the recruitment of disabled and disadvantaged people
- We donate equipment and raise funds for charities



Return Recycle Reuse

Help your Local Authority and NHS services by returning equipment you no longer need

Contact Medequip now to request a collection

Call **01473 351805**

Email **suffolk@medequip-uk.com**

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

If you would prefer to return equipment to Medequip yourself, you can bring it to our service centre or drop-off return locations.

Find your nearest return location:



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

Manage@Home

0800 910 1313

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

Find us on: **@ManageAtHome**

Call us or visit our website to request a free catalogue

Shop mobility aids at **www.manageathome.co.uk**



MEDeQUIP
Connect
Technology Enabled Care Service

Lease a Care Alarm which is monitored 24 hours a day for as little as £3.14 per week

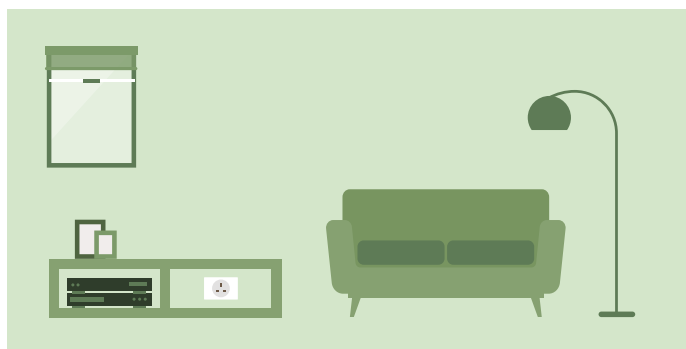
www.medequip-connect.com/suffolk

01473 599 067



Making life easier at home

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



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

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

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

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

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



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

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

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

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

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



Handled plug



Chair raisers



Chopping board

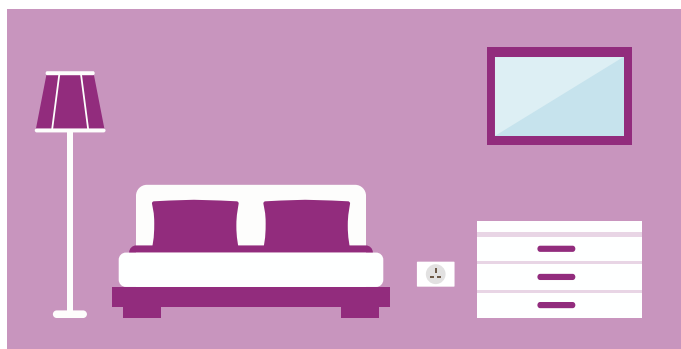


Level indicator



Teapot tipper

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



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

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

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

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

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



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

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

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

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

Suffolk County Council – Customer First

Tel: **0800 917 1109** (crisis line).

Web: www.suffolk.gov.uk/care-and-support-for-adults or www.suffolk.gov.uk/contact-adult-social-care (web chat available).



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

Specialist equipment

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

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

Visit <https://asksara.livingmadeeasy.org.uk> to learn more about possible solutions or see pages 10 to 11. Once you have identified equipment that might help with your support needs, use the checklist on page 13 to make sure it's right for you.



Telecare

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

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

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

Useful contacts

HF Trust Ltd

A national charity providing services for people with learning disabilities.

Tel: **0117 906 1700**

Web: www.hft.org.uk/our-services/personalised-technology

Sensing Change

Suffolk-based advice for people with hearing or visual impairment.

Tel: **01473 260030**

Text: **07739 249056**

Minicom: **01473 711825**

Email: info@sensingchange.org.uk

Web: www.sensingchange.org.uk/services/equipment-for-people-with-hearing-loss

Equipment and services are available from a range of sources. For further information, please visit <https://infolink.suffolk.gov.uk> and search 'assistive technology'.

For further information, please visit <https://infolink.suffolk.gov.uk> – search 'telecare'.



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

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

Suitability

Does the equipment support your specific needs? ☐

Are you willing to use it? ☐

Will it fit into your everyday life and routine? ☐

Have you tried a demo of the equipment? ☐

Do you understand what the equipment is for? ☐

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

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

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

Usability

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

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

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

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

Is it portable? ☐

Will it need to be installed by a professional? ☐

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

Reliability

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

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

Can you speak to someone who already uses it? ☐

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

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

Cost

Do you know how much it costs? ☐

Will you need to pay a monthly charge? ☐

Are there alternative solutions that might be free? ☐

Is there a cost associated with servicing the equipment? ☐

Notes

Support from the council

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

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

Your assessment

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

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

You will need to contact Adult and Community

Services to arrange an assessment. Call **0800 917 1109** if you are experiencing a crisis. Otherwise, you can fill in a self-assessment form at **www.suffolk.gov.uk/care-and-support-for-adults/self-assess-your-needs**

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

Information on paying for care can be found on page 22 if you are receiving home care and page 52 if you are moving into a care home.

Personal Budgets

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

A Personal Budget is the amount of money that the council calculates it will cost to meet the support needs of eligible people.

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

You may also choose to pay for additional support on top of the budget. Any eventual contractual agreement for services is between you and your care provider, not the council.

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

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

A Direct Payment means that any council contribution towards your Personal Budget is paid directly to you. You can choose how to spend your Direct Payment, if the money is used to meet the eligible needs set out in your support plan.

Direct Payments cannot currently be used to pay for residential care.

Assessments from hospital

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

Whatever services you need on discharge, Adult and

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

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

Reablement

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

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

money. For example, a reablement worker could help you regain your confidence following a fall or provide support that enables you to prepare a meal if there has been a change in circumstances that means you need to cook. They may also identify pieces of equipment that could support you to regain or maintain your independence for as long as you can.

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

Intermediate care

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

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

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

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

NHS Continuing Healthcare

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

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

See page 53 for more information.

Personal health budgets

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

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

Services for carers

Who is a carer?

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

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

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

The carer may be helping with:

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

Having a carers' assessment

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

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

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

The assessment can also give lots of information

about other services that might help and other ideas for support. The carer's assessment will show if the carer qualifies for support from Adult and Community Services.

Carers' Personal Budgets

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

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

Respite at home

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

Respite at home is a service for the person who is

being cared for. If they have a Personal Budget for their own needs (see page 14) they could use that money to pay for it.

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

Benefits

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

Carers may also qualify for Carer's Premium or Carer's Credit depending on their eligibility. The Government's website (www.gov.uk) has more information on benefits, including carers' benefits. Alternatively, contact a local carers' organisation, which may be able to help undertake a benefit check.

You can find out more about what organisations support carers in Suffolk by exploring <https://infolink.suffolk.gov.uk>

Suffolk Family Carers

Helps family carers across Suffolk get the support they need to live fuller lives.

Provides advice, guidance and practical support tailored to carers' specific needs.

Tel: **01473 835477**

Email: hello@suffolkfamilycarers.org

Web: www.suffolkfamilycarers.org



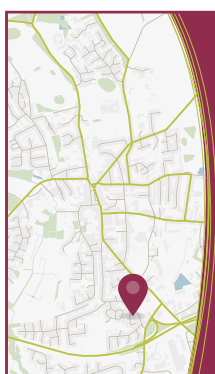
www.myfamilyourneeds.co.uk

For parents and carers of children with additional needs and those who support them.

Resource for those supporting disabled children



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



Search for care in your area

 CareChoices

www.carechoices.co.uk



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

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

Care in your own home

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

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

Why choose home care?

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

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

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

How home care can help you

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

Even those with quite significant and debilitating medical conditions can get skilled personal care that can enable them to stay in their own homes.

Some agencies will provide live-in care, where a care worker will stay with you at home to support you throughout the day and night.

See below for more information about live-in care.

A list of all home care agencies operating in Suffolk starts on page 27.

Live-in care

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

Support available from live-in carers can range from personal care and mobility assistance to more complex health requirements, as necessary.

The cost of live-in care varies depending on your circumstances, including the level, type and duration of care that you require.

Any organisation that employs live-in carers is required to register with the Care Quality Commission (CQC) and ensure that its employees follow the essential standards of quality and safety in their practices. For more information about the CQC, see page 56.

A banner for the CareChoices search tool. On the left is a map of a residential area with a red location pin. The background is dark blue with a faint circular pattern. The text 'Search for care in your area' is in large white font. Below it is a white search bar containing the URL 'www.carechoices.co.uk' and a magnifying glass icon. To the right of the search bar is the CareChoices logo. Below the search bar, the text 'With so many providers to choose from, where do you start?' is in white. On the right side, there is a yellow box with a list of features.

Search for care in your area 

www.carechoices.co.uk 

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

- Find care providers quickly and easily
- Search by location and care need
- Information on care quality
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Keeping the life they love, while getting the care they need

People across Suffolk are choosing to stay in the comfort of their own homes with Elder live-in care. We work with both families and local authorities to find a skilled and vetted carer who can move in, and help transform later life.

- Provides personalised, one-to-one care
- Supports a range of needs from personal care to housekeeping
- Protects a person's way of life
- Provides a better continuity of care
- Can support recovery and health outcomes
- Helps older couples to stay together
- Affordable alternative to the care home
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At Elder we offer:

- Companionship
- On-going or short-term care
- Respite care
- Palliative care
- Dementia care

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

Dr Mashkur Khan, Consultant Geriatrician

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

Finding care in your area

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

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

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

The website includes detailed information for each care provider, including the address, phone number and the service's latest CQC inspection report and rating (see page 56), indicating the quality of care provided.

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

The Care Quality Commission (**www.cqc.org.uk**) is responsible for checking that any care provided meets essential standards of quality and safety. Further information is on page 56.

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

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

The benefits of using a regulated agency include:

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



Living with dementia at home

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

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

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

Family support

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

The more support you can give someone, the better life with dementia can be, especially in the early years.

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

When someone is living with dementia, they need:

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

Dementia Friends

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

with dementia – from helping someone find the right bus to spreading the word about dementia.

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

Respite care

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

It may be planned or be required in an emergency and can involve the person with dementia attending a day centre or a care worker visiting the person's home to enable the carer to have a break.

Contact the council to see if you are eligible for support with arranging these services – see page 14 for information on assessments.



Care at home

It can often be best for a person with dementia to stay living in their own home for as long as possible. This may mean that they require some support services at home.

The person living with dementia will respond best to the same care staff who know them well. Continuity of care can be provided by either care agencies or carers employed directly by the person or his or her family.

Specialist dementia day centres

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

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

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

Attendance at day centres can be offered from just a few hours a week to several days. Contact the council or Alzheimer's Society's Dementia Connect – Suffolk service for more details. See 'Useful local contacts' beginning on page 73.

Alzheimer's Society

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

If you have concerns about any form of dementia, please contact the Dementia Connect support line for

information and support and access to local services. See page 73 for contact details.

For more information on care homes for people living with dementia, see page 47.

