



City of Stoke-on-Trent

incorporating Staffordshire

Care and Support Directory **2026**

The essential guide to understanding
and choosing care and support





Wilbraham House

Residential Care Home

"OUR FAMILY CARING FOR YOUR FAMILY"

Contact us now on 01782 720729
wilbrahamhousemanager@outlook.com
 or visit www.whcarehome.com

Our mission is to support our residents to live their lives the way they wish. We understand the **importance of personal choice** and our aim is to make our residents, staff, families and friends **feel valued and respected** as individuals. Since our new manager has taken over, we have improved on our already high standard, which has been recognised by our latest CQC rating, as well as achieving a 5 star environmental health rating.

Facilities & Services:

- Day care facilities available
- Respite care
- Physiotherapy
- Independent living training
- Own GP if required
- Own furniture if required
- Close to local shops
- Near public transport
- Lift, stairlift & wheelchair access
- Gardens for residents
- Residents' kitchenette
- Phone point in own room/mobile
- Television point in own room
- Recently refurbished bathroom facilities

CQC COVID-19 COMPLIANT

Wilbraham House, Church Street,
 Audley, Stoke-on-Trent ST7 8DE



Trentside Manor Care Home

Our Commitment to Care

Everyone at Trentside Manor Care Home has a personal and professional commitment to providing excellent care.

We know that the thought of moving into a care home can often be very traumatic for both residents and relatives but that it is sometimes the only option available in order to maintain personal safety, security and provide appropriate levels of care. Prior to admission, each new resident is encouraged to visit the home to satisfy themselves that the ambience is to their liking.

We provide a unique care and support plan that works for each individual. We encourage and support people to continue doing as many daily tasks as possible, pursue their interests and hobbies, stay active and spend quality time with family and friends.

We will ensure that we work with you and your family, friends, advocates and other professionals involved in your life in gathering all the information we need to make sure we can meet your needs. At Trentside, we take pride in everything we do, and this is highlighted by both our CQC rating, and our 5 star environmental health rating.

"Our family caring for your family"



Endon Road, Norton Green, Stoke-on-Trent ST6 8PA

E: manager@trentsidemanorcare.com

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Supporting you to live independently in Stoke on Trent	4	Live-in care	27
Introduction from Stoke-on-Trent City Council	4	Domiciliary care agency checklist	29
Regions covered by this Directory	5	Accommodation with care and support	30
Keeping safe	5	Shared Lives Stoke	30
Safeguarding adults	5	Supported living	31
Support in your local community	6	Sheltered housing	31
Armed Forces veterans	6	Extra Care housing	32
Community Lounges	7	Care homes	32
Services that can keep you healthy and well	7	Out of county care	33
Staying active	7	Care homes checklist	34
NHS Health Checks	8	Specialist care	35
Flu vaccinations	9	Learning disability	35
Keeping warm	9	Physical disability	35
Quitting smoking	9	Services for people with a sensory need	36
Drugs and alcohol	10	Mental health	37
Sexual health services	10	End of life care	37
Eating well	11	Dementia	38
Five Steps to Wellbeing	11	Residential dementia care checklist	40
Loneliness and social isolation	12	Where to go for independent advice and guidance	41
Helping you stay safe and independent at home	13	Advocacy	41
Falls prevention	13	Obtaining legal advice	42
Home adaptations	14	Checking the quality of your care	43
Staffordshire and Stoke-on-Trent Integrated Community Equipment Service	15	Inspecting and regulating care services	43
Telecare and Lifeline Alarm Service	16	Healthwatch	43
Assistive technology checklist	17	Sarcp Staffordshire Care Association	44
Making life easier at home	18	Stoke-on-Trent City Council – Contract Management and Provider Improvement Team	44
Help with caring for someone	20	Complaints, comments and compliments	45
Understanding the social care system	20	Further information online	46
The Care Act 2014	20	Stoke-on-Trent City Council website	46
Community support	20	Stoke-on-Trent Community Directory	47
What if prevention has been explored?	21	Staffordshire County Council website	47
Enablement	22	Staffordshire Connects	47
Micro providers	22	NHS website	47
Paying for care	23	NHS mobile apps	48
Financial assessments	23	Finding care in your area	48
Paying for non-residential care services	23	Useful contacts	48
Paying for residential care	23	Domiciliary care agency listings	55
Understanding NHS funding	25	Care homes and care homes with nursing	68
What if my circumstances change?	25	Index	86
Personal budgets and direct payments	25		
Home care	26		
Domiciliary (home care) contract	26		
Sitting services	27		

Alternative formats

Recite me

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.

Welcome

Supporting you to live independently in Stoke on Trent

In 2025, Adult Social Care in Stoke on Trent continued to focus on what matters most: helping residents live healthier, safer and more independent lives. To make support easier to access, residents can now get 24/7 online help, including:

- an online self assessment tool called BetterCare link, available at **www.stoke.gov.uk/info/20010/adult_care_and_wellbeing/724/begin_your_self-assessment**;
- a professional referrals portal, visit **<https://adultsocialcareportal.stoke.gov.uk/web/portal/pages/profreferral#h1>**;
- a dedicated carers' portal; and
- online financial support tools.

Alongside this, we worked closely with health partners, care providers, community groups and the voluntary sector through the Live Life to the Max campaign. Together, we have expanded the range of support available to people of all ages, including:

- digital tools to help you manage your wellbeing;
- Telecare to help you stay safe at home;
- direct payments to give you more choice and control;
- an easy to use app library for health and wellbeing;
- local Community Lounges offering advice and activities; and
- additional NHS funding to support local services.

This Directory brings together information about organisations that offer support to residents across Stoke on Trent and the surrounding areas.

As life changes, many of us may need a little extra support to stay independent. This Guide is here to help you find the right services for you when you need them.

If you're able, visit the Stoke Community Directory at **<https://stokecommunitydirectory.co.uk/>** On the website, you'll find a wide range of services for adults, carers, families and communities.

If you'd prefer to talk to someone or can't get to a Community Lounge, contact Adult Social Care on **0800 561 0015**.

Councillor Lynn Watkins

Cabinet Member for Adult Social Care and All Age Commissioning

Peter Tomlin

Corporate Director of Adult Social Care and All Age Commissioning



Whilst Care Choices and the City Council ('the Directory Partners') have taken reasonable steps to ensure that the information

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The Directory is provided as an impartial service and the Directory Partners don't recommend or endorse any providers listed. The Directory Partners haven't conducted background checks or other forms of due diligence against the providers listed in the Directory. It's therefore recommended that anyone seeking to use or access services listed on the Directory should conduct their own separate checks to ensure the service/organisation meets their needs and requirements.

To obtain extra copies of this Directory, free of charge, call **0800 561 0015**.

Regions covered by this Directory

Stoke-on-Trent

Care homes	68
Care homes with nursing	70

Cannock Chase

Care homes	71
Care homes with nursing	73

East Staffordshire

Care homes	75
Care homes with nursing	76

Lichfield

Care homes	77
Care homes with nursing	77

Newcastle-under-Lyme

Care homes	78
Care homes with nursing	79



South Staffordshire

Care homes	80
Care homes with nursing	81

Stafford

Care homes	81
Care homes with nursing	83

Staffordshire Moorlands

Care homes	83
Care homes with nursing	84

Tamworth

Care homes	85
Care homes with nursing	85

Home care agency listings

On page 55.

Keeping safe

Safeguarding adults

Safeguarding means protecting you if you have needs for care and support and if you're experiencing, or at risk of, abuse or neglect and, as a result of those needs, you're unable to protect yourself. Safeguarding is about organisations working with you to prevent the risks and experience of abuse or neglect, whilst making sure that your wellbeing is promoted, including having regard to your views, wishes, feelings and beliefs in deciding on any action.

The aims of adult safeguarding are to:

- stop abuse or neglect wherever possible;
- prevent harm and reduce the risk of abuse or neglect to you and your care and support needs;
- safeguard you in a way that supports you in making choices and having control about how you want to live;
- promote an approach that concentrates on improving life for you or any other adult(s) concerned;
- raise public awareness so that communities, alongside professionals, play their part in

preventing, identifying and responding to abuse and neglect;

- provide information and support in accessible ways to help you understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or wellbeing of yourself or of another adult; and
- deal with what has caused the abuse or neglect.

Who might abuse/neglect adults?

Anyone can carry out abuse or neglect, including:

- spouses or partners;
- other family members;
- neighbours;
- friends/acquaintances;
- local residents;
- people who may deliberately exploit you or other adults they perceive as vulnerable to abuse;
- paid staff/professionals;
- volunteers; and
- strangers.



→ Who can raise concerns of abuse or neglect?

Anyone can witness or become aware of information suggesting abuse or neglect is occurring. If you're raising a concern, you may have become aware of possible abuse if you:

- witnessed an abusive act;
- have been told about abuse by someone else;
- have found evidence of abuse; or
- have recognised several of the risk indicators and become concerned there is a high risk of abuse.

Concerns may come to light as part of the following:

- a complaint;
- an expression of concern;
- a police call-out; or
- during an assessment.

If you are concerned about adult abuse, use the following contact details below. In an emergency, always dial **999**.

Stoke-on-Trent Adult Social Care Contact Centre

Tel: **0800 561 0015** (Monday to Thursday, 8.45am to 5.00pm; and Friday, 8.45am to 4.30pm. Out-of-hours, the Emergency Duty Team will answer if there is a crisis and a need for urgent help).

Staffordshire

Staffordshire County Council

Tel: **0345 604 2719** (Monday to Friday, 9.00am to 5.00pm).

Out-of-hours: **0345 604 2886** (emergencies only).

Are you concerned about adult abuse?

If you feel you, or someone else, are being abused, it's important to tell someone. You don't need to give your name, and you will be supported if you're worried about what might happen if you report someone.

What will happen if you report it?

Trained staff will carry out a careful and sensitive enquiry. The information will be discussed with other agencies including the police. Information and advice will be offered to the person and their family as to what can be done next.

The Staffordshire and Stoke-on-Trent Adult Safeguarding Partnership Board brings together various agencies concerned with the wellbeing and protection of adults with care and support needs. The board works together to ensure that if you report abuse, the situation will improve. For more information, visit **www.staffordshire.gov.uk/staffordshire-and-stoke-trent-adults-safeguarding-partnership-board**

Refer to the useful contacts on page 48 for more organisations that can help you stay safe.

Support in your local community

Armed Forces veterans

Stoke-on-Trent City Council appreciates the personal sacrifices that those in the Armed Forces make and understands that those who have served may face unique challenges and need extra support. Charities and organisations that may offer extra support are as follows.

Royal British Legion (RBL)

The RBL offers support and advice on:

- care and independent living;

- physical and mental wellbeing;
- financial and employment support; and
- local community connections.

Tel: **0808 802 8080** (seven days a week, 8.00am to 8.00pm).

Web: **www.britishlegion.org.uk**

Tri Services Veteran Support Centre

Run by veterans for veterans, offering support

and assistance where possible with both mental and physical health. Tri Services works with other organisations such as SSAFA, Veteran UK and Walking with the Wounded to provide extra support and services.

Hassell Street, Newcastle-under-Lyme,
Newcastle ST5 1AR

Open Tuesday, Wednesday and Saturday,
10.00am to 3.30pm.

Tel: **01782 713963**

Email: **info@veteransupportcentre.org**

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



Community Lounges

A Community Lounge provides a place for you to gain local advice and support available to you and your family, including:

- budgeting skills;
- employment and training;
- volunteering;
- community activities;
- mental health and wellbeing support;
- fuel poverty;
- housing;
- benefit support;
- finding transport;
- carer support; and

- independent living.

The 18 Community Lounges are a part of a community-led support programme working alongside a network of partners, organisations and local community groups. This is as well as GPs, North Staffordshire Combined Healthcare NHS Trust and Midlands Partnership Foundation Trust.

Partners and City Council staff help operate the lounges from Monday to Sunday, situated around the city to provide a safe and comfortable space for individuals who need to come together, find support from one another and learn about available resources.

To find your nearest lounge, visit
<https://communities-together.co.uk>

Services that can help keep you healthy and well

Staying active

Being active provides many benefits, from boosting energy levels and mood to helping with weight loss. It can also help to reduce your risk of some major illnesses like heart disease, stroke, Type 2 diabetes and some cancers.

For health benefits, you should aim for 150 minutes of moderate-intensity activity a week.

This can be broken down into bouts of 10 minutes or more, aiming to exercise for 30 minutes at least five days a week. Moderate-intensity activities will make you feel warmer, and your breathing will become a bit quicker, but you should still be able to carry on a conversation.

You can achieve this through everyday activities

like gardening or doing housework. If you haven't done anything for a while, you could start with something gentle, like walking, and gradually work your way up to walking at a brisk pace. Some people like to attend a leisure centre for gyms, pools and exercise classes.

It's a good idea to include some strength and balance activities at least two days per week to help keep your muscles, bones and joints strong. This can include activities such as lifting weights, using resistance bands, yoga, tai chi, hill walking or climbing stairs.

Physical activity is helpful and doing any amount daily can be beneficial. Whatever your age, the less time you spend sitting down the better.

Dimensions Leisure Centre

Scotia Road, Burslem ST6 4ET
Tel: **01782 233500**
Email: **dimensions@stoke.gov.uk**

Fenton Manor Sports Complex

City Road ST4 2RR
Tel: **01782 233222**
Email: **fenton.manor@stoke.gov.uk**

New Horizons Sport and Leisure

Uplands Avenue, Chell ST6 6JT
Tel: **01782 235037**
Email: **new.horizons@stoke.gov.uk**

Northwood Community Sports Centre

Keelings Road ST1 6PA
Tel: **01782 234400**
Email: **northwood.stadium@stoke.gov.uk**

Wallace Sports and Education Centre

Abbots Road, Abbey Hulton ST2 8DU
Tel: **01782 234500**
Email: **wallace.centre@stoke.gov.uk**

Staffordshire

To find ways to keep active in Staffordshire, visit **www.staffordshireconnects.info/kb5/staffordshire/directory/home.page** (select 'Adults and communities', then 'Health and wellbeing'). Refer to the useful contacts on page 52 for more organisations that can help you stay active.



NHS Health Checks

The NHS Health Check is like having a free health MOT. It checks your overall health to tell you whether you're at risk of developing certain health conditions, such as heart disease, stroke, diabetes, kidney disease and dementia (for over 65s).

As well as measuring your risk of developing these health issues, an NHS Health Check gives you advice on how to prevent them.

Everyone between the ages of 40 and 74, who has not been diagnosed with one of these conditions, will be invited for a check-up once every five years. It's free of charge, including any follow-up tests or appointments.

For more information and advice on having a health check, talk to your GP.

NHS Health Checks in Staffordshire are available for eligible people via **Everyone Health**. For more information, call **0333 005 0095**, text 'HEART' to **60777** or visit **<https://staffordshire.everyonehealth.co.uk/services/health-checks>**



Flu vaccinations

Anyone can get flu, but it can be more serious for certain people, such as:

- people aged 65 or over;
- individuals with certain long-term health conditions (such as long-term heart or respiratory disease);
- pregnant individuals;
- those living in a care home;

- carers for an older or disabled person; and
- people with weakened immune systems.

If you're at risk of complications from flu or live with or care for somebody who is, then make sure you have your annual flu vaccine each year, usually from October onwards.

For more information and advice about having a flu jab, talk to your local GP surgery or pharmacist.

Keeping warm

Cold weather can make some medical conditions considerably worse. However, with a little planning and extra care, you can protect yourself and reduce the risk of becoming seriously unwell.

Stoke-on-Trent City Council funds an Energy Advice Service provided by local charity Beat the Cold. Beat the Cold can give advice on:

- paying for fuel;
- finding the best available tariffs;
- switching suppliers;
- improving energy efficiency in the home;
- fuel debt;
- accessing funding available for energy efficiency measures and heating systems; and
- registering households as priority customers with their energy provider.

Contact **Beat the Cold** by calling **01782 914915** or **0800 389 2258** or visiting **www.beatcold.org.uk** and filling out the contact form.

The City Council can also help low-income households access energy efficiency improvements

and provides Safe and Warm Home Grants for eligible households. This grant is available to private homeowners and private rented tenants who meet the scheme's criteria.

The types of work that can be carried out are:

- heating improvements, such as boiler repairs or replacement;
- draft proofing;
- loft and cavity wall insulation;
- help to reduce damp in the property; and
- measures to help prevent slips, trips and falls.

Advice and assistance to help you keep warm and safe is also offered. To check if you are eligible, use the following contact details.

Private Sector Housing Team

Tel: **01782 234474**

Email: **safeandwarmhomes@stoke.gov.uk**

Refer to the useful contacts on page 53 for more organisations that can help you with money and housing support.

Quitting smoking

Stoke-on-Trent

Stopping smoking is one of the best things you can do for your health. When you stop, your lungs have the chance to repair and you will be able to breathe easier. There are lots of other benefits too – and they start almost immediately.