Paying for care in your home

Figures in this section are subject to change from October 2025. See page 4 for more information.

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

If you have more than £23,250 in savings or capital, you will have to pay the full cost of your care.



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

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

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

Non-means-tested care and support

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

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

Provided you are eligible, you can receive AA or PIP regardless of how much income or capital you have. AA cannot be claimed before State Pension age and PIP can be claimed from the age of 16 until State Pension age. Check your State Pension age at **www.gov.uk/state-pension-age**

There are different rates that can be awarded, dependent on the level and type of help you need. These can be found at **www.gov.uk**

Other ways to fund your care and support

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



Money Helper

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

Tel: **0800 138 7777**

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

Society of Later Life Advisers (SOLLA)

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

Tel: **0333 202 0454**

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

Further information on paying for care can be found beginning on page 52.



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
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Ask questions

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Agency 1

Agency 2

Agency 3

Fees per week	Quality rating*
£	
£	
£	

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

About the agency

How long has the agency been operating? ☐ ☐ ☐

How long are staff allocated per visit? ☐ ☐ ☐

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

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

Staff

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

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

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

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

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

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

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

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*See page 56.

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Newmarket
Tel: 01638 676547

OP D PD LDA MH SI YA

A Class Care Ltd

Ipswich
Tel: 01223 864066

OP D PD LDA MH SI

A&A Healthcare Services Ltd

Ipswich
Tel: 01473 599080

OP LDA YA

A1 Care Ipswich

Ipswich
Tel: 01473 806640

D PD LDA MH SI AD

Able Care Agency Ltd

Norwich
Tel: 01603 624135

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About Care Services

Ipswich
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OP D

Above & Beyond Care Ltd

Ipswich
Tel: 01473 722772

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Active Care & Training Solutions

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Tel: 01473 517883

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Advantage Angels – Ipswich Branch

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Tel: 0330 1234630

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Alina Homecare – Ipswich

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Allwell Care Company

Ipswich
Tel: 01473 907695

OP D

Amari Care Services

Lowestoft
Tel: 01502 537293

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AMC Care Ltd

Ipswich
Tel: 01422 613279

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Anamar-Care Ltd

Saxmundham
Tel: 07807 749806

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Angels By Classic (Healthcare At Home) Ltd

Ipswich
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Anglia Care

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Tel: 01473 719185

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Avenues East

– Services

Ipswich
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OP PD LDA MH SI YA

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



- Personal Care
- Respite Care
- Medication Support
- 1 hour calls to 24 hour care
- High Quality Bespoke Care
- 1 Oak Chilton Club – Dementia Friendly Day Centre

What our customers say

"1Oak has been supporting my mother since March 2021. I cannot express enough how professional, kind, and caring all of the staff are and they keep in touch with me whenever I need. They ensure my mother is treated in a person-centred manner, respecting her dignity and preferences. I thank every staff member for their kindness and compassion shown to my mother. I have recommended 1 Oak to many people already."

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Web: www.1oakcare.com
Email: info@1oakcare.com



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Bury St Edmunds – 01284 222 247
Chilton Club – 01787 866 555
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Able Care can provide:

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- ✓ Carers that can assist with personal care
- ✓ Carers to help you with your household needs
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e: enquiries@ablecareagency.co.uk w: www.ablecareagency.co.uk

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Daily Care Agency, The

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Tel: 01394 384565

OP D PD MH

Deben Willow Care

Woodbridge

Tel: 01728 453677

OP D PD LDA MH SI YA

District Care Ltd

Lowestoft

Tel: 01502 566544

OP D PD SI

Divinus Support Ltd

Brandon

Tel: 01842 814059

OP D PD LDA MH SI YA

East of England Homecare CIC

Ipswich

Tel: 01473 228877

OP PD SI YA

Ekklesia Healthcare

Ipswich

Tel: 07999 941661

OP D PD MH SI YA

Elimay Homecare

Ipswich

Tel: 07776 208462

OP PD MH YA

Emily Bray House

Ipswich

Tel: 01473 720610

OP D PD MH

Fame 24hour Care Ltd

Ipswich

Tel: 01473 345434

Advert page below

OP D PD MH YA AD

**We would like to be extension of your family!**

Our Personal care is available for any daily tasks you may need support with, such as bathing, showering, applying creams and lotions, dressing and toileting, all in the comfort of your own home. Working to your regular routines, and ensuring that support is tailored to your specific requirements, a fully trained carer or support worker offers discreet and professional personal care in the way that's most comfortable to you.

The people for whom we provide care and support

We provide care and support to people above 18 years old

Where we provide services

- Personal Care for people of 18 years and above
- Domestic help
- Live in Care
- Support clients with social activities
- Companionship

We believe in the importance of a continuous service and the same familiar faces, especially when it comes to personal care. Speak to us to find out more about how we can support you or a loved

Tel: 01473345434 **Email:** admin@fame24hourcare.com

Web: www.fame24hourcare.com






LifeTree Homecare

Our mission is to provide first class care for our community in the comfort of their own home where they feel safe & secure knowing that they are receiving the highest standard of care possible.

Our Carers are highly trained and skilled to meet the care needs of the Service Users with their training being updated annually and in line with the Government Care Certificate, for all mandatory courses. In addition, our Carers are supported to complete further training and qualifications e.g., NVQ's and Health & Social Care Diplomas.



Our Services

- Assisted Living 
- Independent Living 
- Social Care 
- Respite Care 
- Skilled Support Worker 

For more info visit our website

<https://www.lifetreecare.co.uk>



Contact us on:

01284 330 379



Unit 2 Woodside Business Park,
Thetford Road, Ingham IP31 1 NR



Office@lifetreecare.co.uk



Figtree House Care Ltd

Lowestoft

Tel: 01502 448222

OP D PD LDA MH SI YA

First Choice Home Care (Halesworth)

Halesworth

Tel: 01986 800227

OP D PD LDA MH SI YA

First Prime Care Ltd

Diss

Tel: 01379 643879

OP PD LDA MH YA

FitzRoy Supported Living Suffolk

Bury St Edmunds

Tel: 01359 271229

OP LDA YA

Fonjock's Social Work Practice Ltd

Bury St Edmunds

Tel: 01284 764411

OP LDA MH YA

Forest Homecare Suffolk

Sudbury

Tel: 01787 463222

OP D PD LDA SI YA

Forget Me Not Home Services Ltd

Ipswich

Tel: 01473 829977

OP D

Fountain of Health Ltd

Ipswich

Tel: 01473 871289

OP D PD LDA YA

Frantec

Ipswich

Tel: 01473 604464

OP D PD LDA MH SI YA AD

Fuchsia Homecare Ltd

Ipswich

Tel: 01473 233797

OP D PD LDA MH SI YA

FUN Domiciliary Care Agency

Ipswich

Tel: 01473 822699

LDA

Green Rose Care Head Office

Ipswich

Tel: 01473 381440

OP LDA MH

Hales Group Ltd

Ipswich

Tel: 01473 732126

OP D PD LDA SI YA AD

Hadleigh

Tel: 01473829977

OP D LDA MH SI YA

Waveney

Tel: 01733 424800

OP D PD LDA MH SI YA AD

Harmonize Care

Colchester

Tel: 07539 348263

OP D PD LDA MH SI YA AD

Harmony Homecare Suffolk

Newmarket

Tel: 01284 663006

OP D PD LDA MH SI YA

Haverhill

Community Care

Haverhill

Tel: 07379 007008

OP D PD LDA MH SI YA

Headway Suffolk

Ipswich

Tel: 01473 712225

OP D LDA YA

Helping Hands

Bury St Edmunds

Tel: 01284 530546

Ipswich

Tel: 01473 905096

Advert page 24

OP D PD LDA MH SI YA

OP D PD LDA MH SI YA

Heritage Care At Home Ltd (HCH)

Lowestoft

Tel: 07736 972878

Advert below

OP D PD SI YA



Address:

259 London Road South,
Lowestoft Suffolk

Heritage Care at Home is proud to be able to offer Day Care at **Golden Memories Day Care at HCH**. We offer much-needed respite for a caregiver, with a wide range of activities tailored to all participants' abilities and health conditions, social interaction and a home-cooked meal.

All our staff are trained and have an enhanced DBS.

Please call us for a chat!

07736 972878

◆ We are open Monday – Friday
09:30-15:30



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



Lead The Life **YOU** Choose

If you're looking for support, short breaks, leisure activities, or learning opportunities for yourself or a loved one, Leading Lives is here for you!

Find out more about how our award-winning, employee-owned organisation supports people with learning disabilities, autistic people, and others today.

We're also **recruiting** and proud to pay the Real Living Wage. Visit our website or call us now!

www.leadinglives.org.uk / 01473 406 777



LMSS
Link Medical Staffing Solutions Ltd

Domiciliary Care Services:
We provide individualized care that will meet your specific needs and budget, tailoring our services to your requirements and needs. We offer a range of services including but not limited to the following:

Personal care services:

- Assistance with washing and bathing
- Dressing & Toileting
- Food preparation and assistance
- Medication support

Home care services:

- Shopping & Cleaning
- Companionship
- Welfare check service to check that all is well with you at the end of the day

We also provide:

- Live in support
- Intermediate care
- Respite care
- Hospital discharge
- Re-enablement

Out of hours number:
07483140166

Tel: 01440 706671 • Email: admin@lmss.uk.com
Link Medical Staffing Solutions Ltd, Suite 4A Hollands Road, Haverhill, Suffolk CB9 8PP



Multi-Care™
Community Services
Suffolk

Professional carers committed to helping people

Our approach to quality care focuses on a commitment to providing a **high level** of expertise, training, patient service. We are regulated by (CQC)

Care and Support

Personal Care

Live-In Care

01284247042
admin@multicaresuffolk.co.uk

Inspected and rated
Good
Care Quality Commission

Lav Care Services



Lav Care Services is committed to **transparency** and **quality**.

This allows us to ensure that we provide the best possible experience for those we care for and their families or representatives.

Lav Care aims and objectives are embedded in a **holistic** and **person centered** care approach which form the core of the services we provide. Our trained and DBS checked staff are committed to meeting our aims and objectives.