Quit Smoking Stoke-On-Trent can help you stop smoking by:

- helping you create a personalised quit plan;
- providing free access to e-cigarette starter packs and eight weeks of e-liquid;



- • advising what nicotine replacement therapy (NRT) would be best for you;
- referring you to Health Coaches that can prescribe NRTs and quit aids such as gums, patches and inhalers;
- making regular one-to-one phone or video calls;
- offering overall support for up to 12 weeks; and
- enacting support for 12 weeks' post-partum.

You're eligible to use this service if you live, work or have a GP in Stoke-on-Trent and:

- have a moderate or severe mental health illness;

- are currently pregnant; or
- live with, or are the partner or family member of, a pregnant woman who is accessing the service.

To register, call **0808 169 1869**. Alternatively, visit <https://quitsmokingstoke.co.uk> to register online.

Staffordshire

If you live in Staffordshire and would like to quit smoking, speak to your GP or pharmacist. You can also contact the County Council's Stop Smoking Service on **0333 005 0095**, text 'QUIT' to **60777** or visit <https://staffordshire.everyonehealth.co.uk/services/stop-smoking>

Drugs and alcohol

The Stoke-on-Trent Community Drug and Alcohol Service (CDAS) helps people living in Stoke-on-Trent to improve their lives by reducing the negative impact that drugs and alcohol can have on people and communities.

CDAS offers a range of solution-focused support groups for anyone to attend and provides advice to support people affected by drugs and alcohol. CDAS aims to reduce the harmful effects of alcohol and drugs on individuals, families and communities by developing bespoke care and support plans with clients to aid their recovery.

The support and advice is free and confidential, and individuals are able to move at their own pace.

If you're worried about yourself or someone else, use the following contact details.

Stoke-on-Trent Community Drug and Alcohol Service (CDAS)

Unit 2, Whittle Court, 5 Town Road, Hanley ST1 2QE. Open Monday and Wednesday to Friday, 9.30am to 4.30pm; and Tuesday, 9.30am to 7.30pm.

Tel: **01782 283113**

Email: referrals@sotcdas.org.uk

Web: www.scdas.org.uk

Refer to the useful contacts on page 49 for more organisations that can help you with drugs and alcohol support.

Sexual health services

Sexual health clinics offer a range of services for anyone wishing to access support.

The C-Card offers quick and easy access to condoms. In Staffordshire, Shropshire, Telford and Wrekin this service is available to anyone aged 13-24. In Stoke-on-Trent, individuals aged 13 and over can access this service. Many local pharmacies can offer access to the C-Card and free emergency hormonal contraception to residents of Stoke-on-Trent.

LGBT Stoke is provided by the Sexual Health Prevention Team and is a service created especially

for the LGBTQIA+ community. More information is available at <https://openclinic.org.uk/services/lgbtq-sexual-health>

Sexually transmitted infections (STIs) are infections spread by sex or sexual contact. A range of STI tests are available at your local clinic. If you're 16 or over you can test for chlamydia, gonorrhoea, syphilis and HIV at home by ordering testing kits from <https://sh24.org.uk>

Your GP can also offer support, advice, guidance and treatment for many sexual-health related issues.

Psychosexual clinics provide help, support and advice for individuals and couples with sexual problems. At the clinic you will see a doctor or therapist with a special interest and further training in the management of sexual problems.

Sexual assault is any type of sexual act occurring without the consent of one of the people involved. If you have been sexually assaulted or raped there are free and confidential services available to support you.

Stoke-on-Trent sexual health clinics

Blurton Health Centre

Ripon Road ST3 3BS

Cobridge Community Health Centre

Church Terrace ST6 2JN

Hanley Health Centre

Upper Huntbach Street ST1 2BN

Meir Primary Care Centre

Weston Road ST3 6AB

Shelton Primary Care Centre

Norfolk Street ST1 4PB

To enquire about the support listed in this section, contact your local clinic by calling **0808 178 0955**. For more information about the services available, visit <https://openclinic.org.uk>



Eating well

Eating a healthy, balanced diet can play an important part in maintaining good health and can help you feel your best. For more information, visit www.nhs.uk/live-well/eat-well

Malnutrition is a common health issue and occurs

when a person's diet doesn't contain the right amount of nutrients or there is a problem absorbing nutrients from food. You should visit your GP if you believe you're at risk of malnutrition. Your GP can check for signs and any underlying conditions and refer you if needed.

Five Steps to Wellbeing

1. Connect with other people

Good relationships are important for your mental wellbeing. They can:

- help you to build a sense of belonging and self-worth;
- give you an opportunity to share positive experiences; and
- provide emotional support and allow you to support others.

2. Be physically active

Being active is not only great for your physical health and fitness. Evidence shows it can also improve your mental wellbeing by:

- raising your self-esteem;

- helping you to set goals or challenges and achieve them; and
- causing chemical changes in your brain which can help to positively change your mood.

The daily recommended physical activity level for adults is at least 150 minutes of moderate intensity activity a week or 75 minutes of vigorous intensity activity a week. For more information on exercise and fitness, visit www.nhs.uk/live-well/exercise

3. Learn new skills

Research shows that learning new skills can also improve your mental wellbeing by:

- boosting self-confidence and raising self-esteem;



- ➔ • helping you to build a sense of purpose; and
- helping you to connect with others.

Even if you feel like you don't have enough time, or may not need to learn new things, there are lots of different ways to bring learning into your life.

4. Give to others

Research suggests that acts of giving and kindness can help improve your mental wellbeing by:

- creating positive feelings and a sense of reward;
- giving you a feeling of purpose and self-worth; and
- helping you connect with other people.

It could be small acts of kindness towards other

people, or larger ones like volunteering in your local community.

5. Pay attention to the present moment (mindfulness)

Paying attention to the moment can improve your mental wellbeing. This includes your thoughts and feelings, your body and the world around you. Some people call this awareness 'mindfulness'. Mindfulness can help you enjoy life more and understand yourself better. It can positively change how you feel about life and how you approach challenges.

These priorities align with the City Council's Joint Health and Wellbeing Strategy. For more information, visit www.stoke.gov.uk (search 'Joint Health and Wellbeing Strategy').

Loneliness and social isolation

Loneliness is an individual experience. It can occur when the number of relationships you have is fewer than you'd like. It can also be caused by the loss of an important relationship (such as in bereavement) or the lack of a wider circle of friends or social network.

Social isolation is when you find yourself alone due to difficulties in mobility, transport or poor health.

Stoke-on-Trent City Council is a member of the Staffordshire More in Common Network. This network is composed of groups and partnerships around Stoke-on-Trent and the wider county, uniting around a shared 'more in common approach' that emphasises connection across lines of difference and demonstrates unity and cohesion.

All groups and partnerships in the network aim to:

- bring people from all backgrounds in the community together;
- celebrate what we have in common;
- promote mutual understanding and respect; and
- build a community where everyone has sense of identity and belonging.

One of the simplest ways to tackle the problem of loneliness and isolation is through random acts of

kindness – a simple yet meaningful gesture could make someone's day.

You could:

- take someone's wheelie bin out for them;
- let someone go in front of you in the queue at the supermarket;
- donate to a food bank; or
- smile at someone you haven't met before.

Organisations which may be able to offer support for people experiencing loneliness and isolation can be found on the Stoke-on-Trent Community Directory.

Visit <https://stokecommunitydirectory.co.uk/directory/categories/wellbeing>

Refer to the useful contacts on page 49 for more organisations that can help combat loneliness and isolation.



Helping you stay safe and independent at home

Falls prevention

There are ways to reduce your risk of falling, including making simple changes to your home, doing exercises to improve your strength and balance or contacting specialist services that can help you. If you have fallen in the past, making changes to reduce your chances of having another fall can help you overcome fears of falling again.

Here are some top tips to reduce your risk of falls:

- immediately mop up spillages;
- remove clutter, trailing wires and frayed carpet;
- use non-slip mats and rugs;
- make sure all rooms, passages and staircases are well lit;
- organise your home so that climbing, stretching and bending are kept to a minimum, and to avoid bumping into things;
- get help to do things you're unable to do safely on your own;
- don't walk on slippery floors in socks or tights;
- don't wear loose-fitting, trailing clothes that might trip you up;
- wear well-fitting shoes that are in good condition and support the ankle;
- take care of your feet by trimming your toenails regularly and seeing a GP or podiatrist (foot health professional) about any foot problems;
- keep active – doing regular strength and balance exercises can reduce your risk of having a fall; this can take the form of simple activities, such as walking and dancing, or specialist training programmes (see the 'staying active' section on page 7); and
- consider buying some simple equipment or making some minor adaptations to your home (see the following 'Home adaptations' section for more information).

Stoke-on-Trent

Revival will carry out home hazard checks to reduce the chance of falls in your home. A trained assessor will visit your home to check for hazards like loose stair carpets, unsafe rugs or mats and look at cooking and bathing safety. These checks are free, but you will need to pay for any materials.

Tel: **0333 014 3389**

Email: **hello@thisisrevival.org.uk**

Web: **www.thisisrevival.org.uk**

The Midlands Partnership NHS Foundation Trust runs a Falls Prevention Service. Two Specialist Falls Teams, covering North Staffordshire and Stoke-on-Trent and South Staffordshire, help those who have already fallen, may fall or who are at risk of serious injury, such as broken bones.

North Staffordshire and Stoke-on-Trent – North Falls Service

Burslem Health Centre, Chapel Lane ST6 2AB

Tel: **0300 123 0995** (ext. **4422**).

South Staffordshire – South Falls Service

Salter Meadow Health Centre, Rugeley Road, Burntwood WS7 1AQ

Tel: **01543 492490**

Email: **southfallsteam@mpft.nhs.uk**

Staffordshire

Use the link below to access the Staffordshire County Council Home Safety Checklist.

Web: **www.staffordshire.gov.uk** (search 'Home safety checklist').



Home adaptations

Making simple changes to your home, with aids or adaptations, can help make it easier for you to carry out the activities you need to do in life. Adaptations could be minor, such as grab rails, handrails and small ramps, or major, such as a level access shower, stair or through floor lift, ramps and hoists.

If you want to arrange your home adaptations, there are a number of builders who may be able to help. Staffordshire and Stoke-on-Trent have a register of trusted tradespeople for those little jobs that will make a big difference. For more information, visit www.traderregister.org.uk/staffordshire/index.php

Stoke-on-Trent City Council can provide adaptations for tenants with a disability who live in council housing or a Disabled Facilities Grant (DFG) for adaptations if you live in your own home or privately rented accommodation.

Requests for aids and adaptations can be considered if you, your partner or a member of your immediate family have a disability and are a permanent resident in the household. A person is regarded as having a disability if they have a physical, sensory or mental impairment, which has a substantial and long-term effect on their ability to carry out day-to-day activities within their home.

To be recommended for an adaptation, you must have an assessment from the Social Care Occupational Therapy Service (SCOTS). The assessment will involve an Occupational Therapist (OT) asking you questions over the phone and possibly visiting your home to see how you manage your daily activities. The OT will refer you to the council's Home Improvement Agency (HIA) if they identify that you need an adaptation to manage your normal daily activities.

Costs of equipment and adaptations

If the council assesses that you need equipment, this will be provided free of charge if you live in council housing. If you live in your own home or privately rented accommodation, you may have to undertake a means-test to see if you can afford to pay a contribution towards the cost of the adaptation.

Please note, there are some exclusions to this service. Use the following contact details for more information.

Social Care Occupational Therapy Service (SCOTS)

Tel: **0800 561 0015**

Email: scots@stoke.gov.uk

Home Improvement Agency (HIA)

Tel: **01782 232008**

Email: council.adapts@stoke.gov.uk

Buying or renting your own equipment

Before buying or renting any equipment, the council recommends getting independent advice to make sure you're getting the items that best meet your needs. It's also worth making sure the company that you rent or purchase equipment from has a good returns policy, in case the items aren't right for you.

You can research what equipment you need by using the AskSARA self-assessment tool, available at <https://stoke.livingmadeeasy.org.uk/> The assessment (provided by the Disabled Living Foundation) will ask you questions about the things you're struggling with and then provide recommendations of what equipment could help you. It will also provide links to trusted suppliers where you can buy equipment.

Useful contacts

You can also visit the **Living Made Easy** website for more information about equipment and adaptations. Visit <https://livingmadeeasy.org.uk>

The **NHS website** provides a useful guide to care equipment, aids and adaptations at www.nhs.uk (search 'Equipment and adaptations').

The **Staffordshire Connects** website has information on lots of products to help you stay safe and independent, as well as other support you can access in your local area. Visit www.staffordshireconnects.info

Stoke-on-Trent Adult Social Care Contact Centre

Tel: **0800 561 0015**

Staffordshire Cares Customer Contact Centre

Tel: **0300 111 8010**

Staffordshire and Stoke-on-Trent Integrated Community Equipment Service

Your local service centre is in Stafford, where Medequip runs the Staffordshire and Stoke-on-Trent Integrated Community Equipment Service.

Medequip provides this service on behalf of Staffordshire County Council, Stoke-on-Trent City Council and NHS Staffordshire and Stoke-on-Trent.

Community Equipment Service

If your needs are complex and you require long-term support, you may be eligible for an occupational therapy assessment, where an occupational therapist can work with you to find ways of managing tasks, offer advice and provide potential solutions. This is a local authority- and NHS-funded service, where Medequip provides the equipment on loan through the Community Equipment Service.

Vital equipment is sourced and delivered to support hospital discharges, avoid admission and support your needs, with the long-term aim of keeping you independent and safe in your home environment.

To access equipment, you will need to have an occupational therapy assessment. You can ask your GP for a referral or if you are to be discharged from hospital, an assessment can be arranged. To enquire or request an assessment, contact your local adult social care department.

Returning equipment

All equipment loaned by the Community Equipment Loan Service should have a Medequip label on it, showing the Medequip customer service phone number. If your equipment is no longer required and ready to be returned, call **01785 273950** or email **stafford@medequip-uk.com**

You can also return equipment directly to Medequip or drop it off at your local return point. To find your nearest drop-off location, visit **www.medequip-uk.com/contact/stafford#recycling-equipment**

Medequip

Tollgate Drive, Tollgate Industrial Park,
Beaconside, Stafford ST16 3HS

Open Monday to Friday, 8.00am to 6.00pm.

Tel: **01785 273950**

Email: **stafford@medequip-uk.com**

Self-care

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

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

VAT relief is also available on many products, giving you financial help if you're disabled or have a chronic illness. To find out more, visit **www.manageathome.co.uk** (select 'VAT Relief').

For online advice, visit Medequip's Manage At Home Advice Hub at **www.manageathome.co.uk/blogs/advice-hub/** →

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@ManageAtHome

Shop for Independent Living Products **www.manageathome.co.uk**



➔ This is a trusted resource developed with input from Medequip's Clinical Team. It provides practical articles, clinical insights and product guidance to help you make informed decisions and use equipment safely and effectively.

Staffordshire

Residents can use the 'Equipment and technology' section of the Staffordshire Connects website (www.staffordshireconnects.info) to search for products that can help maintain or regain independence.

From bath lifts to walking aids and gadgets to help with everyday tasks, the catalogue is packed full of hundreds of products.

AskSARA service

AskSARA is an online self-help guide that can provide you with advice and information on products and equipment for daily living. To use the AskSARA service visit <https://stoke.livingmadeeasy.org.uk>, then choose the subject you would like help with and answer the provided questionnaire.

Once the questionnaire is completed you will be provided with a personalised report. The report will offer you advice on ways to help you with daily activities and staying independent in your home, a list of products and equipment that suit your needs, plus extra information and helpful contacts. This report can be saved and shared with your family, friends and care workers.

Telecare and Lifeline Alarm Service

The Lifeline Alarm Service is a button, worn as a pendant or wristband, that you press if you need help. You can press the button at any time of day or night. When you push the button, the system puts you in touch with a person who can hear you and speak to you through a small base unit that is installed in your house and arrange the support you need.

Telecare is the use of sensors placed around the home to detect when problems might have happened. For example, a smoke alarm can be used to detect a fire, a flood detector can be used to alert you if the bath is overflowing, a pendant can be used to detect if you have fallen and sensors can be used to spot if you have forgotten to take your tablets or if you have left a door open. If any of the sensors detect a problem, the Telecare Service will be alerted through your Lifeline base unit and will contact you, your carer or the emergency services.

In Stoke-on-Trent, the City Council runs an in-house Telecare and Lifeline Service. Locally based technicians can install and maintain the sensors and a local call-handling team will be there to talk with you when you need help.

The City Council also has a Responder Service. These are emergency responders trained by St John's Ambulance who can respond to emergencies that don't need the police, fire or ambulance services. For example, you might have fallen and can't get up, but you don't need an ambulance to respond

and transport you to A&E. A responder can come to your home, check you're OK using their medical skills and equipment, lift you safely using a special lifting cushion and help you return to your chair – leaving you safe and comfortable at home.

The Telecare and Lifeline Service can help you maintain your independence and bring peace of mind to your loved ones.

Most people choose to pay for their Lifeline alarm, whether that be from the council or other providers. Adult Social Care will provide additional Telecare sensors following your social care assessment.

To find out the cost for a Lifeline alarm, and to arrange a demonstration and/or installation, contact the Telecare and Lifeline service on **01782 234545** or visit www.stoke.gov.uk/lifeline

For residents in Staffordshire, visit www.staffordshire.gov.uk and search 'Getting help and support with daily living', then select 'Daily living equipment and technology'.

Medequip Connect

This can help people maintain their independence by providing personal care alarms and a range of associated equipment that give people the confidence of knowing that assistance is available at any time 24 hours a day. For more information, visit www.medequip-connect.com

It's a good idea to consider the following questions before buying any assistive technology. If you are unsure about what technology might help meet your needs, you can contact your council or visit <https://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 any wires 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? ☐

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 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 drop it, is it likely to break? ☐

Cost

Do you know how much it costs? ☐

Will you need to pay a monthly charge? ☐

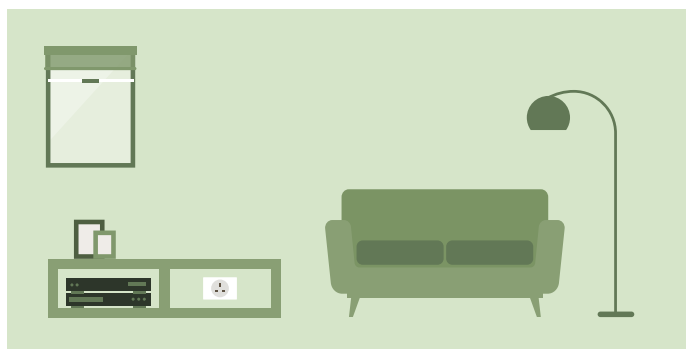
Are there alternative solutions that might be free? ☐

Is there a cost associated with servicing the equipment? ☐

Notes

Making life easier at home

If you're having difficulties with everyday tasks, these simple solutions could make life easier and enable you to retain your independence. These are a starting point; other solutions are available, which might better suit you.



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

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

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

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

Having tap turners fitted can make **using taps** easier. You could also consider changing to lever-style taps, which may be easier 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 26.

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 local 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.

Stoke-on-Trent Adult Social Care Contact Centre
Tel: **0800 561 0015**

Staffordshire Cares Customer Contact Centre
Tel: **0300 111 8010**



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

Help with caring for someone

Providing unpaid care for relatives or friends when they are in need is a role that most people will undertake at some point. In Stoke-on-Trent, it's estimated there are approximately 26,000 informal/unpaid carers with thousands more across Staffordshire.

Source: Office for National Statistics, United Kingdom Census, 2021.

A carer is anyone, both children and adults, who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, mental health problem or addiction, and cannot cope without their support.

Many people with caring responsibilities don't identify as carers but rather see themselves as a spouse, parent, sibling, friend or neighbour and could be missing out on valuable support.

There is help available from the City Council's commissioned service, North Staffs Carers, for people in Stoke-on-Trent who are an unpaid carer. A team member will have a conversation with the carer to identify what support is required. They will then arrange for a caseworker to meet the carer and complete an assessment, which will consider the impact that caring has on the carer's health and wellbeing and the things they want to achieve in their life, such as work, study or getting out and about more.

If the carer's assessment identifies a need for support, the carer will receive a support plan, which shows their needs and how these will be met. For more information, call **01782 793100** or visit **www.carersfirst.com/home**

Refer to the useful contacts on page 49 for more organisations that can provide support for carers.

Understanding the social care system

The Care Act 2014

This legislation focuses on promoting wellbeing and independence, to support people at the right time to prevent, reduce or delay care needs wherever possible.

Prevention is about helping people stay healthy, happy and independent for as long as possible, and to live in their own homes safely for as long as possible. This means reducing the chances of problems arising in the beginning and, when they do, supporting people to manage them as effectively as possible. Prevention is early support to individuals, helping

people retain their skills and confidence, whilst preventing need or delaying deterioration.

Providing information and advice is the beginning of prevention, with the aim to help promote people's wellbeing by increasing their ability to have choice and control over their lives.

For information about Adult Social Care, the City Council department responsible for enacting the Care Act 2014, visit **www.stoke.gov.uk/info/20010/adult_care_and_wellbeing**

Community support

If you feel you would benefit from community support, there are various places where you can go for information and advice. The Stoke Community Directory (**<https://stokecommunitydirectory.co.uk>**) will tell you about the different options available.

If you prefer to speak to someone face to face, visit a Community Lounge, where various services will be available to provide information, advice and signposting. For more information, see page 7.

There are also 'Community Micro-enterprises', which are making a huge difference to residents across Stoke-on-Trent. These 'enterprises' are people, helped by Community Catalysts and funded by Stoke-on-Trent City Council. See page 22 for more information about micro providers.

The City Council helps people interested in setting up their own care and support business, on a

self-employed basis or as a small enterprise.

A directory of local new and established care and support options is available on the Small Good Stuff website at **www.communitycatalysts.co.uk/smallgoodstuff** (select 'Search the directory').

For more information about Community Catalysts, visit **www.communitycatalysts.co.uk**

What if prevention has been explored?

If you feel your needs cannot be met with the options discussed so far, you can call Stoke-on-Trent City Council on **0800 561 0015**. The City Council will have a discussion with you to find out what you need and what is important to you. This will be a 'strengths-based' conversation, looking at all the options to meet your needs: what you can do for yourself and what networks, friends, family and community support is available.

If the City Council requires more information, it will undertake a Care Act 2014 'needs assessment'. This is a discussion that takes a deeper look into how your physical and mental health needs are having an impact on your wellbeing. The needs assessment also aims to find out if any of your needs are eligible for City Council support.

You will be fully involved in discussions about the support you receive, and any support you do receive needs to have your prior agreement. You will have choice and control over how and when the assessment takes place. You can also choose if you would like a family member or close friend with you during the assessment. Where a person may have difficulty being involved in the assessment, an advocate may be able to help (see page 41).

Who is eligible?

Needs assessments are available for anyone over 18. If a child appears to need care and support, the assessment can be completed before their 18th birthday to allow time for planning.

To decide on your eligibility for City Council support, it will use the Government's national eligibility criteria. If you have eligible care needs, you and a trained assessor will devise your support plan.

This explains what support you need, how it will be arranged and how much it will cost. You should be fully involved in writing your care and support plan to ensure it reflects your views and wishes.

If you're not eligible, the City Council will still offer you advice and information. It will put you in touch with other organisations and services in your community that may be able to help you.

What if my needs change?

If your needs change, you can ask for a reassessment of your care and support needs.

Staffordshire residents

You can complete the online care and support self-assessment on your own or on someone's behalf if you have permission to do so. By answering a few questions about your circumstances, you can get advice and guidance to help you make informed choices about meeting your care and support needs.

The tool also provides a recommendation as to whether a full needs assessment might be helpful and allows you to send your information on to your local council. To access the tool, visit **www.staffordshire.gov.uk** (search 'Self-assessment'). For more information, use the following contact details.

Stoke-on-Trent Adult Social Care

Tel: **0800 561 0015**

Web: **www.stoke.gov.uk/info/20010/adult_care_and_wellbeing**

Staffordshire

Staffordshire Cares

Tel: **0300 111 8010**

Email: **staffordshirecares@staffordshire.gov.uk**

Enablement

‘Enablement’ (or ‘reablement’ in Staffordshire) is about working with you, in your home, or occasionally in a care home, to help you regain independence, which you may have lost due to poor health, disability, a crisis or having spent a considerable time in hospital or residential care.

Enablement is a short-term provision and, should you require long-term care afterwards, there is a charge for continuing the service. However, a financial assessment will be completed to calculate your contribution. The service or your allocated worker will inform you of the date from which this charge applies.

The City Council will provide practical support, for example, therapy, minor adaptations or assistive technology, to help you regain mobility, confidence and life skills such as personal care and domestic tasks like cooking and cleaning. During your period of care, your needs will be looked at regularly to check your progress and recovery. Enablement supports people to ‘do things for themselves’ rather than ‘having things done for them’. Enablement could reduce need for long-term services like residential care or home care.

Hospital-based enablement

The Midlands Partnership NHS Foundation Trust provides enablement at the point of discharge from hospital to enable your recovery and optimise independence following a period of ill health. The service may also provide support to avoid admission into hospital. A health professional can provide more information about this service.

Community enablement

Stoke-on-Trent City Council offers an enablement service through its Community Wellbeing Team. The enablement service works with you to understand what matters to you, with an emphasis on encouraging you to reach your optimum level of independence. Your social worker or wellbeing assessor can provide further information about this service.

Reablement in Staffordshire

Staffordshire County Council commissions a reablement service that can help you learn or re-learn necessary skills for daily living in your home. For more information, speak to the Independence at Home service on **0330 311 5137** or email **independence@staffordshire.gov.uk**

Micro providers

Staffordshire City Council offers a service to its residents to help them live independently and comfortably in their homes. This service is called micro providers.

Micro providers are local care professionals who deliver personalised support to older adults and disabled people to help them live independently and comfortably at home.

Unlike large organisations or agencies, micro providers are independent, community-based individuals or small businesses who have a deep understanding of the local area and the people who live there.

Their services are flexible and can be tailored to each person’s unique needs, making them a friendly and reliable option for those seeking support.

Micro providers can assist with a wide range of daily living activities. These include:

- helping an individual with getting dressed;
- haircuts and personal care;
- preparing meals;
- helping with shopping, cleaning, laundry or even gardening;
- managing medication; and
- providing companionship through regular visits, walks or shared activities to reduce loneliness.

Visit **www.stoke.gov.uk/info/20010/adult_care_and_wellbeing** (select ‘Micro-provider initiative’) to access an up-to-date directory of trusted providers who have all been vetted by Stoke-on-Trent City Council.

Paying for care

Paying for care can be an expensive and long-term commitment, so it's strongly recommended that you seek specialist information and advice from qualified and regulated financial advisers before entering any arrangements.

When a local authority provides or arranges your

care services, you may have to contribute towards the cost of your care, depending on your personal circumstances. Stoke-on-Trent City Council has its own charging policies and levels for non-residential services. However, these must comply with minimum requirements. To request a copy of the City Council's Charging Policy, call **01782 236620**.

Financial assessments

If you're assessed as having eligible needs (see page 20), you will be offered a financial assessment to identify what, if anything, you need to pay towards your care costs. A financial assessment officer will ask about your income (including benefits), savings, capital and investments.

The following rules apply, but figures may change over the lifetime of this Directory:

- if your savings, capital and investments total less than £14,250, they will not be included in your financial assessment, so you will only be means-tested on the income you receive;
- savings, capital and investments between

£14,250 and £23,250 are included in your financial assessment and you will have to pay a contribution towards your care fees from your savings and income; and

- if your savings, capital and investments total over £23,250, you will likely have to pay the full cost of your care yourself.

The type of care you receive determines whether your property is included in the financial assessment. Some capital may be ignored in your financial assessment, such as certain bonds and personal belongings. This will be explained as part of the assessment.

Paying for non-residential care services

If you receive non-residential care, such as domiciliary care, your financial assessment will take into consideration certain outgoings, such as rent (where not covered by Housing Benefit), Council Tax and mortgage payments. If you own your home, its value is not included in your financial assessment unless you own a share of more than one property.

You will be given a Minimum Income Guarantee (MIG) which represents the amount of money you must be left to live on after paying for care. Your MIG level depends on age and circumstance at the time of your assessment.

If you're receiving care at home and receive certain disability-related benefits, such as Attendance Allowance, Disability Living Allowance Care Component or Personal Independence Payment Daily Living, you may also be able to keep an amount of these benefits to cover any significant extra disability-related costs.

In Stoke-on-Trent, the City Council can broker non-residential care services for people with eligible needs who are funding their own care. There is a charge for this service. Please contact the City Council for more information. See page 21.

Paying for residential care

If you require residential care, you can keep a weekly personal allowance from your income. This is for your day-to-day needs or for saving to buy items such as clothing and toiletries.

If you own your home and your spouse or partner continues to live there, its value will not be included in your financial assessment. If this does not apply, the value of your home will be ignored in your financial

assessment for the first 12 weeks of residential care. This is called a twelve-week property disregard. However, from the 13th week onwards, the City Council will treat the value of your home as capital in your financial assessment.

If your financial assessment has found you are entitled to a contribution towards the cost of your care from the City Council, there is an upper limit as to how much the City Council will pay. This is usually determined by your specific circumstances. If you choose a care home that charges more than this amount, the extra cost must be met by a 'third-party payment' or 'top-up'.

Top-ups

A top-up is the commitment of a relative, friend or charity to pay the difference between the amount contributed by the City Council and the fees charged by the care home.

Top-ups can vary between private care homes because they set their own fees, however they should be affordable. Top-ups cannot be paid from your own capital or income, except in limited circumstances.

Before anyone agrees to pay your top-up, they should be aware that the amount may increase, usually once a year. To assure that payments can be sustained for as long as required, the individual will need to sign a contract with the City Council to confirm they are able to commit to this.

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

If you're 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 with the local authority first. This may happen if a change to your arrangements is made at your request or with your agreement, such as moving to a nicer room. It's 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.

Will I have to sell my home?

If you own your home and are moving into residential care, one of the biggest worries you may have is 'what

will happen to my home?'. The following information should help with these concerns.

You may be able to use the value of your home to help pay towards care home fees. The City Council will help pay your care fees and you can delay repayment until you choose to sell your home, or until after your death. The City Council ensures the money owed is repaid by putting a legal charge on your property. This is called a deferred payment agreement.

Deferred payment agreements

The deferred payments scheme is designed to help if you have been assessed as having to pay the full cost of your residential care but cannot afford to pay the full weekly charge because most of your capital is tied up in your home. If you are eligible for a deferred payment agreement, you will be required to pay a weekly contribution towards your care. This will be determined by a financial assessment. The City Council will pay the remaining amount, known as the 'deferred payment'.

The deferred payment builds up as a debt and the City Council will provide quarterly invoices advising you of the amount. Once your home is sold, the proceeds of the sale will clear the debt. However, you don't have to sell your home if you don't want to – for example, you may decide on renting it out to generate income. If you do this, you will be expected to use the rental income to increase the amount you pay each week, thus reducing the weekly payments made by the City Council and minimising the eventual deferred payment debt.

Acceptance of any application to the scheme is at the discretion of the City Council and depends on your eligibility. The City Council strongly recommends receiving independent legal and/or financial advice before entering into a deferred payment agreement. For more information about paying for care, use the following contact details.

Stoke-on-Trent Adult Social Care contact centre

Tel: **0800 561 0015**

Web: **www.stoke.gov.uk/info/20010/adult_care_and_wellbeing**

Staffordshire

Staffordshire Cares contact centre

Tel: **0300 111 8010**

Email: **staffordshirecares@staffordshire.gov.uk**

See the useful contacts on page 53 for more organisations that can help you with money support and advice.



Understanding NHS funding

NHS Continuing Healthcare

This 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, you can receive the services in any setting, including your home or 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.

For more information, call Beacon on **0345 548 0300**.

NHS Nursing Care Contribution

Whether 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 this, paid directly to the home.

What if my circumstances change?

The amount you pay towards the cost of your care will be reassessed once a year, normally in April, at the same time as the yearly increase in State Benefits. You must also request a reassessment if there has been significant

change in your financial circumstances. If your income, savings or capital is close to falling below the threshold for financial support, it's important to contact the local authority as soon as possible to request reassessment.

Personal budgets and direct payments

A personal budget is allocated if the City Council decides, via a Care Act assessment, you are eligible for help with social care and support. You can request an assessment from the City Council.

Once assessed, the level of care and support you need and the associated cost will be determined. Your personal budget is used to purchase the care and support recommended through the assessment.

The City Council can arrange your care and support for you or the money can be paid to you directly. This is known as a direct payment.

Direct payments offer you greater choice, control and flexibility over what care and support you receive. Direct payments are usually paid into a bank account (which must be separate from your main account) or, in Staffordshire, onto a prepaid card. The City Council will support you to set up systems to manage your direct payments and will also provide help with employing a Personal Assistant (PA).

If you're unable to understand or manage your

direct payments, they may still be accessible via a 'suitable person' or an 'administered account'.

The City Council will be responsible for making sure that you're capable of managing your direct payments with, or without, support.

The City Council will ask you to sign a document called a direct payment agreement outlining:

- how the City Council wants you to record your spending – for example, keeping receipts; and
- your responsibilities as an employer – if you are paying for a PA.

If you spend direct payments on something that isn't agreed in your care plan, the City Council could take the money back or end the direct payments.

In choosing a direct payment, you will be classed as an employer and responsible for:

- arranging your support;
- making the necessary payments; and



- keeping track of what's left in your budget.

Personal Health Budget

Accessed via your local NHS team, a personal health budget supports your health and wellbeing needs, which is planned and agreed between you (or someone

who represents you) and your local NHS team.

A personal health budget allows you to manage your healthcare and support, such as treatments, equipment and personal care, in a way that suits you. For more information, visit www.nhs.uk (search 'What is a personal health budget?').