Our Services

- LIVE-IN CARE
- SHORT BREAKS
- SUPPORTED LIVING
- DOMICILIARY CARE
- COMPLEX CARE



**7 Heath Court, Beck Row,
Bury St Edmunds, IP28 8FF**
E: admin@lavcareservice.co.uk

01223 398500



Hilltop House (Domiciliary Care)

Bury St Edmunds
Tel: 01284 724979

PD YA

Inspiring Aspirations Plus

Ipswich
Tel: 01473 290276

OP LDA YA

Holmwood Residential Home

Bungay
Tel: 01986 892561

OP D PD MH SI YA

Jamie Cann House

Ipswich
Tel: 01473 710880

OP D

Home Instead Bury St Edmunds

Bury St Edmunds
Tel: 01284 658100

Advert page 30
OP D PD MH SI YA

Kare Plus Ipswich

Ipswich
Tel: 01473 557670

OP D LDA MH YA

**Home Instead Senior Care
(Ipswich, Woodbridge & Felixstowe)**

Ipswich
Tel: 01473 272301

OP D PD MH SI YA

Kirsten's Care Ltd

Bury St Edmunds
Tel: 07769 201895

OP D PD SI YA

Home Support Matters Beccles

Beccles
Tel: 0344 800 8001

OP D PD LDA MH SI YA AD

L'Arche Ipswich

Ipswich
Tel: 01473 729744

LDA

Housing 21 – Holm Court

Kesgrave
Tel: 0370 192 4045

OP D PD MH SI

Lav Care Services – St Neots

Bury St Edmunds
Tel: 01223 398500

Advert page 34
OP D PD MH SI YA

Housing 21 – Mere View

Stowmarket
Tel: 0370 192 4081

OP D PD LDA MH SI

**Leading Lives Supported Independence Personal
Assistance & Domiciliary Support**

Sudbury
Tel: 01473 406777

Advert page 34
OP D PD LDA YA

Housing 21 – Oak House

Ipswich
Tel: 0370 192 4390

OP D PD MH SI

Levington Court

Lowestoft
Tel: 01502 500683

OP D PD MH

**Housing 21
– Paddy Geere House**

Ipswich
Tel: 0370 192 4103

OP

Lifetree Homecare Ltd

Bury St Edmunds
Tel: 01284 330379

Advert page 32
OP D PD LDA MH SI YA

Housing 21 – Shearman Court

Haverhill
Tel: 0370 192 4015

OP D PD LDA MH SI

**Link Medical Staffing Solutions
Ltd Haverhill Branch**

Haverhill
Tel: 01440 706671

Advert page 34
OP D PD LDA MH SI YA

Inroads Open Care

Hadleigh
Tel: 01473 826192

PD LDA SI YA

Margery Girling House

Felixstowe
Tel: 01394 285871

OP D PD MH SI

Inspire Social Care

Newmarket
Tel: 07780 562943

OP D PD LDA YA

Marram Green

Lowestoft
Tel: 01502 744362

OP D PD MH SI

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

There's nothing like the comfort of your own home.



We can provide:

- Elderly support
- Companionship
- Emergency care
- 24-hour care
- Live-in care
- Respite care
- Mental health support
- Physical disability support
- Sensory impairment support
- Learning disability support
- Brain & spinal injury care

Our experience means that we understand everyone's care needs are different. Finding the right type of care begins with identifying what's important to you.

Whether you require weekly, daily or Live-in care, we can build a unique plan to suit your every need. Care at home offers a practical and affordable alternative to moving into a residential setting, helping you to keep your independence.

We will work closely with you to handpick your Dedicated Care Professionals, so you can genuinely connect with your team. Our skilled team will make sure you're able to continue doing all things you love such as staying active, socialising or cooking.

08000 44 88 48
nursepluscareathome.com

Nurseplus
Care at home



CARE AT HOME FOR ALL OF LIFE IN SUFFOLK

OUR HOME CARE SERVICES INCLUDE

- Expert nurse-led care
- Sensitive personal care
- Considerate companionship
- Facilitation of hospital discharge
- Palliative / End-of-life care
- Condition-led care

Contact us today to discuss your care needs

01473 905 058

ipswich@prestige-nursing.co.uk

Prestige
NURSING & CARE

prestige-nursing.co.uk



Our Family Home Care
For The Care That You Deserve

LET OUR FAMILY TAKE CARE OF YOURS

- PERSONAL CARE
- DIETARY NEEDS
- COMPANIONSHIP
- HOUSE KEEPING
- SHOPPING (ACCOMPANIED OR UNACCOMPANIED)
- ACCOMPANIED APPOINTMENTS

Our Family Home Care is a local family run care provider, providing safe and effective premium personal care services to our clients who prefer to continue to live in the comfort and familiar environments of their own home.

ALSO RECRUITING FOR CARERS

01449541724
www.ourfamilyhomecare.co.uk
enquiries@ourfamilyhomecare.co.uk



Mencap – Ipswich and Central Suffolk**Domiciliary Care Agency**

Ipswich

Tel: 01473 564001

OP PD LDA SI YA

Mencap – West Suffolk Domiciliary Care Agency

Bury St Edmunds

Tel: 01284 748874

OP LDA YA

MS Care Ltd

Brandon

Tel: 07748 581448

OP D PD MH YA

Multi-Care Community Services Suffolk Ltd

Bury St Edmunds

Tel: 01284 247042

Advert page 34

OP D PD MH SI YA

My Care at Home Ltd

Stowmarket

Tel: 01449 763086

OP D PD LDA YA

MyLife (Suffolk)

Ipswich

Tel: 01473 216112

OP D PD LDA MH SI YA AD

NAS Community Services (East Anglia)

Mildenhall

Tel: 01638 717661

LDA

Nayland Care Agency Ltd

Stutton

Tel: 01473 550481

OP D PD SI

Nightingale Homecare

Beccles

Tel: 01502 449929

OP D PD SI YA

Lowestoft

Tel: 01502 566879

OP D PD SI YA

Nobilis Suffolk

Ipswich

Tel: 01394 617769

OP D MH SI YA

Norfolk and Suffolk Healthcare Ltd

Ipswich

Tel: 0330 133 2832

OP PD LDA MH YA

Norwich Road

Ipswich

Tel: 01473 747247

LDA YA

Ocala Healthcare

Ipswich

Tel: 01473 378100

OP D PD LDA MH SI YA

Oncite Healthcare Ltd

Ipswich

Tel: 07456 238833

OP D PD MH YA

One to One Homecare Ltd – Head Office

Lowestoft

Tel: 01502 585363

OP D PD LDA MH SI YA

Orwell Central Supported Living Domiciliary Care Service

Ipswich

Tel: 07969 222603

LDA YA

Orwell East

Felixstowe

Tel: 01394 284601

LDA

Orwell Mencap Genesis

Ipswich

Tel: 01473 723888

PD LDA

Our Family Home Care

Ipswich

Tel: 01449 541724

Advert page 36

OP D YA

Oxlip House

Bury St Edmunds

Tel: 01284 764864

OP

P & B Shadwell Ltd

Haverhill

Tel: 07392 170730

OP D PD LDA MH SI YA AD

Peppercorn House

Ipswich

Tel: 01473 603850

OP D PD MH SI YA

Pitches View

Reydon

Tel: 01502 726063

OP D PD MH

PNS Domiciliary Services

Bury St Edmunds

Tel: 01284 724223

OP D PD LDA MH SI YA

Premier Healthcare Agency

Beccles

Tel: 01502 711126

OP PD SI YA

Prestige Nursing

Halesworth

Tel: 01986 899075

OP D PD LDA MH SI YA AD

Ipswich

Tel: 01473 559750

OP D PD LDA MH SI YA AD

Home care providers continued

Primary Homecare Ltd

Ipswich

Tel: 01473 833533

OP D PD LDA MH SI YA

Proficient Community Care Services

Ipswich

Tel: 01473 561088

OP D PD LDA MH SI YA

Purest Support Ltd

Lowestoft

Tel: 01502 507342

OP D PD LDA MH SI YA AD

Quality Care Homegivers Ltd

Stowmarket

Tel: 01449 780480

OP D PD LDA SI YA

Right at Home Ipswich – Woodbridge and Felixstowe

Ipswich

Tel: 01473 561212

OP D PD MH SI YA

Rose Care Suffolk Ltd

Felixstowe

Tel: 01394 670281

OP D PD MH SI YA

Royale Homecare

Newmarket

Tel: 07888 937229

OP D PD MH SI YA

Rula Homecare Ltd

Ipswich

Tel: 01473 881454

OP D PD LDA MH SI YA

Safe and Sound Homecare Ltd

Ipswich

Tel: 01473 526321

OP D PD SI YA

Sanctuary Home Care Ltd – Exning

Exning

Tel: 01638 578020

OP D PD LDA MH SI

Sanctuary Supported Living – Suffolk Domiciliary Care

Ipswich

Tel: 01473 603133

PD LDA SI YA

Sarah's Carers (Suffolk)

Woodbridge

Tel: 01394 824053

OP D PD LDA SI YA

Saxbridge Care Ltd

Saxmundham

Tel: 01728 598440

OP D PD SI YA

Seckford AlmsHouses

Woodbridge

Tel: 01394 386520

OP PD SI

St Edmunds Care

Bury St Edmunds

Tel: 01284 336222

OP D PD YA

St Elizabeth Care Agency

Ipswich

Tel: 01473 707900

OP D PD LDA MH SI YA

Steeple View

Stowmarket

Tel: 01449 678514

OP D LDA

Sue Ryder – Bixley

Ipswich

Tel: 01473 295200

OP PD SI YA

Suffolk Home First South

Ipswich

Tel: 01473 263290

OP D PD LDA MH SI YA AD

SuffolkHomeCare

Bury St Edmunds

Tel: 01284 702002

OP D PD MH SI YA

Sunflower Homecare

Ipswich

Tel: 01473 924224

OP D PD MH SI YA

Support Unlimited UK Ltd

Ipswich

Tel: 01473 551270

OP D PD LDA SI YA

Swann House

Saxmundham

Tel: 01728 603916

OP D PD MH SI

Swanton Community Services Suffolk

Ipswich

Tel: 01473 350390

LDA MH YA

Sydney Brown Court

Hadleigh

Tel: 01473 827040

OP D PD SI

Sygmacare

Ipswich

Tel: 01473 719999

OP D PD MH SI YA

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

Time2Care (BSE) Ltd

Newmarket

Tel: 0333 121 2126

OP D PD LDA SI YA

Tru Care Ltd

Saxmundham

Tel: 01728 603495

LDA

TrueArk Healthcare

Ipswich

Tel: 01473 420013

Advert below right

OP D PD YA

U in Mind Care

Ipswich

Tel: 07773 8307740

OP PD LDA SI YA

United Response

– Ipswich DCA

Ipswich

Tel: 01473 836160

PD LDA MH

Visionshealthcare Ltd

Newmarket

Tel: 01223 426011

OP D PD LDA MH YA

Vivid Community Care Ltd

Colchester

Tel: 01206 264173

OP LDA MH YA

Walfinch Suffolk Coastal

Saxmundham

Tel: 01728 666232

OP D MH YA

Walfinch West Suffolk

Ipswich

Tel: 01284 834483

OP D PD LDA MH SI YA

Warren Homecare Ltd

Bury St Edmunds

Tel: 07736 929232

OP D PD LDA MH SI YA AD

Waveney Care Ltd – 124 Denmark Road

Lowestoft

Tel: 01502 530380

OP D PD MH SI

Waveney Home First

Lowestoft

Tel: 01502 448709

OP D PD LDA MH SI YA AD

We Simply Care Ltd

Ipswich

Tel: 01473 311192

OP D PD MH SI

Wellbeing Care Support Services

Lowestoft

Tel: 01502 446600

Advert inside front cover

OP D LDA YA

West Suffolk Hospital

Bury St Edmunds

Tel: 01284 713050

OP D PD LDA MH SI YA AD

Westminster Homecare Ltd (Ipswich)

Ipswich

Tel: 01473 226868

OP D PD LDA MH SI YA AD

William Wood House

Sudbury

Tel: 01787 311940

OP D PD MH

Willowcare (Suffolk) Ltd

Brandon

Tel: 01842 819591

OP D PD LDA SI YA

Your Life

Ipswich

Tel: 01473 221505

OP D PD SI

Bury St Edmunds

Tel: 01284 760489

OP D PD SI



TrueArk Healthcare

**Your loved ones
Become our loved ones.**

Providing personalised home care is something we pride ourselves on, we offer a range of packages from 30 minute visits all the way up to sit in & live in visits.