Home care

To enable you to live in your own home for as long as possible, a range of help is on offer; from day-to-day tasks, such as cleaning, shopping and preparing meals, to support with personal care, such as dressing, bathing, toilet assistance and administering medication. Care workers need to be properly trained, particularly in moving, handling and, for some tasks, using hoists.

Care workers can deliver care and support in your own home to meet your assessed care needs; this can be done multiple times a day, for a minimum of 15 minutes up to several hours. Services operate all year, including bank holidays, however this can vary.

Visits are usually available from 6.00am until 10.00pm.

Night services are also a form of home care and can be provided if you have an identified eligible care need. The hourly rates for these types of services are dependent upon the time of day and the duration of the care visits.

In Stoke-on-Trent, the City Council can broker home care services for people with eligible needs who are funding their own care. There is a charge for this service. Contact the City Council for more information.

Domiciliary (home care) contract

What is domiciliary care?

Domiciliary care, also known as home care, is personal and practical support delivered in a person's own home. It's commissioned by Stoke-on-Trent City Council for adults aged 18 and over with eligible Care Act needs that can be safely met in the community. The aim is to support independence, safety and wellbeing, not to replace what a person can reasonably do for themselves.

Domiciliary care should be used to support independence, safety and wellbeing at home. It should be proportionate, outcome-focused, regularly reviewed and adjusted as needs change.

When should domiciliary care be considered?

Domiciliary care should be considered when an adult has assessed eligible needs and requires personal care or practical assistance to live safely at home; this can include recovering from a short illness or hospital discharge or the individual requires planned longer-term support. Domiciliary care may include:

- personal care such as washing, dressing and toileting;

- medication prompting or assistance;
- mobility and moving and handling support;
- nutrition and hydration support, including meal preparation;
- assistance with daily routines linked to assessed needs;
- emotional and social support to reduce isolation;
- sitting services including day, night or waking night support; and
- escorting to essential appointments where this meets the assessed outcomes.

Domiciliary care providers are CQC registered and quality assured by the city council's Commissioning and Contracts Team and social workers should provide clear, outcome-focused care plans and maintain regular reviews.

It's expected that providers will work in partnership with professionals and raise concerns when needs change or risks increase.

Sitting services

Sitting services provide care for longer periods of time. This can be overnight or over several days. Sitting services are usually care visits that last for a few hours and can be arranged on a regular basis, an emergency basis or throughout the night (also known as night sits).

Sitting services are often delivered to ensure that you are safe within your own home, for example following a hospital stay, or as carer relief for your carer. The charges for this are dependent on the frequency, duration and amount of care required.

Live-in care

24-hour live-in care can accommodate you if you have high dependency on a permanent basis. It can also provide respite breaks for regular care workers and short-term support following hospital discharge.

In some cases, it's preferable and more economical to have a care worker living in your home. This can be for a short period or on an ongoing basis. Typical charges for this service depend on the amount of care and skill required to meet your needs. The cost is subject to your assessed eligibility. For more information, refer to the 'paying for care' section on page 23.

Before you make any decisions regarding your care, contact several providers and ask for their 'Service User's Guide', charges and a draft contract, so you can see what the contract entails and what this means for you.

The Care Quality Commission (CQC) inspects and rates home care providers to help you understand the quality of care being delivered. See page 43 for more information.

For more information about paying for care at home, use the following contact details.

Stoke-on-Trent Adult Social Care Contact Centre

Tel: **0800 561 0015**

Email: **social.care@stoke.gov.uk**

Web: **www.stoke.gov.uk/info/20010/adult_care_and_wellbeing**

Staffordshire

Staffordshire Cares Team

Tel: **0300 111 8010**

Email: **staffordshirecares@staffordshire.gov.uk**

Web:

www.staffordshire.gov.uk/adult-social-care

Refer to page 55 for a list of all home care agencies operating in Stoke-on-Trent and Staffordshire.

For further assistance with finding home care providers in your area, visit the Care Choices website at **www.carechoices.co.uk**



Search for care in your area

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



Scan to search now

 CareChoices

www.carechoices.co.uk





EXCEPTIONAL CARE, DEDICATED PROFESSIONALS

At Essential Health, our goal is to provide flexible homecare solutions that empower our clients to maintain their independence and quality of life exactly as they need us, right here in Stoke-on-Trent and Staffordshire.

- Personal care needs
- Preparation of meals and snacks
- Personal activities
- Domestic and household services
- Specialised care
- Recuperation
- Care at night
- Use of equipment

Domiciliary Care  **Palliative Care**
Live In Care  **Recuperation Service**

“ A marvellous team, always reliable and friendly. Mum looks forward to the carers coming and sharing stories. Essential Health has made a massive difference giving mum more confidence showering and at bedtime. The benefit for my sister and I, we keep our mum-daughter relationship too. Can't thank them enough. ”

Daughter of client

We're proud to offer care and support **which is as unique as you are.**

 01782 914114

 info@esshealth.co.uk

 www.esshealth.co.uk

Inspected and rated

Good



CareQuality
Commission

Scan for more
information



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 43.

Accommodation with care and support

There are various accommodation options that can incorporate care and support when needed.

Shared Lives Stoke

Shared Lives Stoke is a unique, person-centred service enabling adults with a learning disability to live locally, sharing their lives with a compatible family. An approved Shared Lives Carer will welcome you into their home, which could be for a few nights or more long term, and support your independence.

Shared Lives matches an individual with a Shared Lives Carer to make sure they have common interests and lifestyles. This helps to ensure the arrangement works for everyone. If you aren't happy with the match, the service will look for another one. 'Get to know me' visits are arranged, and placements only take place when everyone is happy and comfortable. If possible, the service will offer a choice of Shared Lives Carers.

The person wishing to access the service must:

- be over 18; and
- have eligible care and support needs.

Shared Lives Carers

Shared Lives Carers can support with:

- personal care;
- medication;
- medical appointments;
- daily living skills;
- providing transport to leisure activities, work placements and accessing the community;
- holidays and outings;
- family contact and visits; and
- meal preparations.

Shared Lives Carers will have compassion, patience, flexibility, dedication, good problem-solving skills, excellent communication, negotiation skills, commitment and a spare room in their home.

The key to Shared Lives is the safety and wellbeing of the person being looked after. Shared Lives Carers undergo a number of checks during and after the assessment process.

The home of a Shared Lives Carer has to meet fire, health and safety requirements and be in good repair and decoration. Ongoing safety checks are carried out once approved as a Shared Lives Carer.

Shared Lives Carers will provide:

- a comfortable, furnished bedroom for the person to have sole use of during their stay;
- use of the communal areas in the home, such as the living room, kitchen, bathroom and garden;
- a healthy, varied diet including meals, snacks and drinks;
- some help with day-to-day living, such as laundry and personal care; and
- care and support according to the person's care, support and wellbeing plan.

Types of placements available

Shared Lives Stoke currently offers the following arrangements:

- **long term or permanent** – an adult with a learning disability may need somewhere to live on a long-term basis. They would, after they have gotten to know the Shared Lives Carer, move in and become a member of the family home. The Shared Lives Carer will receive an allowance for the care and support the person needs, a boarding and lodging payment and room rent payment – usually paid by housing benefit;
- **short term** – this could be one night to a few weeks. It may be a one-off or planned on a regular basis. After the individual has got to know the Shared Lives Carer, they will stay with them for the agreed time. The Shared Lives

Carer will receive an allowance for the care and support the person with their needs; or

- **dementia day opportunities** – this could be up to four hours per session and can cover multiple sessions over a seven-day period of mornings, afternoons, evenings and weekends, dependent on funding and costs. The adult being cared for must have a dementia diagnosis and be referred via a social worker to the Shared Lives Team. The Shared Lives Carer will support the adult in activities in the carer's home or out in the community for the period agreed. The carer will receive an allowance for the care and support and additional expenses for mileage.

Shared Lives Stoke

Shared Lives Offices, The Meadows,
Wrenbury Crescent, Berryhill ST2 9JZ

Tel: **01782 235000**

Email: **sharedlives@stoke.gov.uk**

Web: **www.stoke.gov.uk/sharedlives**

If you live in Staffordshire and want to know more about Shared Lives, use the following contact details.

Tel: **01543 448380**

Email: **midlandssharedlives@pss.org.uk**

Web: **https://sharedlivescarers.com**

Supported living

Supported living is an umbrella term used to describe a range of accommodation and models of support. For instance, supported living can include living in a shared house, individual tenancies in the community or Adult Placement Schemes.

The support is designed to help you live more independently in the local community. In a lot of supported living models, you can choose where you live, the property type and who provides your care.

You would usually have a tenancy agreement (a contract between you and the property owner/ landlord) and your care and/or support is provided

separately. Support can vary from a few hours a week up to 24 hours a day, depending on your assessed needs. For more information, use the following contact details.

Stoke-on-Trent Adult Social Care Contact Centre

Tel: **0800 561 0015**

Web: **www.stoke.gov.uk/info/20010/adult_care_and_wellbeing**

Staffordshire

Staffordshire Cares Team

Tel: **0300 111 8010**

Email: **staffordshirecares@staffordshire.gov.uk**

Sheltered housing

Sheltered housing refers to groups of bungalows or flats, with their own kitchen, bathroom and front door, with some on-site support. Most schemes provide a housing-related support service that helps residents to remain independent for as long as possible in their own home. The service also encourages maximising income, accessing other support agencies and co-ordinates the right help at the right time. The facilities and the level of support will vary between schemes, so it's worth looking at a few schemes before deciding which one is right for you.

Typical benefits of sheltered accommodation include:

- living in a community of people aged 55 and over;
- the security of living in a complex of flats or bungalows, with features such as a door entry system and CCTV;

- a residents' lounge;
- shared laundry room;
- level access throughout;
- events and social activities available to prevent social isolation; and
- access to 24-hour emergency support.

Stoke-on-Trent Sheltered Housing Team

Tel: **01782 235675**

Email: **sheltered.housingteam@stoke.gov.uk**

Staffordshire

Staffordshire Cares Team

Tel: **0300 111 8010**

Email: **staffordshirecares@staffordshire.gov.uk**

Extra Care housing

Extra Care housing offers the same benefits as sheltered housing but with enhanced facilities and care and support staff available 24 hours a day. Residents live in their own self-contained flat, within a purpose-built development comprising between 32 and 175 flats.

Extra Care facilities support the improvement of your welfare and encourage socialisation. You can be provided with suitable accommodation at an affordable and competitive rate. Your wellbeing can improve due to a cleaner, healthier and safer living environment which, in turn, can benefit your health and social care.

Although developments vary, the benefits of Extra Care include:

- independent apartments with own front door;
- wheelchair accessibility and Lifetime Homes design;
- shared communal areas;
- support facilities;
- 24/7 emergency help;
- individual support planning;
- assistive technology (devices designed to maintain or improve your ability to do everyday things);

- restaurant on site; and
- activities that promote and support healthy living.

Current Extra Care schemes, with whom Stoke-on-Trent City Council commissions care services, are listed as follows.

Berryhill Village – Bentilee
Camoy's Court – Cobridge
Maple West – Chell
Oak Priory – Abbey Hulton
Rowan Village – Meir
St Dominic's Court – Hartshill
West End Village – Stoke
Willow Barns – Blurton

For more information about Extra Care, use the following contact details.

Stoke-on-Trent Adult Social Care Contact Centre

Tel: **0800 561 0015**

Web: **www.stoke.gov.uk/info/20010/adult_care_and_wellbeing**

Staffordshire

Staffordshire Cares Team

Tel: **0300 111 8010**

Email: **staffordshirecares@staffordshire.gov.uk**

Care homes

If you can no longer live independently at home and cannot be cared for by relatives/friends, a care home may be a suitable option. Moving into a care home is a big decision and you must be sure it's the right decision for you. If you decide to start looking at care homes, it's important to understand that they are split into categories.

Residential care homes

Residential care homes provide support 24 hours a day for people who need regular help or supervision with daily tasks such as personal care, dressing, eating, drinking, taking medication and supporting their mobility. Residential homes don't offer medical care.

Nursing homes

Nursing homes provide the same level of support as residential care homes, with the addition of 24-hour nursing care for people who need regular medical attention from a registered nurse.

Dual-registered care homes

Some care homes are dual registered which means they can provide both residential support and nursing care.

See the checklist on page 34 for useful suggestions of questions to ask when looking at care homes.

Care homes can specialise in the support they provide, such as:

- dementia;
- learning disabilities;
- mental health conditions;
- physical disabilities;
- sensory impairment;
- caring for adults under 65;
- caring for adults over 65; and
- misuse of alcohol or drugs.

The length of stay at a care home can be varied:

- short stay – when you know the date that you will be leaving. It's usually for no more than eight weeks. This can also be called respite care;
- temporary stay – when you decide you need to stay for longer than eight weeks, but you still know the date you will be leaving, and/or you are in a trial period whilst deciding if you wish to stay permanently; or
- long or permanent stay – when you will be living at the care home permanently.

Before you make any decisions regarding your care, be sure to contact several providers and ask for their

'Service User's Guide', charges and a draft contract, so you can see what the contract entails and what this means for you.

The Care Quality Commission (CQC) is the organisation that inspects and rates care homes to help you understand the quality of care being delivered. Please see page 43 for more information.

Refer to the residential care listings beginning on page 68 for all registered care homes and care homes with nursing in the Stoke-on-Trent and Staffordshire area.



Out of county care

You may choose to live in another area of the country as you want to be closer to friends and family. The home you choose must be suitable for your assessed needs and comply with the terms and conditions set by the local authority.

You can contact the Care Quality Commission

through its website (www.cqc.org.uk) where you will find details of all registered care homes in the UK.

Alternatively, this Directory's website (www.carechoices.co.uk) has details of all care provision in England.

Search for care in your area

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

Visit www.carechoices.co.uk

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 43.

Specialist care

Learning disability

There are an estimated 3,911 adults living with a learning disability (aged 18-64) in Stoke-on-Trent.

Source: Projecting Adult Needs and Service Information (www.pansi.org.uk, 2025).

As an adult with a learning disability, you may want, or need, to move into accommodation to help you become more independent or to meet your care and support requirements. This could mean moving out of your family home and into your own accommodation or sharing accommodation with others receiving support.

The support can help with independent living skills, cooking, cleaning, travel-training or money management, as well as help with health or care needs you may have.

The City Council can provide support to people who are eligible under the Care Act 2014. Access to social care services is often not free and, as well as an assessment of your care and support needs, the council will undertake a financial assessment with you to check if you can afford to contribute to the cost of the care and support that you need. This could include meeting the full cost of your support. See page 23 for more information on paying for care.

If you have a learning disability, you can also use a personal budget to pay for your support if you are eligible. For more information, see page 25.

Stoke-on-Trent

The Learning Disability and Enhanced Transition Social Work Team can work with you if you're aged 14-25, have eligible care and support needs and a learning disability.

In addition, if you're a young person currently supported by Children's Social Care, and you may later require the support of Adult Social Care, the team can provide enhanced transition support. Through a social work approach, this includes:

- holistic assessments, enabling you to maximise independence and make the most of the opportunities available in your community;
- supporting you if you're a young person with identified eligible care and support needs or if you have a disability through transition into adulthood and older age; and
- supporting you if you're an adult to meet identified eligible care and support needs through a range of services, including direct payments.

The Meadows

Stoke-on-Trent City Council's in-house short stay and respite care service for adults with learning disabilities and/or autism.

Wrenbury Crescent, Berryhill ST2 9JZ

Tel: **0800 561 0015**

Staffordshire

For more information about getting help with learning disabilities, visit www.staffordshire.gov.uk (search 'Learning disabilities, autism and sensory support') or contact Staffordshire Cares on **0300 111 8010**.

Refer to the useful contacts on page 51 for more organisations that can provide support for people living with a learning disability and/or autism.

Physical disability

Over 10 million people in the UK live with a long-term illness, impairment or disability. The most common disabilities are those that affect how you move, including how you lift and carry things. Disabilities generally affect older people, with one in two people

over State Pension age and one in seven working adults having a disability.

Help and advice is available from both local and national organisations to help people with a

physical disability to lead a happier, healthier and more independent life. More information on these organisations can be found on page 50.

The support you require will be tailored to your specific needs and may be provided by the independent and not-for-profit sectors, as well as by your local council. Where eligible for health and adult social care support, help at home with personal care is available 24/7, if needed. A financial assessment

will be undertaken, and you may have to pay an affordable charge towards your support. See page 23 for more information about assessments. There are also private agencies offering help at home with personal care and housework. See page 26 for more information.

Refer to the useful contacts on page 50 for information about organisations that can support people living with a physical disability.

Services for people with a sensory need

The Stoke-on-Trent City Council Sensory Team can work with you if you're over the age of 18 and:

- have a dual sensory loss (deaf/blind);
- are deaf or hard of hearing;
- have severe sight loss (blind); or
- are partially sighted or experiencing significant vision loss.

Please note, if your issues relate to a visual impairment, the team can offer support to children and young people below the age of 18. However, this support is normally accessed through school or college.