We fully believe in carer continuity and best try to ensure your loved ones are seeing familiar faces.

Our Services:

- Personal Care, such as washing & dressing
- Support to access community
- Light Housekeeping
- Providing Companionship
- Awake Night & Sleep Night
- End of Life care
- Respite at Home



info@truearkhealthcare.co.uk

01473 420013

Housing with care

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

voluntary organisations or private companies.

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

Supported Living

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

Supported Living can be delivered in a range of settings, including individual flats or houses, clusters of self-contained flats on the same site, shared accommodation and extra care housing.

The individual, a landlord, a housing association, a local authority or a charity may own the property.

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

To find a Supported Living scheme near you, go to **<https://infolink.suffolk.gov.uk>** and search 'supported living'.

Shared Lives

Shared Lives is a service for adults with learning or physical disabilities and for older people. It is family-based care provided by individuals and families.

Shared Lives carers are local people recruited and trained to make sure they have the right qualities to provide care and support.

Sheltered housing

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

A scheme manager is either based at the site or visits regularly.

Many sheltered housing schemes also have communal lounges, laundry facilities, lifts, door entry systems and specially adapted facilities.

Extra care housing

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

Extra care allows you to retain your own tenancy

and have care services delivered, ensuring that you can remain safely in your own self-contained accommodation. To find an extra care housing scheme near you, go to **<https://infolink.suffolk.gov.uk>** and search 'extra care housing'.

To find out more about housing with care in your area, contact your district council. See page 41 for district council contact details.

Babergh and Mid-Suffolk

Tel: **0300 123 4000** • Web: **www.babergh.gov.uk**

East Suffolk

Tel: **0333 016 2000**

Email: **customerservices@eastsuffolk.gov.uk**

Web: **www.eastsuffolk.gov.uk**

Ipswich

Tel: **01473 432000**

Web: **www.ipswich.gov.uk**

West Suffolk

Tel: **01284 763233**

Web: **www.westsuffolk.gov.uk**

Specific care and support services

Learning disability

If you are living with a learning disability in Suffolk, you should contact your local council for support. They might be able to signpost you to local services and assess your needs in case they can help you.

The council aims to keep people living independently in their own homes wherever possible but, if you need to move somewhere with care and support, you might like to consider a housing with care scheme – see page 40.

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

Mencap

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

Tel: **0808 808 1111**

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

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

Scope

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

Tel: **0808 800 3333**

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

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

Suffolk Infolink

Contains a list of local services for people with learning disabilities in Suffolk.

Web: **https://infolink.suffolk.gov.uk**



www.myfamilyourneeds.co.uk

For parents and carers of
children with additional needs
and those who support them.

Mental health

If you are worried about your mental health, it's important to remember that you aren't alone. Lots of people have issues with their mental health and there's help and advice available in Suffolk to support you.

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

Cruse Suffolk

Helps people in Suffolk who have been bereaved.

Tel: **01473 230888**

Web:

www.cruse.org.uk/get-support/local-services

Norfolk and Suffolk NHS Foundation Trust

The customer service team provides confidential advice, information and support, helping to answer any questions you may have about any mental health matters or wider NHS services.

Tel: **01603 421486**

Freephone: **0800 279 7257**

Email: **customer.service@nsft.nhs.uk**

Norfolk and Suffolk Wellbeing Service

Provides support for people with common mental health and emotional issues, such as low mood, depression or stress.

Tel: **0300 123 1503**

Web: **www.wellbeingnands.co.uk**

Relate Norfolk and Suffolk

Supports people who have had a change to their relationships, whether with family or partners.

Tel: **07749 776240**

Email: **teresarae@hotmail.co.uk**

Web:

www.relate.org.uk/centre/bury-st-edmunds

Suffolk Libraries

Offers a mental health and wellbeing service for Suffolk residents.

Web: **www.suffolklibraries.co.uk/health**

Suffolk MIND

Provides support to people with mental health needs and offers one-to-one counselling, courses, peer support and more.

Tel: **0300 111 6000**

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

Web: **www.suffolkmind.org.uk**

Physical disability

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

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

Sensory services

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

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

- advice and information.

For more information, contact **Sensing Change**.
Stone Lodge Community Centre, Hawthorn Drive, Ipswich IP2 0QY

Tel: **01473 260030**

Text: **07739 249056**

Minicom: **01473 711825**

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

Web: **www.sensingchange.org.uk**

Advocacy

Advocates can give advice, support and information to people of any age. They help you to voice your concerns and guide you through difficult or challenging times. You should consider using the services of an advocate if you feel unsure or concerned when you are faced with making an important decision about your care.

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

views and make your own decisions. Councils have a legal obligation to provide an advocate if you need one during your care and support planning with them.

POhWER – Suffolk Advocacy Service

Tel: **0300 456 2370**

Email: **SuffolkAdvocacyService@pohwer.net**

Web:

www.pohwer.net/suffolk-advocacy-service

Planning for end of life

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

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

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

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

It is also important to know that all health and social care staff must be trained in communication regarding end of life care and will be trained in

assessing the needs of individuals and carers. It is worth asking care providers whether they are working towards The Gold Standards Framework. This can be used in various settings, for example hospitals, primary care and care homes, to improve the co-ordination and communication between different organisations involved in providing care for someone near the end of their life.

Planning for your funeral

While you are thinking about the future, you may want to consider writing down your wishes for your funeral. This can help to alleviate pressures on your family. They may appreciate knowing your wishes and that they can make sure they are considered at your funeral. By detailing your wishes, your family can be comforted by the fact that they don't need to make all the decisions about what you would have liked or wonder whether they are making the right choices. Hospice UK outlines information to help make funeral arrangements easier at **www.hospiceuk.org** (search 'how to arrange a funeral').

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

See page 74 for details of organisations that may be able to help you plan for the end of your life or your funeral.

Care homes

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

The CQC inspects every care home and home care

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

Types of care home

Care homes (personal care only)

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

Care homes with nursing

A care home with nursing provides the same care and support as a care home offering personal care, but with 24-hour nursing staff on hand. If you think you may need nursing care in a home, you will need to be visited by a social worker or a care manager to work out what care you will need.

This visit might be in your own home, or in hospital if you've been ill, or in a care home. You will be fully involved in planning for your care needs.

If, after a needs assessment, a care home providing nursing care is the best solution for you, a social worker will give you information to help you find a home which meets your care requirements. The cost of the nursing care part of your fees may be paid by the NHS to the home directly: the current amount is £209.19 per week. This figure may change over the lifetime of this Directory – check with Adult and Community Services.

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

Activities in care homes

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

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

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

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





Our homes in Suffolk are *happy* places to live

We pride ourselves on having happy homes, where residents and their families can enjoy spending quality time with each other and develop new friendships along the way.

Our Care Team provides Residential, Nursing, Dementia and Respite Care.

"I speak for all our family in saying that the care mum received in her final months was exceptional and that every member of the team showed her and us an abundance of compassion, love and support for which we'll be eternally grateful."

***** Review on [carehome.co.uk](https://www.carehome.co.uk)

Our homes in Suffolk

Catchpole Court Care Home
01787 844749

Kingfisher House Care Home
01638 445309

North Court Care Home
01284 545019

Safely welcoming new residents
www.fshc.co.uk



Four Seasons Health Care



Search for care in your area

www.carechoices.co.uk 

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

 CareChoices

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

Have you considered all housing options? See the information beginning on page 44.

See page 51 for a residential dementia care checklist.



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

www.myfamilyourneeds.co.uk

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

Ask questions

Get involved

Join the family

 hello@myfamilyourneeds.co.uk •  @WeAreMFON

Subscribe today

Care homes and dementia

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

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

They must also have the opportunity to discuss and make decisions, together with their carers, about the use of advance statements, advance decisions to refuse treatment, Lasting Powers of Attorney and Preferred Priorities for Care. For more information on these last two topics, see pages 55 and 43 respectively.

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

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

Do they provide an environment that enables a person with dementia to exercise choice and personal preferences, even in the later stages of the condition? Who is the person in charge of championing dementia care best practice in the home? Further questions to consider are included in the residential dementia care checklist on page 51.

Design and technology

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

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

Staff training

Dementia-specific training is essential to ensure that care home staff understand how best to support and care for people with dementia. Ask about the Dementia Friends Ambassador and, if the home does not have a specific Dementia Lead, ask whether it has the necessary experience to support someone to live well with dementia.



Keep doing what you love

The best care comes from a genuine interest in people, so we get to know all our residents and their families personally. Understanding their stories, their needs and their interests shapes the personalised care we give them.

Arrange a free care assessment.

- Cotman House, Felixstowe
- Hillside, Sudbury
- Mellish House, Sudbury
- Rendlesham, Rendlesham

Freephone

0808 223 5356

Online
caringhomes.org/suffolk



CARING HOMES



**Your care
matters
with Barchester**

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

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

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

Call to find out how we can help.



in Suffolk

barchester.com/Suff

Residential • Nursing • Dementia • Respite

Alice Grange Care Home

St Isidores, Ropes Drive, Kesgrave, IP5 2GA

01473 877 490

Oulton Park Care Home

Union Lane, Oulton Broad, NR32 3AX

01502 322 086



Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

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

Staff

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

Are staff respectful, friendly and polite? ☐ ☐ ☐

Do staff have formal training? ☐ ☐ ☐

Are the staff engaging with residents? ☐ ☐ ☐

Activities

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

Is there an activities co-ordinator? ☐ ☐ ☐

Does the home organise any outings? ☐ ☐ ☐

Are residents escorted to appointments? ☐ ☐ ☐

Do the residents seem entertained? ☐ ☐ ☐

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

Life in the home

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

Can you bring your own furniture? ☐ ☐ ☐

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

Are there restrictions on going out? ☐ ☐ ☐

Is there public transport nearby? ☐ ☐ ☐

Does the home provide any transport? ☐ ☐ ☐

Can you make/receive calls privately? ☐ ☐ ☐

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

Does the home allow pets? ☐ ☐ ☐

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

Personal preferences

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

Is the décor to your taste? ☐ ☐ ☐

Are there restricted visiting hours? ☐ ☐ ☐

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

Does the home feel welcoming? ☐ ☐ ☐

Catering

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

Does the menu change regularly? ☐ ☐ ☐

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

Can you have food in your room? ☐ ☐ ☐

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

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

Can visitors join you for meals? ☐ ☐ ☐

Fees

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

Are fees likely to change regularly? ☐ ☐ ☐

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

Could you have a trial period? ☐ ☐ ☐

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

Can you handle your own money? ☐ ☐ ☐

*See page 56.

9.7

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

*T&C's apply. Please see website for details

**carehome.co.uk scores are based on independent reviews with a maximum score of 10. Rating correct as at 05/12/2022.



Read David's story

Regulated by



TRUST US TO ARRANGE A WONDERFUL WELCOME

Our care team know what every resident will love



Who Cares? We do, and we always will

3 weeks for 2 on a respite stay*

Devonshire House care home, High Street, Cavendish, Sudbury, Suffolk, CO10 8AS

Call 01787 540 997 Visit anchor.org.uk/DevonshireHouse

Canterbury House care home, Gallows Hill, Hadleigh, Ipswich, Suffolk, IP7 6JQ

Call 01473 858 605 Visit anchor.org.uk/CanterburyHouse

Image does not represent face mask guidance followed in our locations

Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

We suggest that you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 49. You can download and print this checklist at www.carechoices.co.uk/checklists

Design

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

Choices

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

Activities

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

Health

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

Staff

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

Approach to care

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

*See page 56.

Paying for care

Figures in this section are subject to change from October 2025.

See page 4 for more information.

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

Financial assessment

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

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

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

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

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

If your capital and savings amount to more than £23,250, you will likely have to pay the full cost of your care yourself. However, you are still entitled to an assessment of your needs by the council, and you may be able to get some support with funding your care – see page 53.

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

If the home you choose charges a fee exceeding the local authority's funding limit, you will need to find someone else to meet the additional amount. This is often referred to as a 'third party payment' or 'top-up' (explained further on page 54).

Running out of money

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

If you become eligible for the council's support with funding your care, and the home you are living in charges more than the council's fee levels, you must find someone to help pay the difference. This is known as a 'top-up' or 'third party payment' – see page 54 for more information. If funds for a top-up are not available, you will need to find accommodation which can meet your needs at the local authority fee level.

Understanding your rights before moving into care is essential. There are several financial products and specialist companies that may be able to help. It is important to seek independent financial and legal advice before committing yourself to anything. See page 54 for more information.



Non-means-tested support

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

Benefits

Attendance Allowance and Personal Independence Payments are non-means-tested, non-taxable benefits from the Department for Work and Pensions. There are different rates depending on the level of your needs. Everyone who needs care should consider claiming these benefits.

You cannot usually get Attendance Allowance if you live in a care home and your care is paid for by your local authority. You can still claim Attendance Allowance if you pay for all your care home costs yourself.

If you are entitled to the mobility component of

Personal Independence Payment, this payment will not stop once you are in a care home and is not included in your financial assessment.

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

NHS Continuing Healthcare

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

Self-funding your care

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

It is important that you seek specialist advice from appropriately qualified and regulated financial advisers. See page 54 for suggested contacts.

Twelve-week property disregard

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

Deferred Payment Agreements

After the twelve-week property disregard period, you may be offered a Deferred Payment Agreement. This allows you to delay selling your former home during your lifetime. Any fees paid by the council will be charged against the value of your home and must be repaid once the house is sold or from your estate. Interest is payable throughout the period of the loan and there is also a one-off fee to join the scheme,

which covers all legal and administrative costs for the lifetime of the loan.

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

NHS Nursing Care Contribution

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



Third party payments

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

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

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

with the council to confirm that they are able to do this.

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

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

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

Seeking financial advice

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

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

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

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

There are also several organisations that will provide free advice about funding care and support. These are a good place to start if you are looking for

information and want to see what sort of options are available.

Age UK

Tel: **0800 055 6112**

Web: www.ageuk.org.uk/moneymatters

Citizens Advice

Web: www.citizensadvice.org.uk

Money Helper

Tel: **0800 138 7777**

Web: www.moneyadvice.service.org.uk



Important information

Finding care in your area

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

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

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

They can also be saved and emailed to others.

The website includes detailed information for each care provider, including the address, phone number and the service's latest CQC inspection report and rating (see page 56), indicating the quality of care provided.

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

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

How solicitors can help

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

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

The Court of Protection can issue Orders directing the management of a person's property and financial affairs if they are incapable of managing their own affairs and should they not have an LPA. The Court procedure is presently very slow and the fees are quite expensive, so preparing an LPA is always advisable, providing you have somebody sufficiently trustworthy to appoint as your attorney. An 'advance directive' allows you to communicate your wishes in respect of future medical treatment, but it is not legally binding. You may instead wish to make a living will, properly known as an 'advance

decision', setting out treatment that you do not want to receive in specified circumstances, which would legally have to be followed, even if you die as a result.

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

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

Search for care in your area

www.carechoices.co.uk



- Find care providers quickly and easily
- Search by location and care need

 CareChoices

Comments, compliments and complaints

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

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

If you are concerned about the care that you, a friend or a relative are receiving, it makes sense to speak to the manager of the service about your concerns before you take any further action.

The problem may be resolved quite easily once they are made aware of it. However, if you need to make a formal complaint, you should initially contact the registered owners of the service. They have a duty to respond to any complaints made.

If you have a complaint about a breach of regulations, contact your local office of the Care Quality Commission (see page 56 for more information about the CQC).

If your local authority has arranged and funded a place for you in a care home or has contributed to a home care service, another option is to speak to your social care department. You can complete a form online (visit www.suffolk.gov.uk – search ‘complaints’ and click on ‘Compliments and complaints’) or call **0345 266 1821**, email customerrights@suffolk.gov.uk or write to Suffolk County Council Complaints Team, Constantine House, 5 Constantine Road, Ipswich IP1 2BX.

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

Inspecting and regulating care services



Health and social care services must be registered to show that they meet a set of

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

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

Each care home and home care agency will get an overall rating of outstanding, good, requires improvement or inadequate. It will also get ratings for each key question.

The ratings mean you can easily see where a service is performing well and where it needs to improve.

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

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

Tel: **0300 061 6161**

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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

Out-of-county care

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

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

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

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

Protecting vulnerable adults

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

What is adult abuse?

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

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

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

Who might be causing the abuse?

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

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

If you think someone is being abused, call Customer First on **0800 917 1109**. Your concerns will be taken seriously and will receive prompt attention, advice and support. You can also call the police on **101**, or **999** if it is an emergency.

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

If you are worried about contacting the police, you can contact Customer First on **0800 917 1109** to talk things over first. If immediate action is needed, dial **999**.

You can also:

- contact the Care Quality Commission (CQC) on **0300 061 6161** if the vulnerable adult is living in a registered care home, care home with nursing or receiving home care services; or
- let a public service professional, such as a social worker, community nurse, GP, probation officer or district nurse, know your concerns. They have responsibilities under the county's adult protection procedure and can advise you about what to do next. →



→ The Disclosure and Barring Service (DBS)

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

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

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

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

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

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

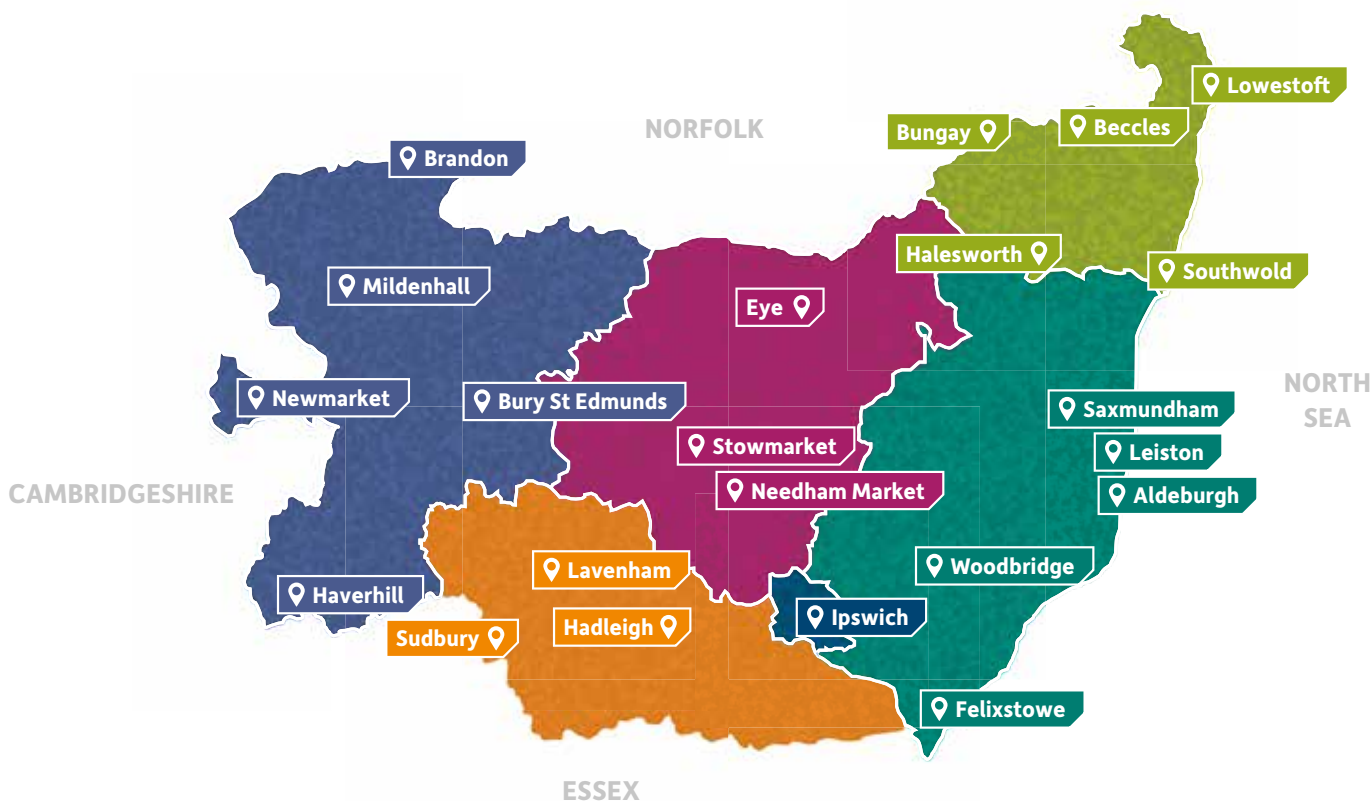
It is also an offence for an employer or voluntary organisation to knowingly employ a barred person in a regulated activity role.