The team will assess how your sensory needs affect your daily life and can offer support such as:

- providing some basic equipment to help around the home (such as vibrating pagers linked with smoke alarms and liquid level indicators to help you make a drink);
- letting you try out more complex equipment to see if it's right for you, before you decide on buying anything;

- giving advice, information and signposting you to other places you can get help;
- showing you how to do basic tasks at home (such as washing, dressing and preparing meals); and
- teaching you how to use a white cane to find your way around independently.

To ask for an assessment from the Sensory Team, use the following contact details to contact the Social Care front door team.

Stoke-on-Trent Adult Social Care Contact Centre

Tel: **0800 561 0015**

Web: **www.stoke.gov.uk/info/20010/adult_care_and_wellbeing**

Staffordshire

Staffordshire Cares Team

Tel: **0300 111 8010**

Email: **staffordshirecares@staffordshire.gov.uk**

Refer to the useful contacts on page 51 for more organisations that can provide sensory impairment support.



Support for families of children
with additional needs -
from birth to adulthood

- Free regional SEND guides
- Ask the Experts series
- Real-life blogs & experience
- Practical advice
- Directory of services

Got a question? We're here to help!



@weareMFON



@weareMFON



@wearemfon



@My-Family-Our-Needs

www.myfamilyourneeds.co.uk 
hello@myfamilyourneeds.co.uk 

Mental health

Poor mental health can affect anyone at any time. Wellbeing, or positive mental health, improves quality of life in many ways, including reducing limitations in daily life; better physical health; higher educational attainment; greater likelihood of employment; and improved relationships.

There are many different types of mental health needs, from mild issues to more severe and enduring conditions. Some examples include anxiety, dementia, depression, eating disorders, Obsessive Compulsive Disorder (OCD) and Post-Traumatic Stress Disorder (PTSD). If you're concerned about an immediate risk of harm – either to yourself or someone else – phone **999**.

North Staffordshire and Stoke-on-Trent residents

The Access Team is the single point of contact and access for all North Staffordshire Combined Healthcare NHS Trust services. The Access Team provides 24/7 cover for all mental health services across Stoke-on-Trent and North Staffordshire.

Tel: **0800 032 8728** (option one).

Web: **www.combined.nhs.uk** (search 'Crisis care centre').

South Staffordshire residents

The Access Team is a 24/7 urgent NHS mental health service providing telephone support, advice and triage. This service is provided by Midlands Partnership NHS Foundation Trust.

The team can offer advice and guidance to you, your family and your carer if necessary.

Tel: **0808 196 3002**

Email: **mhsi.staffordshire@mpft.nhs.uk**

Web: **www.mpft.nhs.uk/emergency-help**

If you have any non-urgent concerns about your mental health, you should visit your GP, who can offer you advice and support and, where appropriate, referral to specialist services.

Self-referral or GP referrals can be made to Staffordshire and Stoke-on-Trent Talking Therapies (<https://staffsandstoketalkingtherapies.nhs.uk>). The service can help with mental health needs and offer appropriate treatments. It will also help if you live with a long-term condition such as diabetes, respiratory problems, chronic pain or fatigue.

Advice and support is also available for anyone living in Stoke-on-Trent and Staffordshire through the Staffordshire Mental Health Helpline. Call **0808 800 2234**, available 24/7.

Refer to the useful contacts on page 52 for more organisations that can provide mental health support.



End of life care

Although the subject of dying is often painful to contemplate, it's essential that you and your relatives discuss your wishes as you near the end of your life. Good planning for all your needs should mean you can remain at home or in a care home during your final days and not be admitted to hospital, if you choose.

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 and how 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 and other health professionals (e.g. hospital doctor, Macmillan Nurse, hospice professional or district nurse), to ensure your needs and wishes are discussed. An end of life care plan should be drawn up, as it's vital to establish your preferences and choices.

You could use the Preferred Priorities for Care (PPC) document to help outline 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. You can see examples of this document by searching 'Preferred Priorities for Care (PPC) document' online.

It's worth asking care providers whether they are working towards The Gold Standards Framework or a similar standard. These 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 near the end of life.

Refer to the useful contacts on page 50 for more organisations that can provide end of life care and support.

Dementia

The term 'dementia' is used to describe a collection of symptoms, including a decline in memory, reasoning, communication and a gradual loss of skills needed to carry out daily activities. Dementia mainly affects older people and, after the age of 65, the likelihood of developing dementia roughly doubles every five years. However, an increasing number of people under 65 are being diagnosed with dementia in Stoke-on-Trent.

The most common type of dementia is Alzheimer's disease. Vascular dementia is second. This year, one person will develop dementia every three minutes, according to Alzheimer's Society.

In Stoke-on-Trent, the City Council has been working with its partners to improve services and support for people living with dementia and their carers. As a result, there has been great improvement in diagnosis rates and services available to support people with dementia and their carers.

The City Council's vision is to create a dementia-friendly community that helps to improve quality of life for people with a diagnosis of dementia and their carers. The City Council will ensure that people are supported to live well with dementia through working together with service users, carers and partner organisations to continue to deliver the national strategy at a local level.

Getting a dementia diagnosis

If you have any concerns, the first point of contact should be your GP. They will talk to you about your concerns and, where appropriate, refer you to a specialist memory clinic.

After diagnosis

Following a formal diagnosis of dementia, you will be referred (with your consent) to the memory support service, Dementia Connect, provided by Alzheimer's Society.

Dementia Connect combines face-to-face support with information offered by specially trained dementia advisers. The service has a specialist early onset worker as the associated needs differ considerably. You will also have access to several other dementia support services available locally such as advocacy, specialist day centres, a range of group or individual therapies, social care and community nursing. Further learning opportunities are available for carers and people living with dementia through the Carer Information and Support Programme or Living Well with Dementia Programme.

Marrow House

Stoke-on-Trent City Council has also developed a specialist integrated health and social care dementia centre called Marrow House. The centre brings together specialist dementia services and

professionals under one roof. These services include:

- memory services which provide assessment, diagnosis, treatment, review and follow-up checks for people living with dementia;
- the Community Mental Health Team, which provides assessment, treatment, care management and review services for you and others who may have a variety of issues including anxiety, depression, dementia and other mental health illnesses related to older age; and
- dementia reablement services that can support you to regain skills and confidence to maximise your independence and remain living in your own home for longer.

The centre also has an information and advice area that people living with dementia and their carers can use to access information, support and advice from people who are compassionate and knowledgeable about dementia.

For more local dementia support services, visit the Stoke-on-Trent Community Directory, available at <https://stokecommunitydirectory.co.uk>

The Stoke-on-Trent Joint Dementia Strategy was developed by Stoke-on-Trent City Council and

Stoke-on-Trent Clinical Commissioning Group in partnership with health, voluntary and community organisations.

‘Stoke-on-Trent Joint Dementia Strategy 2025-29’ can be found on the City Council’s website. Visit www.stoke.gov.uk (search ‘Dementia strategy’).

Dementia Connect Service

You can contact the service pre- or post-disgnosis. Referrals can be made by yourself, your carer, a family member, your GP or social worker.

Tel: **0333 150 3456**

Email: dementia.connect@alzheimers.org.uk

Web: www.alzheimers.org.uk/get-support/dementia-support-services/your-local-services (search ‘Stoke-on-Trent’).

Marrow House

Specialist integrated health and social care dementia centre.

Forrister Street,
Meir Hay ST3 1SQ

Tel: **01782 234903** or **01782 234888**

Refer to the useful contacts on page 51 for more organisations that can help provide dementia support.

Search for care in **your area**

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



www.carechoices.co.uk



 CareChoices

Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

We suggest 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 34. 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 43.

Where to go for independent advice and guidance

Advocacy

Advocacy is a process of supporting and enabling people to express their views, thoughts and concerns; access information, advice and guidance; and explore choices and options for services and care provision. Advocacy aims to:

- ensure your voice is heard and listened to;
- find out your views, wishes and aspirations and put these across to the people who need to know; and
- ensure you can make your own choices in life and have the chance to be more independent. This does not mean doing everything by yourself, it means being in control of your life and decisions relating to you.

Advocacy is independent support that is time-limited and free of charge at the point of request.

Who might need an advocate?

Anyone who requires support when making decisions about their own care and support may require an advocate. This means supporting you to understand the care and support process, how you can be involved and take part and how/if you can lead or direct the process. All local authorities must arrange an independent advocate if:

- you have substantial difficulty being involved in decisions around your care and support; and
- there is no appropriate individual available to support and represent your wishes.

All local authorities have a statutory duty to provide the following adult advocacy services:

- Care Act Advocacy;
- Independent Mental Health Capacity Advocacy (IMCA);
- Independent Mental Health Advocacy (IMHA); and
- Independent Health Complaints Advocacy (IHCA) (NHS Complaints).

Who can act as an independent advocate?

An independent advocate must be experienced, qualified and independent of the local authority, NHS and other health care providers. You can choose an appropriate individual to be your advocate. Alternatively, professional advocates are available.

Care Act Advocacy

There is a statutory requirement to provide independent advocacy services to people who would experience substantial difficulty in being fully involved in their assessment, in the preparation of their care and support plan, in the review of their care plan, or where there is no one appropriate available to support and represent the person's wishes as per sections 67 and 68 of the Care Act 2014.

What is Independent Mental Capacity Advocacy (IMCA)?

An advocate who has been trained in the Mental Capacity Act is called an IMCA. If you're 16 or over, have been formally assessed to lack mental capacity and have no appropriate friends or family to consult, then you must have an IMCA present when you need to make a decision about:

- a serious medical treatment;
- where you live;
- whether a Liberty Protection Safeguard (LPS) needs to be applied; and
- having someone else making decisions on your behalf about what is best for you, such as a doctor or care manager.

What is Independent Mental Health Advocacy (IMHA)?

The IMHA service is a specialist type of mental health advocacy. An IMHA should be provided for you if you are:

- detained under the 1983 Mental Health Act as revised (even if on leave of absence from the hospital) apart from patients detained under sections 4, 5(2), 5(4), 135 or 136;



- • conditionally discharged or a restricted patient;
- subject to guardianship; or
- under a supervised Community Treatment Order.

If none of the above applies to you, you're also eligible:

- if you're being considered for a treatment to which Mental Health Act Section 57 applies (i.e. treatments requiring consent and a second opinion);
- if you're liable to be detained under the Act; or
- if you're under 18 and being considered for Electro-Compulsive Therapy or any other treatment to which Section 58A applies (for example, treatments requiring consent or a second opinion).

Independent Health Complaints Advocacy

If you want to complain about an NHS service, or someone wants to make a complaint on your behalf, the NHS Complaints Advocacy can support you. The service aims to help you understand your options and support you through the NHS complaints

process. Support will be agreed with you and an advocate will work with you to ensure you get the best possible resolution to your complaint.

Stoke-on-Trent

The City Council has appointed Asist to provide advocacy services for residents of Stoke-on-Trent. Call **0300 800 1000** or visit **<https://asist.co.uk/>** Further information on advocacy services can be found on the Stoke-on-Trent Community Directory at **<https://stokecommunitydirectory.co.uk>**

Stoke-on-Trent Adult Social Care

Tel: **0800 561 0015**

Web: **www.stoke.gov.uk/info/20010/adult_care_and_wellbeing**

Staffordshire

There is a range of specialist advocacy services in Staffordshire. Visit **www.staffordshireconnects.info** (select 'Adults and communities', then 'Support groups and advocacy').

Refer to the useful contacts on page 49 for more organisations that can provide advocacy services.

Obtaining legal advice

A solicitor can give you independent advice about wills, gifting and managing your property. Some can also offer guidance on immediate and long-term care plans.

Lasting Powers of Attorney (LPAs) are legal documents which allow you to appoint someone you trust to make decisions on your behalf. This gives you more control over what happens to you if you have an accident, an illness or are unable to make decisions yourself. This includes making decisions about consent to healthcare and/or medical treatment, your property and/or your financial affairs.

An LPA is only valid once registered with the Office of the Public Guardian. If you're unable to make a decision and don't have an LPA, the Court of Protection can issue Orders concerning your property and financial affairs, or you can appoint someone to help with these decisions. This procedure can be slow and expensive, so it's advisable to prepare an LPA in advance.

An 'advance statement' is a written document which allows you to communicate your wishes regarding future medical treatment, but it's not legally binding and, therefore, does not have to be followed. You may instead wish to make a living will, otherwise known as an 'advance decision', detailing the treatment that you don't want to receive in specified circumstances. Advance decisions are legally binding and must be followed.



Checking the quality of your care

Inspecting and regulating care services

Health and social care services must be registered with the Care Quality Commission (CQC) to show they meet a set of standards. This also determines the type of services delivered.

The 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 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 domain. The ratings provide an assessment of service performance at the time of the completed inspection. It's important to recognise that, between CQC inspections, services may improve or decline.

It's always a good idea to check inspection reports and ratings when choosing a care service. However, be mindful of the time the service was last inspected and the potential for it to be out of date. 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/give-feedback-on-care

CQC assurance

The CQC assurance framework for adult social care requires the CQC to visit local authorities and assess their processes. Local authorities across England can be visited at any time by the CQC to assess how they are making a difference to people's lives.

The CQC assessment

A key part of the CQC assessment is how local authorities place people's experiences at the heart of their decisions, and they should expect to be assessed across the following themes:

- working with people;
- providing support;
- ensuring safety; and
- leadership.

For more information, visit www.cqc.org.uk/guidance-regulation/local-authorities

Tel: **0300 061 6161**

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

Write to: CQC National Customer Service Centre,
Citygate, Gallowgate,
Newcastle-upon-Tyne NE1 4PA

Healthwatch

Healthwatch Stoke-on-Trent and Healthwatch Staffordshire are the independent champions for people using local health and social care services.

Healthwatch listens to what you like about services and what could be improved. Sharing its views among those with the power to make changes.

You can also speak to Healthwatch to find information about health and social care services available locally. The sole purpose of Healthwatch is to make care better for you.

You can anonymously share your story and thoughts about doctors, hospitals, opticians, dentists,

outpatients and other health and social care services in Stoke-on-Trent to the Healthwatch Feedback Centre. Your story has the power to make change happen. To see how Healthwatch uses your stories, visit www.healthwatchstokeontrent.co.uk/privacy-statement

Healthwatch Stoke-on-Trent

Commerce House, Festival Park ST1 5BE

Tel: **0330 313 0247**

Email: info@healthwatchstoke.co.uk

Web: www.healthwatchstokeontrent.co.uk

Staffordshire

Healthwatch Staffordshire

Civic Centre, Riverside,

Stafford ST16 3AQ

Tel: **0800 051 8371**

Email:

enquiries@healthwatchstaffordshire.co.uk

Web: <https://healthwatchstaffordshire.co.uk>

For information about how to make a complaint to the local authority, see page 45.

Sarcp Staffordshire Care Association



Staffordshire Care Association (Sarcp) operates a membership structure and is open to all providers

of adult social care and support in Staffordshire and Stoke-on-Trent who wish to join, including care homes, home care, supported living and day opportunity providers.

Governed by an Executive Board of experienced directors, the association aims to support and represent the business interests of Staffordshire providers, with a collective representative voice, enabling proactive relationships with local partner organisations to promote viable high-quality services.

Sarcp works with local training providers to facilitate quality face-to-face training opportunities that meet provider needs. Networking events and seminars are also planned to enable knowledge-sharing, learning and understanding of the social care economy.

Contact us about adult social care-related matters or to receive more information about our services.

Sarcp

Offices 23/24, Brookside Business Park,
Cold Meece, Near Stone ST15 0RZ

Tel: **01785 760070**

Email: bdm@sarcp.com or sally@sarcp.com

Web: <https://sarcp.com>

Stoke-on-Trent City Council – Contract Management and Provider Improvement Team

The City Council commissions services to support adults with social care and support needs. The intention is always to contract with providers who deliver high-quality, efficient and effective services.

The Contract Management and Provider Improvement Team is responsible for contract management functions and, therefore, has regular contact with providers regarding the quality and performance of services.

Where appropriate, information is shared with relevant partners in the best interests of service users and for service delivery standards. Contract management functions may include analysing data,

reviewing key performance indicators, monitoring visits to services and sharing information between all key partners.

Where there are quality or performance concerns in relation to a service, a process is followed to support necessary improvements and determine any next steps.

This may include the creation of improvement plans or temporary suspension of placements. Where improvements aren't deemed to be satisfactory, further contractual action is considered. However, this is a last resort option and requires planning at a multi-disciplinary level.

Complaints, comments and compliments

Adult Social Care is here to support and listen to complaints, comments and compliments. You should feel able to complain about any aspect of your care or experience which affects your happiness, comfort and wellbeing. The council will listen and consider how things can be improved. Making a comment or complaint will not put you at a disadvantage or place the services that you receive at risk.

Who can make a complaint?

You have the right to complain if you, a family member or someone close to you receives a social care service, has been refused a service or has been affected by a plan or decision. You should be aware that if you're making a complaint on behalf of the person receiving the service, the City Council may need to seek their consent for you to do this.

How can you tell the City Council what you think?

The City Council aims to solve any problems as quickly as possible. Initially you should contact the staff you have been dealing with or the manager of the service. All registered providers have a complaints procedure, details of which must be made available to clients, residents, relatives and carers.