Residential care in Suffolk

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

Home care providers can be found beginning on page 27.



Coastal Suffolk care homes

Advertisers are highlighted

Abbeyfield Deben Extra Care Society Ltd

Highlands, Fitzgerald Road, Woodbridge IP12 1EN
Tel: 01394 386204

OP

Bellstone Residential Care Ltd

23-29 Beach Road West, Felixstowe IP11 2BL
Tel: 01394 278480

OP

Brierfield Residential Home

58 High Road, Trimley St Mary, Felixstowe IP11 0SY
Tel: 01394 283422

D

Coniston House

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

OP D YA

Cotman House

Garfield Road, Felixstowe IP11 7PU

Tel: 0808 223 5356 **Advert page 47** OP D PD SI YA

Firs Residential Home, The

186 Grange Road, Felixstowe IP11 2QF
Tel: 01394 647880 **Advert page 50**

OP D

Foxgrove Residential Home

High Road East, Felixstowe IP11 9PU
Tel: 01394 274037 **Advert below**

OP

Garrett House Residential Home

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

OP D

Glebe House Retirement Home

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

OP D PD MH SI YA

Jubilee House

Seckford Street, Woodbridge IP12 4NB
Tel: 01394 382399

OP PD SI

Leiston Old Abbey Residential Home

Leiston IP16 4RF

Tel: 01728 830944

OP D YA

Maynell House

High Road East, Felixstowe IP11 9PU
Tel: 01394 272731 **Advert below**

OP



Caring is at the heart of everything we do

Our **care homes** offer the highest standards of care where dignity is respected, where talents and interests are encouraged, and where life is lived to its fullest potential. With a range of **residential**, **nursing** and **dementia care** on offer, Healthcare Homes is the ideal choice.

Our experienced **homecare** team offers personal care, support with medication, preparing meals and help around the home as well as 24hr **live-in care**.

Scan using your
smartphone camera
to find care near you



We have care homes in and around Suffolk located in: Aldringham, Beccles, Bury St Edmunds, Caister-on-Sea, Diss, Felixstowe, Great Yarmouth, Ipswich, Needham Market, Reydon, Stowmarket and Woodbridge.

Our Suffolk homecare branches are located in: Lowestoft, Saffron Walden

Call us today to discuss your care needs on **01206 646646**

www.healthcarehomes.co.uk

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

Coastal Suffolk care homes continued

Merryfields

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

OP D

Norwood House

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

OP D MH

Paddocks, The

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

LDA

Park House

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

MH

Pear Tree Lodge Residential Home

Leiston Road, Knodishall, Saxmundham IP17 1UQ
Tel: 01728 830562

OP D PD SI YA

Westcliff Care Home, The

51 Leopold Road, Felixstowe IP11 7NR
Tel: 01394 285910

OP D

White Gables Residential Care Home

16 Stanley Road, Felixstowe IP11 7DE
Tel: 01394 282620

OP D PD SI YA

Woodbridge Lodge Residential Home

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

OP

Coastal Suffolk care homes with nursing

Advertisers are highlighted

Aldringham Court

Aldeburgh Road, Aldringham, Leiston IP16 4QF
Tel: 01728 832191 **Advert page 59**

OP

Alice Grange

St Isidores Way, Ropes Drive, Kesgrave, Ipswich IP5 2GA
Tel: 01473 877 490 **Advert page 48**

OP D PD

Bucklesham Grange

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

OP D

Chantry House Residential and Nursing Home

Chantry Road, Saxmundham IP17 1DJ
Tel: 01728 733833

OP D PD SI YA

Foxearth Lodge Nursing Home

Little Green, Saxtead, Woodbridge IP13 9QY
Tel: 01728 685599 **Advert page 59**

OP D PD YA

Haughgate House Nursing Home

Haugh Lane, Woodbridge IP12 1JG
Tel: 01394 386249 **Advert page 59**

OP PD SI

Mill Lane Nursing and Residential Home

79 Garrison Lane, Felixstowe IP11 7RW
Tel: 01394 279509 **Advert page 59**

OP D SI

Mills Meadow

Fore Street, Framlingham IP13 9DF
Tel: 01728 724580

OP D YA

Montague Road Nursing Home

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

YA

Oakwood House Residential and Nursing Home

Stollery Close, off Ropes Drive,
Grange Farm, Kesgrave,
Ipswich IP5 2GD
Tel: 01473 840890

OP D PD MH SI

Priory Paddocks Nursing Home

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

OP D PD

Rendlesham Care Centre

1a Suffolk Drive, Rendlesham, Woodbridge IP12 2TP
Tel: 0808 223 5356 **Advert page 47**

OP D SI

Sunrise Nursing Home

10 Cobbold Road, Felixstowe IP11 7HQ
Tel: 07825 362906

OP D PD MH SI

Wickham House

Chapel Lane, Wickham Market,
Woodbridge IP13 0SG
Tel: 01728 733733

OP D SI YA

Witnesham Nursing Home

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

OP

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

Ipswich care homes

Advertisers are highlighted

Ashcott House

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

OP PD LDA MH YA

Belstead Villa

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

LDA YA

Bethesda Eventide Homes – Ipswich

59a Henley Road,
Ipswich IP1 3SN
Tel: 01473 211431

OP

Burgess House Short Break Respite Unit (Leading Lives)

236 Felixstowe Road, Ipswich IP3 9AD
Tel: 01473 718964 **Advert page 34**

LDA

Chrissian Residential Home Ltd

526-528 Woodbridge Road, Ipswich IP4 4PN
Tel: 01473 718652

OP PD SI

Elton Park Care Home

Elton Park Hadleigh Road, Ipswich IP2 0DG
Tel: 07825 362906

OP D PD MH SI

Fairways

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

OP LDA YA

Hazeldell Residential Home

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

OP D YA

Henley House

333 Henley Road, Ipswich IP1 6TB
Tel: 01473 350366

OP D PD SI

Marham House Care Home

Simcoe Road, Bury St Edmunds IP32 6FD
Tel: 01284 335964

OP D YA

Montrose House

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

OP MH

Norwood

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

OP D

Park Manor

21 Tuddenham Road,
Ipswich IP4 2SN
Tel: 01473 358543

OP D MH SI YA

Prince of Wales House

18 Prince of Wales Drive,
Ipswich IP2 8PY
Tel: 01473 687129 **Advert page 72**

OP D YA

Shaftesbury House Residential Care Home

5 Cowper Street, Ipswich IP4 5JD
Tel: 01473 271987

OP PD SI

Sherrington House

71 Sherrington Road, Ipswich IP1 4HT
Tel: 01473 464106 **Advert page 72**

OP D YA

Thurleston Residential Home

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

OP D PD

Warren Heath Residential Home Ltd

593-595 Felixstowe Road,
Ipswich IP3 8SZ
Tel: 01473 711264

OP

Westerfield House Care Ltd

Humber Doucy Lane,
Ipswich IP4 3QG
Tel: 01473 232974

OP D PD SI YA

Willows, The

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

OP D

Wisteria House

492 Nacton Road, Ipswich IP3 9QB
Tel: 01473 726326

OP LDA YA

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

Asterbury Place

76 Aster Road, Ipswich IP2 0NR
Tel: 0333 321 1990

OP D PD

Avocet Court

Monmouth Close,
Ipswich IP2 8RS
Tel: 01473 786980

OP D PD SI

Handford House Care Home

27a Cumberland Street,
Ipswich IP1 3PA
Tel: 01473 231111 **Advert page 59**

OP D PD SI YA

Park View Care Home

1 Chantry Close,
Ipswich IP2 0QR
Tel: 01473 228890

OP D

Prince George House

102 Mansbrook Boulevard, Ipswich IP3 9GY
Tel: 0333 321 1986

OP D PD

Sidegate Lane Nursing Home

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

MH

Silver Birch Care Home

3 Europa Way, Ipswich IP1 5DL
Tel: 01473 937990

OP D PD YA

Sue Ryder – The Chantry

Chantry Park, Hadleigh Road, Ipswich IP2 0BP
Tel: 01473 295200

OP D PD SI

White House, The

Limerick Close, Ipswich IP1 5LR
Tel: 01473 740872

OP YA

Lowestoft and Waveney

Lowestoft and Waveney care homes

Amber Lodge – Lowestoft

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

LDA

Ashurst, The

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

OP D PD LDA

Beech House – Halesworth

Beech Close, Halesworth IP19 8BQ
Tel: 01986 872197 **Advert page 72**

OP D YA

Blyford Residential Home

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

OP D PD SI YA

Broadlands

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

OP D PD

Carlton Hall Residential Home and Village

Chapel Road, Carlton Colville, Lowestoft NR33 8BL
Tel: 01502 513208

OP D YA

Cherry Lodge

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

OP

Chevington Lodge

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

OP D PD

Dell Care Home, The

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

OP D

Dell House

5 Nelson Way, Beccles NR34 9PH
Tel: 01502 449855

OP D PD SI

Eastview Residential Home

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

OP

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

Estherene House

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

OP D PD SI

Grandora Care Lodge

Hall Lane, Blundeston, Lowestoft NR32 5BL
Tel: 07833 541585

OP D PD SI YA

Grove, The

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

LDA

Harleston House

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

OP D PD

Highfield House Care Home

London Road, Halesworth IP19 8LP
Tel: 01986 872125

OP D PD

Holmwood Residential Home

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

OP D PD MH SI YA

Imber House

412 London Road South,
Lowestoft NR33 0BH
Tel: 01502 450700

OP LDA MH YA

John Turner House Short Break Respite Unit (Leading Lives)

Rotterdam Road, Lowestoft NR32 2EZ
Tel: 01502 580844 **Advert page 34**

LDA YA

Laurels, The

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

OP LDA YA

Lilac Lodge & Lavender Cottage

9-11 Gorleston Road, Oulton Broad,
Lowestoft NR32 3AA
Tel: 01502 581920

OP D YA

Manor Farm Care Home

82 Church Road, Kessingland,
Lowestoft NR33 7SJ
Tel: 01502 740161 **Advert page 64**

OP D

Marlborough House

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

LDA

North Bay House

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

OP D

Oaklands House Residential Home

Oaklands House, Lowestoft Road,
Reydon, Southwold IP18 6RY
Tel: 01502 724955 **Advert page 59**

OP

Royal Avenue

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

LDA

Squirrel Lodge

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

OP D PD SI

St Barnabas Southwold

Godyll Road, Southwold IP18 6AJ
Tel: 01502 722264

OP D PD SI YA

St Georges Care Home

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

OP D

St Mary's House

54 Earsham Street, Bungay NR35 1AQ
Tel: 01986 892444

OP D PD MH SI

Stradbroke Court

Green Drive, Lowestoft NR33 7JS
Tel: 01502 322799

OP D MH

Wainford House Residential Care Home

1-3 Saltgate, Beccles
NR34 9AN
Tel: 01502 714975

OP D YA

White House, The

Ashmans Road, Beccles NR34 9NS
Tel: 01502 717683 **Advert page 59**

OP D

Windsor House

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

OP D

Woody Point

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

LDA

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



Caring for you and your loved ones

KRG Healthcare provide friendly and comfortable residential & nursing care for older people on the Suffolk/Norfolk border.



Manor Farm Care Home

Manor Farm Care Home is located in Kessingland, just four miles south of Lowestoft. This former fishing village boasts wonderful stretches of rural beach and is now one of the most famous holiday destinations in Eastern England.

The home strives towards a better quality of life, in the service it provides, through Short Breaks, Respite or long term care packages, adopting a systematic approach to the requirements of the individual, focusing upon the 5 Core KRG values of care, these being: Dignity, Choice, Candour, Compassion and Empathy.

Tel: 01502 740 161



Lound Hall Nursing Home

Lound Hall has been established as a Nursing Home since 1994 providing both long term and short term residential and nursing care, palliative/end of life care and continuing care for the older person. Lound Hall Nursing Home also provides some respite and post operative care.

Set in 2.5 acres of countryside this former manor house offers accommodation for up to forty three residents in twenty-nine single and seven double rooms with thirty rooms containing en-suite facilities.

Tel: 01502 732 331

Contact us via email: info@krghealthcare.com
alternatively visit our website: www.krghealthcare.com



All Hallows Nursing Home

26 St Johns Road,
Bungay NR35 1DL
Tel: 01986 892643

OP D PD

Britten Court

Love Road, Lowestoft NR32 2N
Tel: 01502 558108

OP D PD

Kirkley Manor

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

OP D PD MH YA

Lound Hall

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

Advert page 64

OP D PD MH YA

Oulton Park Care Centre

Union Lane, Oulton Broad,
Lowestoft NR32 3AX

Tel: 01502 322 086 **Advert page 48** OP D PD MH SI



Mid Suffolk

Mid Suffolk care homes

Chilton Court

Gainsborough Road, Stowmarket IP14 1LL
Tel: 01449 675426 **Advert page 66**

OP

Combs Court

Edgecomb Road,
Stowmarket IP14 2DN
Tel: 01449 673006

OP LDA YA

Finborough Court

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

OP D

Hillcroft House

Finborough Road,
Stowmarket IP14 1PW
Tel: 01449 774633 **Advert page 59**

OP D YA

Larches, The

Woodfield Drive,
Stowmarket IP14 1BJ
Tel: 01449 535003

LDA MH YA

Limes Retirement Home, The

Earlsford Road, Mellis, Eye IP23 8DY
Tel: 01379 788114

OP D

Stowmarket Short Break Respite Unit (Leading Lives)

7a Finborough Road, Stowmarket IP14 1PN
Tel: 01449 614886 **Advert page 34**

OP LDA YA

Uvedale Hall Residential Home

Coddenham Road, Needham Market, Ipswich IP6 8AX
Tel: 01449 722250 **Advert page 59**

OP

Westhorpe Hall

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

OP D

Woodfield Court

21 Temple Road, Stowmarket IP14 1AT
Tel: 01449 675426 **Advert page 66**

OP

Yaxley House

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

OP

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



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



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

01449 675426

info@stowcare.co.uk

www.stowcare.co.uk

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



Welcoming new residents at Chilton Meadows

With care, safety and friendship

We're here to help make your search for a care home easier. In our home, you can expect a safe, welcoming environment, where we encourage independence while offering a helping hand. We get to know everyone, offer a range of sociable activities, and most of all, a place to call home.

Nursing | Residential | Dementia care



Call for advice on care today

01449 798 429

Lines are open 8am to 6.30pm Monday to Friday, 9am to 12.30pm Saturday. Closed Sundays and bank holidays. Calls are charged at no more than local rate and count towards any inclusive minutes from mobiles. We may record or monitor our calls.

Chilton Meadows Care Home, Union Road, Onehouse, Stowmarket IP14 1HL



We follow strict UK infection control standards. Roll out available vaccines. Carry out regular tests and make sure our team always have PPE.
That's our Safety Promise you can rely on.

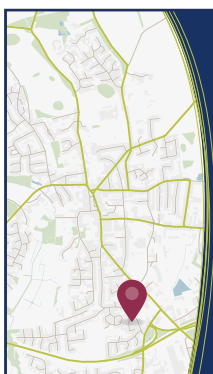


All types of funding welcome



No health insurance needed

Q122070 MAR22 CS 02469



Search for care in your area

CareChoices

www.carechoices.co.uk



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

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

Mid Suffolk care homes with nursing

Advertisers are highlighted

Barham Care Centre

Church Lane, Barham,
Ipswich IP6 OPS
Tel: 01473 830247

OP D PD SI YA

Barking Hall Nursing Home

Barking, Needham Market IP6 8HJ
Tel: 01449 720793 **Advert page 59**

OP D YA

Baylham Care Centre

Upper Street, Baylham, Ipswich IP6 8JR
Tel: 01473 830267

OP D PD SI YA

Cedrus House

Bittern Crescent, Stowmarket IP14 5GD
Tel: 0333 321 1987

OP D PD MH YA

Chilton Meadows Bupa Care Home

Union Road, Onehouse,
Stowmarket IP14 1HL
Tel: 01449 797287 **Advert page 66**

OP D PD YA

Depperhaugh, The

Chickering Road, Hoxne IP21 5BX
Tel: 01379 384236

OP D SI YA

Hartismere Place

Castleton Way, Eye IP23 7BH
Tel: 01379 888216

OP D PD

For information on different types of care home, see page 44.

South Suffolk

South Suffolk care homes

Barleycombe

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

OP YA

Brett Vale Residential Homes

Granary Barn, Sulleys Hill, Lower Raydon,
Ipswich IP7 5QQ
Tel: 01473 827497

PD LDA YA

Briars Residential Care Home, The

23 Hunts Hill, Glemsford, Sudbury CO10 7RP
Tel: 01787 282249

OP D PD SI YA

Canterbury House

Gallows Hill, Hadleigh, Ipswich IP7 6JQ
Tel: 01473 855670 **Advert page 50**

OP D YA

Catchpole Court Care Home

Walnut Tree Lane, Sudbury CO10 1BD
Tel: 01787 844749 **Advert page 45**

OP D YA

Devonshire House

High Street, Cavendish,
Sudbury CO10 8AS
Tel: 01642 034568 **Advert page 50**

OP D YA

Girling Street

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

LDA

Hillside Care Home

20 Kings Hill, Great Cornard,
Sudbury CO10 0EH
Tel: 0808 223 5356 **Advert page 47**

OP

Lodge, The

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

D MH

Magdalen House Care Home

Magdalen Road, Hadliegh, Ipswich IP7 5AD
Tel: 01473 829411

OP D YA

Mellish House Residential Home

Kings Hill, Great Cornard,
Sudbury CO10 0EH
Tel: 0808 223 5356 **Advert page 47**

OP D

Nayland House Care Home

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

OP D PD SI YA

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



LAXFIELD HOUSE NURSING HOME

BRENT ELEIGH, NR LAVENHAM, SUDBURY, SUFFOLK

Situated in a quiet village location with beautiful gardens, offering residential and full nursing care for elderly people.

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

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

Nurse Call System, Passenger Lifts,
Various Public Rooms.

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

*** Long or short term respite and convalescence care available ***



Inspected and rated

Good



**CareQuality
Commission**

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



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

Member of the Registered Nursing Home Association

Red House Welfare & Housing Society, The

Meadow Lane, Sudbury CO10 2TD

Tel: 01787 372948

OP

Spring Lodge

Main Road, Woolverstone, Ipswich IP9 1AX

Tel: 01473 858863

OP D YA

St Faith's Villa

90 Queens Road, Sudbury CO10 1PG

Tel: 01787 370036

LDA YA

St Josephs

The Croft, Sudbury CO10 1HR

Tel: 01787 888460

OP D

St Marys

Woodlands Road, Holbrook, Ipswich IP9 2PS

Tel: 01473 857906 **Advert page 50**

OP D

Waterfield House

Grays Close, Hadleigh, Ipswich IP7 6AG

Tel: 01473 829103

OP D PD LDA SI YA

South Suffolk care homes with nursing

Catchpole Court Care Home

Walnut Tree Lane, Sudbury CO10 1BD

Tel: 01787 844749 **Advert page 45**

OP D

Chilton Croft Nursing Home

Newton Road, Sudbury CO10 2RN

Tel: 01787 374146

OP D PD

Hadleigh Nursing Home

1 Friars Road, Hadleigh, Ipswich IP7 6DF

Tel: 01502 502702

OP D PD YA

Hazell Court

Acton Lane, Sudbury CO10 1QN

Tel: 01787 373542

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OP D YA

Laxfield House

Cundys Lane, Brent Eleigh,

Sudbury CO10 9PL

Tel: 01787 247340 **Advert page 68**

OP MH YA

Melford Court Care Home

Hall Street, Long Melford,

Sudbury CO10 9JA

Tel: 01787 880545

OP D MH YA

Orwell, The

Vicarage Lane, Wherstead,

Ipswich IP9 2AE

Tel: 01473 602892

OP D PD SI YA

West Suffolk

West Suffolk care homes

Beeches Residential Home, The

39-43 High Street, Ixworth, Bury St Edmunds IP31 2HJ

Tel: 01359 230773

OP D YA

Cambridge House

11 Bryony Close, Haverhill CB9 9DJ

Tel: 01440 704719

PD LDA YA

**Cathedral View Short Break Respite Unit
(Leading Lives)**

32a The Vinefields, Bury St Edmunds IP33 1YF

Tel: 01284 765046 **Advert page 34**

LDA

Cedar Lodge

Hengrave Road, Culford, Bury St Edmunds IP28 6DX

Tel: 01284 728744

OP D YA

Crossways

North Terrace, Mildenhall IP28 7AE

Tel: 01638 515556

LDA

Fornham House Residential Home

Fornham St Martin,

Bury St Edmunds IP31 1SR

Tel: 01284 768327 **Advert page 59**

OP D YA

Service

OP

Older people (65+)