If you remain dissatisfied following the outcome, there are several options available to you. You may contact the Adult Social Care Complaints Manager or, if your concern is regarding a breach of regulation, the Care Quality Commission (see page 43 for contact details).

You can also talk to your local authority; Stoke-on-Trent City Council and Staffordshire County Council welcome your feedback, whether you have a complaint, comment or compliment.

You can also ask the Local Government and Social Care Ombudsman (LGSCO) to consider your case if you're not happy with how a service has dealt with your complaint about care or an experience you have had. However, the LGSCO will ask the local authority to resolve a complaint locally before getting involved. If you're a self-funding resident within a care setting, you need to contact the LGSCO in the first instance if you have a complaint.

Local Government and Social Care Ombudsman (LGSCO)

PO Box 4771, Coventry CV4 0EH

Tel: **0300 061 0614**

Web: **www.lgo.org.uk**

Stoke-on-Trent

You should contact the member of staff who has been supporting you in the first instance. If you still feel unsatisfied after receiving this response, complete the online customer feedback form which can be found on the city council's website. Alternatively, you can contact the Customer Feedback Team using the following details.

Tel: **01782 234234**

Web: **www.stoke.gov.uk/customerfeedback**

Staffordshire

Initially, you should contact the member of staff who has been supporting you. If you still feel unsatisfied after receiving this response, contact the Staffordshire County Council Customer Feedback and Complaints Team using the following details.

Tel: **0300 111 8004**

Email: **complaintsandcustomerfeedback@staffordshire.gov.uk**

Web: **www.staffordshire.gov.uk**



Further information online

There is a lot of information available online which can help your health and wellbeing. Free internet, computer access and computer skills training are available in all libraries across Stoke-on-Trent.

Stoke-on-Trent

For a full list of libraries, visit

<https://librariesonline.stoke.gov.uk> (select 'Contact us').

Staffordshire

To find libraries in the wider Staffordshire area, call **0300 111 8000** or visit

www.staffordshire.gov.uk/libraries-0



Stoke-on-Trent City Council website

You can find information about care and support in Stoke-on-Trent via the city council's website at **www.stoke.gov.uk**

The information available includes:

Adult care and wellbeing

- how to report abuse and neglect;
- understanding social care assessments;
- paying for care and support;
- how to live independently, including finding out about Lifeline and Telecare technology; and
- information about disability grants.

Libraries, sport and leisure

- activities to help you live a healthy lifestyle; and
- information about museums, parks and leisure centres in your area.

Council Tax and benefits

- how to apply for welfare benefits; and
- help with budgeting.

Housing and neighbourhoods

- council housing;
- private housing; and
- homelessness.

Children and families

- children and youth centres;

- Special Educational Needs and Disabilities (SEND); and
- childcare.

The website allows you to sign up for email newsletters on various topics such as dementia care, disability-friendly activities, community and resident associations.

MyStoke online account

You can register for a MyStoke online account via **www.stoke.gov.uk/myaccountpage**

The MyStoke account can help you to:

- request and track a range of City Council services; and
- view your local services and facilities.

The MyStoke account can also help you access the following services online:

- Council Tax;
- business rates;
- benefits;
- housing rent and tenancy; and
- report issues such as fly tipping, litter, graffiti and potholes.

The MyStoke mobile app is available for both iOS (Apple) and Android (Google Play). The app gives you additional ways to stay in touch and up to date with City Council services.

Stoke-on-Trent Community Directory

STOKE-ON-TRENT COMMUNITY DIRECTORY

The Stoke-on-Trent
Community
Directory helps

you quickly and easily find information about local groups and organisations in Stoke-on-Trent. The directory can be used to find local support and information in the following areas:

- care homes and supported accommodation;
- help with caring for someone;
- help at home;
- things to do;
- help with money, benefits and employment;
- health, mental health and wellbeing;

- advocacy;
- legal support;
- transport; and
- keeping safe.

Groups and organisations can be searched for using location, age group and targeted health conditions. The Community Directory is compatible with mobile phones and tablets meaning you can access information when you're on the move.

Stoke-on-Trent Community Directory

Web: <https://stokecommunitydirectory.co.uk>

Staffordshire County Council website

You can find information about care and support in the wider Staffordshire area via Staffordshire County Council's website at www.staffordshire.gov.uk/adult-social-care/ask-help-social-care

The myStaffs mobile app is available for both iOS (Apple) and Android (Google Play). The app gives you additional ways to stay in touch and up to date with Staffordshire County Council services.

Staffordshire Connects

This is an online directory providing details about hundreds of different care and support services, organisations, local activities, events, clubs and community groups taking place across the county.

Staffordshire Connects

Web: www.staffordshireconnects.info/kb5/staffordshire/directory/home.page

NHS website

The NHS website is the UK's biggest health website, connecting you to information and local services. It provides medical information, a self-help guide, a symptom checker and a useful A-Z health encyclopaedia. There is also a telephone advice line, which you can call when you need medical help quickly, but not in an emergency; dial **111** or visit www.nhs.uk

NHS Better Health website

'Better Health' provides tips, tools, support and encouragement to improve your health. It helps you find the right balance to make positive changes that fit your lifestyle. Areas of help include:

- anxiety;
- low mood;
- stress;
- sleep;
- quit smoking;
- drink less;
- eat better;
- move more;
- diabetes;
- sexual health;
- lose weight;
- check your health;
- helping others; and
- urgent support.

NHS mobile apps

The following mobile apps are available for both iOS (Apple) and Android (Google Play):

- NHS App;
- NHS Quit Smoking;
- Active 10;
- Drink Free Days;
- Couch to 5K; and
- Easy Meals.

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're 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 43), 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**

Useful contacts

In this section, you will find local groups and organisations who can help improve your wellbeing.

For a full list of local groups and organisations, visit the Stoke-on-Trent Community Directory at **<https://stokecommunitydirectory.co.uk>**

Staying safe

For more information, see page 5.

Glow

If you're experiencing abuse of any kind in your relationship, Glow can help. Whether it's supporting you to stay safe where you are now, or help to find immediate safe accommodation, you don't have to go through abuse alone. • Tel: **0330 094 5559**
Email: **support@findtheglow.org.uk**
Web: **www.findtheglow.org.uk**

Staffordshire Victims Gateway Service

A free and confidential service that provides information, advice or practical and emotional support to all victims of crime in Staffordshire and Stoke-on-Trent, even if you haven't reported the crime to the police.

Tel: **0300 303 0588**

Email: **help@svg.org.uk**

Web: **<https://svg.org.uk>**

National

Hourglass

Works to protect and prevent abuse if you're a vulnerable older adult.

Tel: **0808 808 8141**

Text: **07860 052906**

Web: **www.wearehourglass.org**



Advocacy support

For more information, see 'Advocacy' on page 41.

Asist

Empowers individuals to be part of decisions in their lives.

Tel: **0300 800 1000** • Email: enquiries@asist.co.uk

Web: <https://asist.co.uk>

Beth Johnson Foundation

The Dementia Advocacy Project provides independent advocacy support if you're living with dementia.

Tel: **01782 844036**

Email: admin@bjf.org.uk

Web: www.bjf.org.uk

Carer support

For more information, see 'Help with caring for someone' beginning on page 20.

Stoke-on-Trent All Age Carers Service

This provides a single point of access to a wide range of support services, information, advice and guidance for carers of all ages. • Tel: **01782 793100** • Web:

www.carersfirst.com/s-o-t-all-age-carers-service

North Staffs Carers

Offers information, training and ongoing support to carers of all ages, ensuring that each case is treated in a confidential manner.

Tel: **01782 793100** • Email: info@carersfirst.com

Web: www.carersfirst.com/home

National

Carers Trust

The largest provider of comprehensive carers' support services in the UK. • Tel: **0300 772 9600**

Email: info@carers.org • Web: <https://carers.org>

Carers UK

The voice of carers.

Tel: **0808 808 7777** • Email: advice@carersuk.org

Web: www.carersuk.org



Drug and alcohol support

For more information, see 'Drugs and alcohol' beginning on page 10.

Stoke-on-Trent Community Drug & Alcohol Service (CDAS)

Unit 2, Whittle Court, 5 Town Road, Hanley ST1 2QE

Tel: **01782 283113** • Email: referrals@sotcdas.org.uk

Web: www.scdas.org.uk



National

Al-Anon Family Groups

Worried about your or someone else's drinking? Help and hope is available for families and friends of alcoholics. • Helpline: **0800 008 6811** (open daily from 10.00am to 10.00pm).

Email: helpline@al-anonuk.org.uk

Web: <https://al-anonuk.org.uk>

FRANK

Facts, support and advice on drugs and alcohol.

Tel: **0300 123 6600** (24/7). • Text: **82111**

Web: www.talktofrank.com

Support for older people

Beth Johnson Foundation

The Healthy Generations Project helps people aged 50 years and over manage their health and

wellbeing using digital technology.

Tel: **01782 844036** • Email: admin@bjf.org.uk

Web: www.bjf.org.uk

→ CareLink

Provides a free befriending service (over the phone and face to face), small community social groups, trips and activities, help to maintain healthy and independent living and support to link you with community groups to reduce loneliness and isolation. • Tel: **01782 810320**
Email: **carelink@saltbox.org.uk**
Web: **www.saltbox.org.uk/carelink**

Healthy, Happy Lives

A Royal Voluntary Service programme supporting older people living with conditions such as frailty and cognitive impairment, to improve their health and emotional wellbeing. The programme aims to give all older people, whatever their ability, the tools to help them shape and have more control over their later life experiences. An evidence-based set of activities has been designed to help achieve this. They are offered at home to help keep minds and bodies active, alongside regular health and wellbeing calls. • Tel: **01782 917938** • Email: **staffordshirehub@royalvoluntaryservice.org.uk**

Medequip – returning equipment

If your equipment is on loan to you, it must not be sold or disposed of. When you no longer require it, please contact Medequip to request free

collection. Alternatively, you may return it to your local drop-off point; visit the website below. If you purchased your equipment and are looking to dispose of it, visit the Equipment Recycling page via the website below. • Web:

www.medequip-uk.com/returning-equipment

National

Friends of the Elderly

A charity that will support you if you're an older person with a range of practical needs.

Tel: **0207 730 8263** • Email: **enquiries@fote.org.uk**

Web: **https://fote.org.uk**

Independent Age

Advice on home care, care homes, NHS Services, housing and other issues.

Tel: **0800 319 6789**

Email: **helpline@independentage.org**

Web: **www.independentage.org**

Silver Line, The

A free, national confidential helpline providing information, friendship and advice to you and other older people, open 24/7.

Tel: **0800 470 8090**

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

End of life care and support

For more information, see 'End of life care' beginning on page 37.

Dougie Mac Hospice

Provides its services free of charge to patients with life-limiting illnesses in Stoke-on-Trent, North Staffordshire and the surrounding villages, also offering supportive care to families and carers. The hospice helps adults living with cancer and non-cancer life-limiting illnesses such as advanced heart failure, dementia, motor neurone disease and incurable lung diseases.

Tel: **01782 344300** • Email: **post@dmhospice.org.uk**

Web: **https://doughiemac.org.uk**

Katharine House Hospice

Provides end of life care and support in mid-Staffordshire.

Tel: **01785 254645** (reception) or **01785 270832**

(advice line). • Web: **www.khhospice.org.uk**

National

Hospice UK

A charity if you're involved in palliative, end of life or hospice care.

Tel: **0207 520 8200**

Web: **www.hospiceuk.org**

Disability support

For more information, see 'Specialist care' beginning on page 35.

Disability Solutions West Midlands

A Disabled People's User Led Organisation (DPULO)

that aims to help you if you're living with a disability in North Staffordshire. The organisation aims to help disabled people to be fully engaged with the demands of today's society.

Web: **https://disabilitysolutions.org.uk**

Learning disability and/or autism support

For more information, see 'Learning disability' beginning on page 35.

Lifeworks North Staffs

Charity supporting high-functioning individuals, from the age of 14 years and over, who are on the autistic spectrum, or who think they are on the spectrum but don't yet have a formal diagnosis, to achieve a sustainable lifestyle.

Tel: **01782 615222**

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

Web: **https://lifeworksnorthstaffs.org.uk**

National

British Institute of Learning Difficulties (BILD)

Committed to improving your quality of life if you have a learning disability.

Tel: **0121 415 6960**

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

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

Sensory impairment support

For more information, see 'Services for people with a sensory need' beginning on page 36.

Beacon Centre for the Blind

Supporting people living with sight loss to thrive and live more independent lives for more than 140 years. From employment and life skills, sport and leisure activities through to the latest equipment and assistive technological aids.

Tel: **01902 880111**

Email: **enquiries@beaconvision.org**

Web: **https://beaconvision.org**

Deaflinks Staffordshire

An organisation providing various social and support services to the local deaf and hard-of-hearing community. For more information or to make an

appointment, you can contact the service via the following details.

Tel: **01782 219161**

SMS: **07791 459307**

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

Web: **https://deaflinksstaffordshire.com**

Action Deafness – DEAFvibe hub

The DEAFvibe hub supports people who are deaf, deafened, hard of hearing or deafblind, as well as their families, friends and carers in Stoke-on-Trent and Staffordshire. Services include a café session, HUB sessions on a one-to-one basis and 'The VIBE', a peer-to-peer support group to promote inclusion and reduce isolation.

Email: **deafvibe@actiondeafness.org.uk** • Web:

https://actiondeafness.org.uk/en/hubs/deafvibe

Dementia support

For more information, see 'Dementia' beginning on page 38.

Dougie Mac Dementia Services

Offers holistic dementia support services across Stoke-on-Trent and North Staffordshire with the aim to empower individuals living with dementia and their carers to live well from diagnosis through to end of life care.

Tel: **01782 214999**

Email: **dsequiries@dmhospice.org.uk** • Web:

https://dougimac.org.uk/dementia-services

Support Line can provide information, support, guidance and signposting to other appropriate organisations.

Tel: **0333 150 3456**

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

Dementia Adventure

With the right support, everyone with dementia can get outdoors, experience the wellbeing benefits of nature and enjoy more active and fulfilled lives. Dementia Adventure offers supported holidays and dementia training for family, friends, professionals and organisations.

Tel: **01245 237548**

Email: **info@dementiaadventure.org**

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

National

Alzheimer's Society

Leading the fight against dementia. The Dementia

→ Dementia UK

A helpline for anyone with a question or concern about dementia. • Tel: **0800 888 6678**
Email: **helpline@dementiauk.org**
Web: **www.dementiauk.org**

Playlist for Life

A music and dementia charity aiming to ensure everyone living with dementia has access to a

personalised playlist and for everyone who cares for them to know how to use it. The charity offers free advice and resources to anyone affected by dementia who could benefit from the power of music. It also provides training for health and social care professionals looking to deliver person-centred care using personalised music. • Tel: **0141 404 0683**
Email: **info@playlistforlife.org.uk**
Web: **www.playlistforlife.org.uk**

Mental health support

For more information, see 'Mental health' beginning on page 37.

Changes

A user-led mental health charity providing a unique recovery service if you're in mental distress in North Staffordshire. • Tel: **01782 411433**
Email: **contact@changes.org.uk**
Web: **https://changes.org.uk/wellbeing**

Dove Service, The

Provides specialist counselling, training and support for people aged four years and over who have been affected by grief through bereavement, loss or a life-changing/limiting illness. • Tel: **01782 914455**
Web: **https://thedoveservice.org.uk**

Bipolar UK

A national network of local support groups that have met for 25 years. Monthly meetings are friendly, confidential and informal. They offer peer support through group discussion, useful information and guidance on managing mood swings.
Web: **www.bipolaruk.org/get-support/find-a-support-group**

Samaritans Stoke and Newcastle

Helpline available 24/7 for anyone who needs someone to talk to.
Tel: **116 123** (free from any phone).
Email: **jo@samaritans.org**
Web: **www.samaritans.org**

Other services that aim to improve health and emotional wellbeing

For more information, see 'Services that can help keep you healthy and well' beginning on page 7.

Hygiene Bank Staffordshire, The

Distributing all types of hygiene and personal care products to the most vulnerable individuals in the local community via charitable, government and community organisations.
Web: **https://thehygienebank.com**

MHA Communities North Staffordshire

Provides activity groups if you live in the Stoke North area and are over 55. • Tel: **01782 816662**
Web: **https://mha.org.uk** (search 'North Staffordshire').

Middleport Matters Community Trust

A local, not-for-profit organisation which aims to support Middleport to become a safe, thriving and welcoming place for everyone. The trust works towards improving the local environment and empowering residents to create positive change and reduce isolation. • Tel: **01782 817590**
Email: **info@middleportmatters.co.uk**
Web: **https://middleportmatters.co.uk**

Staffordshire Wildlife Trust

Offers indoor- and outdoor-based volunteer opportunities, including reserve work parties, helping at the café at Westport Lake or with educational and family activities across Stoke-on-Trent.
Tel: **01889 880100**
Email: **info@staffs-wildlife.org.uk**
Web: **www.staffs-wildlife.org.uk**



Veteran support

National

Royal British Legion, The

From sports-based rehabilitation courses and careers advice to dedicated care homes for older veterans, The Royal British Legion is here to ensure every member of the Armed Forces community receives the support they need.