D

Dementia

PD

Physical disability

LDA

Learning disability, autism

User Bands

MH

Mental health

SI

Sensory impairment

YA

Younger adults

AD

People who misuse alcohol or drugs

Grange Residential Home, The

30 Vinery Road, Bury St Edmunds IP33 2JT
Tel: 01284 769887

OP LDA YA
Hay Wain, The

Brybank Road, Hanchett Village, Haverhill CB9 7WD
Tel: 01440 712498

OP D PD YA
Ixworth Dementia Village

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

OP D MH YA
Kingfisher House Care Home

St Fabians Close, Newmarket CB8 0EJ
Tel: 01638 445309 **Advert page 45**

OP D
Manson House

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

OP D PD SI
Martins, The

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

OP D
Montana Residential Home

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

OP
North Court Care Home

108 Northgate Street, Bury St Edmunds IP33 1HS
Tel: 01284 545019 **Advert page 45**

OP D PD YA
Pines, The

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

LDA
Royal Mencap Society – Drummond Court

Mill Road South, Bury St Edmunds IP33 3NN
Tel: 01284 767445

OP LDA YA
St Peter's House

29 Out Risbygate Street, Bury St Edmunds IP33 3RJ
Tel: 01284 706603

OP D MH
Advert outside back cover
Swallows Residential Care Home, The

Helions Bumpstead Road,
Haverhill CB9 7AA
Tel: 01440 714745

OP D
Willows, The

Corders Farm, Bury Road, Lawshall,
Bury St Edmunds IP29 4PJ
Tel: 01284 830665

OP YA
Wings

17 The Grove, Beck Row, Mildenhall IP28 8DP
Tel: 01638 583934

OP D PD LDA MH SI YA

West Suffolk care homes with nursing

Allonsfield House

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

OP D SI
Ashmore Nursing Home

Barningham Road, Stanton,
Bury St Edmunds IP31 2AD
Tel: 01359 251681 **Advert below**

OP

Ashmore Nursing Home

At Ashmore Nursing Home in Stanton, we offer first-class nursing care for both private and NHS clients. We cater for clients who require nursing care, elderly care, physical disability nursing care and respite care.

 ashmorenursinghome@yahoo.co.uk



01359 251681



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

Cornwallis Court, Bury St Edmunds



Cornwallis Court is
rated 'Good'
by CQC

March 2018



At RMBI Care Co. Home Cornwallis Court in Bury St Edmunds, we provide residential care, nursing and residential dementia support.

"We're passionate about caring for older people. We're here to support our residents to stay as independent as possible for as long as possible," says Home Manager, Denise O'Brien.

"From our putting green, to gardening activities, beauty treatments and fun themed events, there's something special to support our residents' different needs and interests."

To discuss your care needs or to arrange a visit, contact Emma Pryke on 01284 768028 or email cornwalliscourt@rmbi.org.uk.

Cornwallis Court

Hospital Road, Bury St. Edmunds, Suffolk, IP33 3NH

Caring is our way of life

www.rmbi.org.uk  facebook.com/thermbi  twitter.com/thermbi

Registered Charity No: 1163245 Company No: 1293566



Brampton Manor

Fordham Road,
Newmarket CB8 7AQ
Tel: 01638 596170

OP D PD SI

Brandon Park Residential and Nursing Home

Brandon Country Park,
Bury Road, Brandon IP27 OSU
Tel: 01842 812400

OP D YA

Cavell Manor

Bredfield Road,
Woodbridge IP12 1JB
Tel: 07869 145552

OP D PD YA

Cleves Place

Millfields Way, Haverhill CB9 0JB
Tel: 01440 715840

OP D PD

Cornwallis Court

Hospital Road, Bury St Edmunds IP33 3NH
Tel: 01284 768028 **Advert page 71**

OP D PD YA

Davers Court

Shakers Lane,
Bury St Edmunds IP32 7BN
Tel: 0333 321 1982

OP D PD YA

Eastcotts Care Home with Nursing

Eastcotts Farm Cottage, Calford Green,
Kedington, Haverhill CB9 7UN
Tel: 01440 703178

OP D YA

Glastonbury Court

Glastonbury Road,
Bury St Edmunds IP33 2EX
Tel: 0333 321 1989

OP D PD YA

Grove Court

Beech Way, Woodbridge IP12 4BW
Tel: 01394 446500

OP

Kentford Manor

Jeddah Way, Kennett,
Newmarket CB8 8JY
Tel: 01638 555090

OP D PD SI YA

Kingfisher House Care Home

St Fabians Close, Newmarket CB8 0EJ
Tel: 01638 445309 **Advert page 45**

OP D YA

Mabbs Hall Care Home

45 High Street, Mildenhall IP28 7EA
Tel: 01638 712222

OP D MH YA

Meadows Care Home, The

Brybank Road, Hanchett Village, Haverhill CB9 7YL
Tel: 01440 712498

OP D PD SI YA

Mildenhall Lodge

St John's Close, Mildenhall IP28 7NX
Tel: 01638 582510

OP D PD MH YA

North Court Care Home

108 Northgate Street, Bury St Edmunds IP33 1HS
Tel: 01284 545019 **Advert page 45**

OP D PD YA

Pinford End House Nursing Home

Church Road, Hawstead, Bury St Edmunds IP29 5NU
Tel: 01284 388874

OP

Risby Hall Nursing Home

Hall Lane, Risby, Bury St Edmunds IP28 6RS
Tel: 01284 810921 **Advert page 72**

OP D PD MH YA

Risby Park Nursing Home

Hall Lane, Risby, Bury St Edmunds IP28 6RS
Tel: 01284 811921 **Advert page 72**

OP D PD

Stowlangtoft Hall Nursing Home

Kiln Lane, Stowlangtoft,
Bury St Edmunds IP31 3JY
Tel: 01359 230216

OP D YA



The Partnership In Care Ltd
is a family run organisation with
35 years' experience in elder
residential and nursing care.
Our 6 sites, all enabling individuals
to live as they choose in Suffolk, are
based in Halesworth, Ipswich, Sudbury
and Bury St Edmunds.



For an informal discussion about
your needs please call us on:
01284 811107 or Visit:
www.thepartnershipincare.co.uk

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

Useful local contacts

Citizens Advice

Free and impartial advice covering a wide range of topics including debt and money, benefits, housing, employment, family and relationships and more.

Ipswich

19 Tower Street IP1 3BE

Adviceline: **0808 278 7868**

Web: **www.citizensadviceipswich.org.uk**

Mid-Suffolk

5 Milton Road South, Stowmarket IP14 1EZ

Tel: **01449 676060 / 01449 676280**

Web: **www.midsuffolkcab.org.uk**

North-East Suffolk

Tel: **01502 518510 / 01502 717715**

Email: **bureau@nescab.cabnet.org.uk** (general enquires only).

Web: **www.nesuffolkcab.org.uk**

Sudbury and District

Keyse House, Acton Lane CO10 1QN

Tel: **01787 321400**

Web: **www.sudburycab.org.uk**

West Suffolk

Adviceline: **0808 278 7868** (Monday to Friday, 9.30am to 3.30pm).

Web: **www.suffolkwestcab.org.uk**

Debenham Project, The

Provides practical and emotional support to people living with dementia and their carers.

Advice and information: **01728 860348**

Email: **enquiries@the-debenham-project.org.uk**

Web: **www.the-debenham-project.org.uk**

Dementia Connect – Suffolk

Dementia Connect is Alzheimer's Society's personalised support and advice service for anyone affected by dementia.

Tel: **0333 150 3456**

Email: **dementia.connect@alzheimers.org.uk**

Web: **www.alzheimers.org.uk/get-support/dementia-connect**

Healthwatch Suffolk

Tel: **01449 703949**

Information and signposting: **0800 448 8234**

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

Web: **www.healthwatchsuffolk.co.uk**

Infolink Suffolk

A directory of all types of services for adults in Suffolk.

Web: **<https://infolink.suffolk.gov.uk>**

Medequip – returning equipment

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

Web:

www.medequip-uk.com/returning-equipment

Suffolk Association of Independent Care Providers

Represents care providers across Suffolk.

Web: **www.saicp.org.uk**

Suffolk County Council – Customer First

Tel: **0800 917 1109** (crisis line).

Email: **customer.first@suffolk.gov.uk**

Web:

www.suffolk.gov.uk/care-and-support-for-adults

Suffolk Family Carers

Registered charity working with family carers of all ages.

Tel: **01473 835477**

Web: **www.suffolkfamilycarers.org**

Suffolk Sight

The new sight-loss charity for Suffolk, created by amalgamating the East Suffolk Association for the Blind with West Suffolk Sight.

Tel: **01284 748800**

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

Web: **www.westsuffolksight.org.uk**

Write to: Disability Resource Centre, 4 Bunting Road, Bury St Edmunds IP32 7BX

Useful national contacts

Age UK

Tel: **0800 055 6112**

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

Al-Anon Family Groups

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

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

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

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

Alzheimer's Society

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

(Monday to Wednesday, 9.00am to 8.00pm;

Thursday and Friday, 9.00am to 5.00pm; and

Saturday and Sunday, 10.00am to 4.00pm).

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

Association of Charitable Organisations

A national umbrella body for benevolent charities.

Tel: **0207 255 4480**

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

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

British Institute of Learning Disabilities (BILD)

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

Tel: **0121 415 6960**

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

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

Care Choices

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

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

Care Quality Commission

Independent regulator of care services in England.

Tel: **0300 061 6161**

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

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

Carers Trust

Works to improve support, services and recognition for anyone living with the challenges of caring, unpaid, for a family member or friend who is ill, 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: **0800 144 8848**

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

Elderly Accommodation Counsel

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

Web: **www.housingcare.org**

Friends of the Elderly

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

Tel: **0207 730 8263**

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

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

Homecare Association

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

Tel: **0208 661 8188**

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

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

Hourglass

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

Tel: **0808 808 8141** (helpline).

Web: **www.wearehourglass.org**

Independent Age

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

Tel: **0800 319 6789**

Email: **advice@independentage.org**

Web: **www.independentage.org**

My Family, Our Needs

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

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

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

Promotes the importance of activities for older persons.

Tel: **01494 590421**

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

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

National Association of Funeral Directors

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

National Society of Allied and Independent Funeral Directors

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

NHS 111

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

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



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

Playlist for Life

A music and dementia charity in Glasgow and covering the whole of the United Kingdom. Its aim is to ensure everyone living with dementia has access to a personalised playlist and everyone who meets them to be aware of it. The charity offers free advice and resources to anyone affected by dementia who could benefit from the power of music.

Tel: **0141 404 0683**

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

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

Registered Nursing Home Association (RNHA)

Campaigns for high standards in nursing home care.

Tel: **0121 451 1088**

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

Web: **http://rnha.co.uk**

Relatives and Residents Association, The

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

Tel: **0207 359 8136**

Email: **helpline@relres.org**

Web: **www.relres.org**

SANE

SANEline: for advice on mental health issues.

Tel: **0300 304 7000**

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

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

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

Silver Line, The

A 24-hour telephone befriending and advice line.

Tel: **0800 470 8090**

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

Veterans' Gateway

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

Tel: **0808 802 1212**

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

Home care providers

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