Tel: **0808 802 8080**

Web: **www.britishlegion.org.uk** (live chat available).

Veterans Support directory

A Government directory created by the Office for Veterans' Affairs listing a wide range of organisations that provide support to veterans of the UK armed forces and their families and friends. Results can be filtered by location and the areas of support needed.

Tel: **0808 802 1212**

Web: **www.gov.uk/support-for-veterans**

Money and housing support

Beat the Cold

An independent charity working to reduce the incidence of cold-related illness and fuel poverty.

Tel: **0800 389 2258** (freephone) or **01782 914915**

Web: **www.beatcold.org.uk**

Citizens Advice – North Staffordshire

Confidential and impartial advice on various topics including debt and money management, housing, immigration, relationships, benefits and consumer issues.

Tel: **0808 278 7876**

Web: **www.casns.org.uk**

Emmaus Furniture Mine

The oldest and largest furniture and household charity shop in North Staffordshire. The service provides free collections of reusable goods and selective house clearances for free. Its Hanley shop

is open to the public six days a week.

Tel: **01782 846111**

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

Web: **<https://emmaus.org.uk/north-staffs>**

National

Paying for Care

A not-for-profit charity helping you understand what each type of care offers and the cost of information on paying for care.

Web: **www.payingforcare.org**

Pension Service, The

Provides information about pensions and other pensioner benefits.

Tel: **0800 731 0469**

Relay UK: **18001 0800 731 0469**

Web: **www.gov.uk/contact-pension-service**

Umbrella bodies

VAST

A charity working to oversee the growth of local voluntary and community sector organisations.

Web: **<https://vast.org.uk>**

Stoke-on-Trent

The Dudson Centre, Hope Street, Hanley ST1 5DD

Tel: **01782 683030**

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

National

Association of Charitable Organisations

A national umbrella body for charities providing

financial and wellbeing support to individuals.

Tel: **0207 255 4480**

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

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

Homecare Association

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

Tel: **0845 646 1775** (direct) or

0208 661 8188 (option four).

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

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

Aquila
Supported Living Services

Registered by
Care Quality Commission

At **Aquila Supported Living**, our primary goal is to help those we care for stay in their **own homes** for as long as possible while maintaining dignity, independence, and control over their lives.

Some of our Services:

- Supported Living
- Domiciliary Care
- Hourly Care
- Live-in Care
- Respite & Ad-hoc Care

0330 133 1664
info@aquilasupportedliving.co.uk

PROVIDING CARE AND SUPPORT TO VULNERABLE ADULTS

Desire Care is a dedicated and professional care provider to people in their homes, offering a superior quality of care for your elderly loved ones. We care for people who may have dementia, learning disabilities, sensory impairments or physical disabilities.

Desire Care

T: 01283 777300
E: info@desire-care.com
W: www.desire-care.com

Search for care in your area

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

- Find care providers quickly and easily
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- Links to inspection reports
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- Brochure requests

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www.carechoices.co.uk

Visiting and live-in care at home

For decades, Helping Hands has been providing exceptional care to help people live well in the homes and communities they love.

Whether it's regular companionship, housekeeping, support with the daily routine or participating in community activities, Helping Hands is here to help you continue thriving in the home and community you cherish; because what matters most to you, matters to us.

We're here to help you find dedicated care that's right for you. With Helping Hands, you can enjoy:

- Peace of mind & independence
- Familiar home environment
- Welcoming family & friends
- Cherished routines & hobbies

Contact your local branch today for a free assesment:

Cannock - 01543 648 586 Lichfield & Tamworth - 01827 438 203
Stoke-on-Trent - 01782 649 039 Wolverhampton - 01902 954 912

Helping Hands

2 Carers Ltd

Stafford
Tel: 07897 340119

OP YA

1Step Beyond Support Ltd

Cannock
Tel: 01543 404682

OP PD LDA MH YA

A.S.P.E.C.T.S

Leek
Tel: 01538 269888

OP PD LDA MH SI YA

Abilities Enabled – Stafford

Stafford
Tel: 07835 259920

OP D PD MH SI YA

Absolute Care 4U – Main Office

Newcastle
Tel: 0800 861 1233

OP D PD YA

Acadia Support Services Ltd

Stafford
Tel: 01785 747225

OP D PD LDA MH SI YA

Advantage Care Ltd

Stoke-on-Trent
Tel: 01782 640956

OP D PD YA

Affinity Homecare

Burntwood
Tel: 01543 677227

OP D PD MH SI YA

Age UK – Stafford & District Care Services

Stafford
Tel: 01785 607065

OP D PD MH SI

Agee Care Ltd

Stoke-on-Trent
Tel: 07514 324657

OP D PD SI YA

Agincare UK Newcastle-under-Lyme

Newcastle-under-Lyme
Tel: 0808 3025435

OP D PD LDA MH SI YA AD

Akroates Health Care Ltd

Stafford
Tel: 07342 649634

OP YA

Albany House

Stoke-on-Trent
Tel: 01952 793570

OP D PD LDA MH YA

Albany House, Staffordshire Office

Stoke-on-Trent
Tel: 0333 222 4240

OP D PD LDA YA

Allendale Head Office

Newcastle
Tel: 01782 638880

PD LDA MH SI YA

Allot Healthcare Services Staffordshire

Burton-on-Trent
Tel: 07768 942609

OP D PD LDA MH SI YA AD

Alpine4Care Services Ltd

Cannock
Tel: 01543 212485

OP YA

Amazing Angels Care Ltd

Stoke-on-Trent
Tel: 07949 658337

OP D PD LDA MH SI YA

AMG Nursing and Care Services – Burton

Burton-on-Trent
Tel: 01283 575258

OP D PD LDA MH SI YA AD

AMG Nursing and Care Services – Stafford & Stoke-on-Trent

Stone
Tel: 01785 608200

OP D PD LDA MH SI YA

AMG Nursing and Care Services – Wolverhampton

Wolverhampton
Tel: 01902 304043

OP D PD LDA MH SI YA

Angel and Star Care Services

Stafford
Tel: 07495 324648

OP LDA MH YA

Angeli Care Services Ltd

Burton-on-Trent
Tel: 07885 804960

OP D PD YA

Aquila Supported Living Services Ltd

Newcastle
Tel: 0330 133 1664 Advert page 54

D PD MH SI

AR1 Homecare

Stoke-on-Trent
Tel: 01782 518229

OP D PD MH SI YA AD

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

Archangel Home Care – Staffordshire Branch

Newcastle

Tel: 01782 565037

OP D PD LDA MH SI YA
Ariise Ltd

Stoke-on-Trent

Tel: 07486 085295

OP PD SI YA
Arreta Care Ltd

Cannock

Tel: 01543 763014

OP D PD LDA YA
Ascending Heights Ltd

Burton-on-Trent

Tel: 07383 982332

OP LDA SI YA
Aston Home Care Ltd

Stone

Tel: 01785 413444

OP D YA
At Home With Marvel Ltd

Ashbourne

Tel: 07398 900224

OP D PD MH SI YA
ATIPA Healthcare Group Ltd

Stafford

Tel: 07908 009626

OP D PD LDA MH YA
Austin Ben – Stoke

Newcastle-under-Lyme

Tel: 0300 365 0008

OP D PD MH SI YA
Auxiliary First Care Ltd

Audley

Tel: 07531 318710

OP D PD LDA MH SI YA
Ave Maria Care Services (Burntwood)

Staffordshire

Tel: 01543 229044

OP D PD YA
Ave Maria Care Sutton Coldfield

Sutton Coldfield

Tel: 0121 353 7296

OP D PD LDA MH SI YA
Bagnall Heights Domiciliary Service

Stoke-on-Trent

Tel: 01782 541222

OP D PD SI YA
Belong at Home Newcastle-under-Lyme

Newcastle

Tel: 01782 986300

OP D PD MH SI YA
Berryhill Village Administration Centre

Stoke-on-Trent

Tel: 01782 481631

OP D PD SI YA



First Person
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 **01785 413232**
 info@fpcomplexcare.co.uk

Tailored home care packages for children and adults in Staffordshire

We provide tailored care packages to support children and adults with complex health and social care needs to live safely and comfortably in their own homes with their families, to attend school or college and to access activities which are meaningful and enjoyable for them in the community.

We also provide high quality senior care and enablement services to help people to continue to live in their own homes and be as independent as possible.

Complex Care Services

Senior Care Services





Scan to find out more about how we can support your individual care needs.

www.fpcomplexcare.co.uk

Domiciliary care agency listings continued

Betacare Agency Ltd

Stoke-on-Trent
Tel: 07754 504185

OP D PD LDA MH YA

Better Care Services Ltd

Cannock
Tel: 07888 271213

OP D PD YA

BIG Healthcare Ltd

Newcastle
Tel: 01782 622222

LDA MH YA

Bloomberg Care Services Ltd

Walsall
Tel: 07427 791265

OP D PD MH SI YA AD

Bluebird Care Burton & Swadlincote

Burton-on-Trent
Tel: 01283 487373

OP D PD LDA MH SI YA

Bluebird Care Cannock & Great Wyrley

Cannock
Tel: 01543 505262

OP D PD LDA SI YA

Bluebird Care (Stafford)

Stafford
Tel: 01785 337711

OP D PD LDA MH SI YA

Bluebird Care (Tamworth and Lichfield)

Tamworth
Tel: 01543 418432

OP D PD LDA MH SI YA

Breakthrough Case Management

Cannock
Tel: 07703 103843

OP PD SI YA

Brighter Days Staffordshire Ltd

Tamworth
Tel: 01827 67779

PD LDA SI YA

Camoy's Court

Stoke-on-Trent
Tel: 01782 481633

OP D PD SI YA

Care Company, The – Stoke

Stoke-on-Trent
Tel: 01782 757607

OP D PD LDA MH SI YA

Care Company, The – Stafford Branch

Gnosall
Tel: 01785 748259

OP D PD LDA MH SI YA

Care Cover 24/7

Wolverhampton
Tel: 01902 255083

OP D PD LDA MH SI YA AD

Care Homes Stoke Ltd

Stoke-on-Trent
Tel: 01782 815182

OP D PD LDA MH SI YA AD

Care Perfect Ltd

Stoke-on-Trent
Tel: 07795 697819

OP D PD LDA MH SI YA AD

Care Plus

Stafford
Tel: 01785 312102

OP D

Care Plus Healthcare Services

Stoke-on-Trent
Tel: 0333 339 9915

OP YA

Care Promise Ltd

Stafford
Tel: 01785 227792

OP D PD LDA MH SI YA

Care Wings Stoke

Stoke-on-Trent
Tel: 0800 612 8825

OP YA

Caremark Cannock Chase and South Staffordshire

Cannock
Tel: 01543 466266

OP D PD LDA MH SI YA AD

Caretech Community Services Hanley DCA

Stoke-on-Trent
Tel: 07585 900728

OP PD LDA MH SI YA AD

CareUK Living Ltd – Stoke-On Trent

Stoke-on-Trent
Tel: 01604 216146

OP D PD MH SI YA

Caring Focus Ltd

Newcastle
Tel: 0330 133 5061

OP D LDA YA

Caring Hands

Lichfield
Tel: 01543 420580

OP D PD LDA MH SI YA

Cauldon Place

Stoke-on-Trent
Tel: 01782 275760

OP D 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



Care *starts* at home

Your home is where you feel the most comfortable and the happiest. It is the place you know the best. If you want to stay living comfortably at home, Home Instead® can help make that possible.

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-  Live-in Care
-  Dementia Care
-  Companionship
-  Home Help
-  Healthcare at Home



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Need care?

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Stoke-on-Trent
Tel: 01782 480880

OP D PD LDA MH SI YA

Chase Care and Support Services Hednesford

Cannock
Tel: 01543 877197

OP D PD LDA MH SI YA

Cherishers Ltd

Rugeley
Tel: 0208 678 5330

OP D PD LDA MH YA

Choices Housing Association

Stafford
Tel: 01782 254000

OP D PD MH SI YA

Choose Your Care

Newcastle under Lyme
Tel: 01782 618357

OP D PD LDA MH SI YA

Committed2Care Ltd

Tamworth
Tel: 01827 64499

OP D PD MH SI YA

Community Care Worker Ltd

Stoke-on-Trent
Tel: 01782 355016

OP D PD LDA MH SI YA

Companion for Care Services Ltd

Leek
Tel: 01538 387782

OP D PD LDA MH SI YA

Compassion First Care Ltd

Newcastle
Tel: 01782 437676

OP D PD LDA YA

Compassionate Care Tamworth

Tamworth
Tel: 0330 124 2909

OP PD LDA MH SI YA

Cream Home Care Ltd

Hanley
Tel: 01782 444007

OP D PD LDA MH SI YA

Creative Support – Staffordshire Services

Stoke-on-Trent
Tel: 01782 620553

OP D PD LDA YA

Crossroads Care Staffordshire

Stoke-on-Trent
Tel: 01782 268391

OP D PD LDA MH SI YA AD

CSPC Healthcare Ltd

Cannock
Tel: 01543 495695

OP D PD LDA MH SI YA

Custom Care (Cannock)

Cannock
Tel: 01543 502166

OP D PD LDA MH SI YA

Dages Care Ltd

Cannock
Tel: 01543 387206

OP D PD MH YA

Dahlia Health Care Ltd

Newcastle
Tel: 07463 422211

OP D PD LDA MH SI YA

Daniel's Special Care – Stoke

Newcastle
Tel: 0333 006 7185

OP D PD LDA YA

Daycare Domiciliary Services

Stoke-on-Trent
Tel: 01782 343133

OP D YA

Desire Care – Burton

Burton-on-Trent
Tel: 01283 777300

Advert page 54
OP D PD LDA SI YA

Diligence Healthcare Services Ltd

Cannock
Tel: 07465 752252

OP D PD MH SI YA

Diversity Care – 6A Market Street

Tamworth
Tel: 01827 680110

OP D PD LDA MH SI YA

Domiciliary Care Staffordshire

Biddulph
Tel: 01782 515495

LDA MH YA

Dotty Care Ltd

Stafford
Tel: 07939 007872

OP D PD YA

Edens Care Ltd

Stoke-on-Trent
Tel: 01782 899025

OP D PD LDA MH YA

Elite Domiciliary Care PVT Ltd

Stoke-on-Trent
Tel: 01782 698620

OP D PD LDA SI YA

Empowerment Care Ltd

Stoke-on-Trent
Tel: 07906 164708

OP D PD LDA MH SI YA

ES Homecare Ltd

Stoke-on-Trent
Tel: 07475 007039

OP D PD YA

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lilyrosecaregroup.co.uk



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recruitment@peacheshealth.co.uk

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Domiciliary Care



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At Majestic Healthcare Ltd, we specialise in providing exceptional care services, with a focus on Domiciliary Care for the elderly. Our range of services includes: Domiciliary Care, Home Care, Sit-in Care, 24-Hour Care, Live-in Care, and Carer Relief (Respite). We are committed to delivering compassionate and professional care, ensuring the well-being and comfort of our clients.



At Majestic Healthcare Ltd, compassionate care is in our nature. Our dedicated, well trained team provides personalised support, ranging from daily visits to full-time live-in care. We handle everything from personal care and meal preparation to medication ordering and administration as well as housekeeping. With 24/7 commitment, we strive to make a lasting, positive impact on the lives of those we serve and their families.



- Domiciliary Care • Home Care • Sit-in Care
- 24-Hour Care • Live-in Care • Carer Relief (Respite)

At Majestic Healthcare LTD, patient satisfaction is our top priority. We go the extra mile to create and execute individualized support plans, ensuring each service user receives exceptional care.



03316300381
07473183186

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Essential Health Ltd

Stoke-on-Trent
Tel: 01782 914114

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OP D PD LDA SI YA

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Tel: 01785 291091

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Evolving Care Ltd

Tamworth
Tel: 01827 930690
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OP D PD LDA MH SI YA AD

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Gain Healthcare Tamworth

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GMT Healthcare

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Gold Care RSL Ltd

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OP D PD SI YA

Golden Living Home Care

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Hadet Healthcare

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Harlon Healthcare Ltd (Stafford)

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Hayward Community Care Ltd

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Health & Alliance Home Care

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Tel: 01782 249703

OP D PD LDA SI YA

Helping Hands Cannock

Cannock
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OP D PD MH YA

Helping Hands Lichfield & Tamworth

Tamworth
Tel: 01827 438 203

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OP D PD LDA SI YA

Helping Hands Stoke

Stoke-on-Trent
Tel: 01782 649 039

Advert page 54
OP D PD LDA 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



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Wolverhampton
Tel: 01902 954 912

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OP D PD LDA SI YA

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Burton-on-Trent
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OP LDA MH SI YA

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Tamworth
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OP LDA MH YA

Home Care Assist – Stoke

Stafford
Tel: 01782 405096

OP D PD SI YA

Home Comfort Healthcare Ltd

Burton-on-Trent
Tel: 01536 291907

OP D PD LDA MH SI YA

Home First – Cannock

Cannock
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OP YA

Home First – East Staffs

Burton-on-Trent
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OP YA

Home First – Lichfield & Tamworth

Tamworth
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OP YA

Home First – Newcastle

Newcastle
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OP D PD SI YA

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Wolverhampton
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OP YA

Home First – Stafford

Stafford
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OP YA

Home First – Stoke

Stoke-on-Trent
Tel: 01782 275041

OP YA

Home Instead – Burton-on-Trent

Burton-on-Trent
Tel: 01283 539917

OP D PD LDA MH SI YA

Home Instead – Cannock

Cannock
Tel: 01543 572349

OP D PD LDA MH SI YA AD

Home Instead – Leek and Moorlands

Leek and Moorlands
Tel: 01538 372179

OP D PD LDA MH SI YA

Home Instead Stafford, Cheadle and Stone

Stone
Tel: 01785 817339

OP D PD LDA MH SI

Home Instead – Telford South

Telford South
Tel: 01952 913219

OP D PD SI YA

Home Instead – Newcastle under Lyme & Stoke

Stoke-on-Trent
Tel: 01782 622330

Advert page 58

OP D PD LDA MH SI YA

Homecaring Team Ltd

Stourbridge
Tel: 07935 924829

OP D PD

Homestay Care Ltd

Stoke-on-Trent
Tel: 01782 814475

OP D PD LDA MH SI YA

Honorable Care Ltd

Stoke-on-Trent
Tel: 07538 376069

OP D PD LDA MH YA

Housing 21 – Summer Field Court

Stone
Tel: 0370 192 4468

OP D PD SI YA

Human Support Group Ltd – Stoke-on-Trent

Stoke-on-Trent
Tel: 01782 433130

OP D PD MH SI YA

ICare (GB) Ltd

Cannock
Tel: 01543 578906

OP D PD LDA MH SI YA AD

Independence at Home Service, The

Newcastle
Tel: 0330 311 5137

OP D PD LDA MH SI YA

Independent Support

Stoke-on-Trent
Tel: 01782 437790

OP D PD LDA MH YA

Integrity Supported Living (Stafford)

Stafford
Tel: 01442 508156

OP D PD LDA MH SI YA AD

Jessden Care Ltd – Main Office

Stoke-on-Trent
Tel: 01782 438408

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JJ Starlight Care

Tamworth

Tel: 01827 68255

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Jodie's Quality Care

Wolverhampton

Tel: 07539 792442

OP D PD MH SI YA

Jump 2 Independence Ltd

Stoke-on-Trent

Tel: 01782 756727

OP D PD LDA MH SI YA AD

K&S Care Solutions Ltd

Stafford

Tel: 01785 223252

OP PD YA

Kena Care

Burton-on-Trent

Tel: 01283 351447

OP D PD MH SI YA

Key 2 Care Stoke

Stoke-on-Trent

Tel: 01782 481999

OP D PD LDA SI YA AD

Kidsgrove Care Solutions – Arbour Street

Stoke-on-Trent

Tel: 07917 130264

OP LDA YA

Kind Hearts Care and Support Ltd

Lichfield

Tel: 01543 520608

OP D PD LDA MH SI YA AD

Kindered Hearts Ltd Stoke-on-Trent Office

Fenton

Tel: 07853 034515

OP D PD LDA MH SI YA

L&T Healthcare Ltd

Newcastle

Tel: 07456 990447

OP D PD SI YA

Lawton Care Services Ltd

Stoke-on-Trent

Tel: 07799 473365

OP D PD SI YA

Leek Moorlands Hospital

Leek

Tel: 0300 790 7000

OP D PD YA

Lifeways Community Care Ltd (West Midlands)

Stoke-on-Trent

Tel: 01782 572000

OP LDA MH YA

LifeChoice Services Ltd

Burton-on-Trent

Tel: 07397 149133

OP D PD YA

Lilyrose Care Group Ltd – Staffordshire

Stoke-on-Trent

Advert page 60

Tel: 01782 960305

OP D PD LDA MH SI YA AD

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Stoke-on-Trent

Tel: 07445 141434

OP D PD LDA MH SI YA

Lords Care Solutions Stoke-on-Trent

Stafford

Tel: 0333 998 0899

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Burton-on-Trent

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PD LDA SI YA

LSC Nursing & Domiciliary Care Services Ltd

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Stoke-on-Trent

Tel: 01782 481636

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Margstone Support Solutions Ltd

Stoke-on-Trent

Tel: 07703 665695

OP D PD SI YA

Maxlife Care – Stoke

Stoke-on-Trent

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Medhealth Care and Support Ltd – Staffordshire

Newcastle-under-Lyme

Tel: 07984 388946

OP D PD MH SI YA

Meridian Health and Social Care – Tamworth

Tamworth

Tel: 01827 64368

OP D PD LDA MH SI YA

MHS Care Ltd

Stoke-on-Trent

Tel: 07792 394112

OP D PD LDA MH SI YA

Midlands Community Care Ltd

Walsall

Tel: 07932 072727

OP D PD SI YA

Mill Rise Village

Newcastle-under-Lyme

Tel: 01785 270920

OP D PD MH SI

Miss Leanne Porter

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OP D PD MH SI YA

Multi-Care Community Services Burton On Trent Ltd

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Tel: 01283 530983

OP D PD MH SI YA

New Doves Care

Stafford
Tel: 07484 358722

OP D PD LDA

Newcross Healthcare Solutions Ltd – Midlands & East

Cannock
Tel: 0330 054 5595

OP D PD LDA SI YA

Nexus Care – Cannock

Cannock
Tel: 01543 506045

OP D PD LDA MH SI YA

Nexus Care – Staffordshire

Stafford
Tel: 01785 223966

OP D PD LDA MH SI YA

Oak Priory

Stoke-on-Trent
Tel: 01782 481635

OP D PD LDA MH SI YA AD

Ocearns Care Services Ltd

Stoke-on-Trent
Tel: 07392 346554

OP D PD LDA SI YA

Onetocare Services Ltd – Stafford

Stafford
Tel: 01785 550532

OP YA

Optimal Healthcare Ltd

Newcastle
Tel: 07724 542895

OP D PD LDA MH SI YA

P.S We Care Ltd

Cannock
Tel: 07538 223434

OP D PD MH YA

Pasand Care Services Ltd (Home Instead)

Stoke-on-Trent
Tel: 01782 622330

OP D PD YA

Passion 4 Care

Stoke-on-Trent
Tel: 07872 495292

OP D PD LDA MH SI YA

Passion For Care For All Ltd

Stafford
Tel: 07762 283147

OP D PD YA

Person Centred Services Ltd

Leek
Tel: 01538 300105

Advert page 60

OP D PD LDA SI YA

Phoenix Healthcare

Tamworth
Tel: 0800 098 2821

OP D PD LDA MH YA AD

Platinum Community Care Ltd

Burntwood
Tel: 01543 897827

OP YA

Positive Paths Head Office

Shifnal
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PD LDA SI YA

Prestige Nursing & Care Stoke-on-Trent

Stoke-on-Trent
Tel: 01782 409170

OP D PD LDA MH SI YA AD

Prime Staff

Stoke-on-Trent
Tel: 01782 599313

OP D PD MH SI YA

Priority Support and Care

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OP D PD MH SI YA

Pristine Healthcare Services Ltd

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Proace Ltd (Stafford)

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Profad Care Agency Stafford Branch

Stafford
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OP YA

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Stoke-on-Trent
Tel: 0330 133 1567

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Quality Care (Staffordshire) Ltd

Stoke-on-Trent
Tel: 01782 950007

OP D MH SI YA

Quality Carezone Services Ltd

Lichfield
Tel: 01543 768440

OP D PD 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

Radis Community Care

Burton-on-Trent

Tel: 01283 531511

OP D PD LDA MH SI YA

Radis Community Care (Live-in Services)

Tamworth

Tel: 0330 100 8150

OP D PD LDA MH SI YA AD

Rainbow Care Solutions (Staffordshire)

Cannock

Tel: 01543 721006

OP D PD LDA MH SI YA AD

Raphael Court

Lichfield

Tel: 07498 591420

OP PD LDA MH SI YA

Reagle Health – Rothsay Avenue, 44

Stoke-on-Trent

Tel: 07949 912066

OP YA

Recruitment Partnership, The

Newcastle

Tel: 01782 438990

OP D PD LDA MH SI YA

Regal Care Services Ltd

Stafford

Tel: 01785 501468

OP D PD LDA MH SI YA

Resolution Care Ltd

Stoke-on-Trent

Tel: 07827 392739

OP D PD LDA MH SI YA AD

Reto Care Ltd

Stoke-on-Trent

Tel: 07463 993496

OP D PD LDA MH SI YA

Reviverise Ltd

Tamworth

Tel: 02476 920269

OP D PD MH SI YA

Right at Home Ashby, Burton & Uttoxeter

Burton-on-Trent

Tel: 01283 777700

OP D PD LDA MH SI YA

Saddlebrook Healthcare Services Ltd

Cannock

Tel: 0333 335 5611

OP D PD MH SI YA

Sanctuary Supported Living – Epworth House

Burton-on-Trent

Tel: 01283 517617

LDA MH YA

Sapphire Quality Care Agency Ltd

Stoke-on-Trent

Tel: 01782 328187

OP D PD YA

Sedgemoor Serenity Services

Stoke-on-Trent

Tel: 07766 288635

OP D PD MH SI

Senior Care Tamworth Ltd

Tamworth

Tel: 01827 431002

OP D PD LDA MH SI YA

Sentimex Care Stoke-on-Trent

Stoke-on-Trent

Tel: 01332 364087

OP D PD MH SI YA

SGE Care & Recruitment

Cannock

Tel: 07427 667341

OP D PD YA

Silver Tree Home Support Community
Interest Company

Stoke-on-Trent

Tel: 01782 683046

OP D PD LDA MH SI

Sirri Care Ltd

Stoke-on-Trent

Tel: 07468 858791

OP D PD YA

Spring Meadow

Wolverhampton

Tel: 01902 561066

PD LDA SI YA

St Dominic's Court

Stoke-on-Trent

Tel: 01782 481632

OP D PD SI YA

Stables, The

Burton-on-Trent

Tel: 01283 530416

OP D PD LDA YA

Standon Gardens Domiciliary Services

Tamworth

Tel: 01827 310600

OP D

Starlight Healthcare Ltd

Stafford

Tel: 02381 227446

D PD LDA MH SI YA AD

Stay Home Care Ltd

Burton-on-Trent

Tel: 01283 365365

OP D PD SI YA

Stoke-on-Trent City Council

Stoke-on-Trent

Tel: 01782 234325

OP D PD LDA MH SI YA AD

Sunlite Health Care Ltd

Stoke-on-Trent

Tel: 07533 091423

OP D PD LDA MH SI YA

Domiciliary care agency listings continued

Sunshine Care Stafford Ltd

Stafford

Tel: 01785 848267

OP D PD LDA MH SI YA

Supported Futures

Cannock

Tel: 07850 485082

PD LDA MH YA

Supported Living Staffordshire

Stafford

Tel: 01785 337999

PD LDA MH SI YA

SureCare Stoke-on-Trent

Stoke-on-Trent

Tel: 01782 939168

OP D PD SI YA

Swan Care Solutions

Stafford

Tel: 07719 356961

OP PD LDA MH YA

TBSS Care Ltd

Stoke-on-Trent

Tel: 01782 345890

OP D PD MH SI YA AD

TC Care Global Ltd

Stoke-on-Trent

Tel: 01782 860703

OP D PD LDA MH SI YA

Teasdale Healthcare Ltd

Stoke-on-Trent

Tel: 01782 608477

OP D PD LDA MH SI YA

Tender Glove Healthcare

Stoke-on-Trent

Tel: 07851 571418

OP D MH YA

TLC Homecare Services

Uttoxeter

Tel: 01889 566117

OP D PD MH SI YA

Triband Care Services Ltd

Stone

Tel: 07984 543582

OP D PD LDA MH SI YA AD

Trusted Hands Care Solutions Ltd

T/A Clarity Homecare

Stoke-on-Trent

Tel: 01782 898497

OP YA

Trustlink Care Services Ltd

Stoke-on-Trent

Tel: 01782 323933

OP D PD MH SI YA

UK Care Excel Ltd

Stoke-on-Trent

Tel: 01782 444555

OP D PD MH YA

Umbrella Care (Midlands) Ltd

Leek

Tel: 07896 434822

D PD LDA SI YA

Uniquee Healthcare Services

Stoke-on-Trent

Tel: 01782 413697

OP D PD YA

Visiting Angels – Burton & Derby

Burton-on-Trent

Tel: 01283 319400

OP D PD LDA MH SI YA

Waterside View

Burton-on-Trent

Tel: 07891 180988

PD LDA SI YA

Wentworth Community Care Ltd

Stafford

Tel: 01902 946935

OP D PD LDA MH SI YA

Wesleycare Ltd

Stafford

Tel: 07428 127608

OP D PD YA

Willow Barns

Stoke-on-Trent

Tel: 01782 481634

OP D PD LDA MH SI YA AD

Willow Senior Care Ltd

Stafford

Tel: 01889 800565

OP D PD SI

WNS Care Services Ltd

Stafford

Tel: 07925 728670

OP D PD MH SI YA

YourLife

Lichfield

Tel: 0800 201 4811

OP D PD SI

Stafford

Tel: 01785 211198

OP D PD SI YA

See the checklist on page 29 for useful suggestions of questions to ask when looking at domiciliary care agencies.

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

Care homes and care homes with nursing

Stoke-on-Trent care homes

Advertisers are highlighted

Agnes and Arthur

Moorland View, Bradeley, Stoke-on-Trent ST6 7NG
Tel: 01782 811777

OP D PD MH SI YA

Alison House Care Home Ltd

7 Newton Street, Basford, Stoke-on-Trent ST4 6JN
Tel: 01782 632698

OP D PD MH SI

Beeches, The

665 Uttoxeter Road, Meir, Stoke-on-Trent ST3 5PZ
Tel: 07827 368462

OP D MH

Blurton Road

134 Blurton Road, Blurton, Stoke-on-Trent ST3 2DG
Tel: 01782 336357

LDA YA

Cauldon Place

1 Caledonia Road, Shelton, Stoke-on-Trent ST4 2DG
Tel: 01782 275760

OP D PD LDA MH SI YA

Cedars, The

2 Harding Road, Hanley, Stoke-on-Trent ST1 3BQ
Tel: 01782 269739

LDA MH

Cedars, The

73 Berwick Road, Stoke-on-Trent ST1 6ER
Tel: 01782 216570

OP D

Chiltern Rest Home

23 Kingsfield Oval, Basford, Stoke-on-Trent ST4 6HN
Tel: 01782 711186 **Advert outside back cover**

OP D YA

Chimes Residential Home, The

6 St Christopher Avenue, Stoke-on-Trent ST4 5NA
Tel: 01782 744944

OP D PD MH SI

Choices Housing Association Ltd

1 William Street, Fenton, Stoke-on-Trent ST4 2JG
Tel: 01782 746361

OP PD LDA MH YA

Choices Housing Association Ltd – 60 Holdcroft Road

Bucknall, Stoke-on-Trent ST2 8LJ
Tel: 01782 570323

OP D PD LDA MH YA

2 Cowley Way, Bentilee, Stoke-on-Trent ST2 0RB

Tel: 01782 596047

OP LDA SI YA

17 Norton Avenue, Stanfields, Stoke-on-Trent ST6 7ER
Tel: 01782 819870

OP PD LDA SI YA

63 Hoveringham Drive, Berry Hill,
Stoke-on-Trent ST2 9PS
Tel: 01782 201766

OP PD LDA MH SI YA

535 High Lane, Stanfields, Stoke-on-Trent ST6 7EP
Tel: 01782 862134

OP D PD LDA MH YA

Claybourne

Turnhurst Road, Chell, Stoke-on-Trent ST6 6LA
Tel: 01782 790500

OP D

Collinson Court

56 Longton Road, Trentham, Stoke-on-Trent ST4 8NA
Tel: 01782 658156

OP LDA MH YA

Compassionate House

452 Lightwood Road, Lightwood,
Stoke-on-Trent ST3 7EY
Tel: 01270 505027

OP PD LDA MH SI YA AD

Coopers Croft

Robert Knox Way, Stoke-on-Trent ST4 6FD
Tel: 0113 465 4085

OP D

Creative Support – Leonora Street

20 Leonora Street, Burslem, Stoke-on-Trent ST6 3BS
Tel: 01782 817655

MH

Davlyn House

41 Bull Lane, Brindley Ford, Stoke-on-Trent ST8 7QL
Tel: 01782 512269

OP D

Dresden House Ltd

81 Trentham Road, Dresden, Stoke-on-Trent ST3 4EE
Tel: 01782 343477

OP D PD MH YA

Eastgate Residential Home

12 Speakman Street, Longton ST3 4JR
Tel: 01782 969515

OP LDA YA

Eldon House Care Services

69 Ricardo Street, Longton,
Stoke-on-Trent ST3 4EX
Tel: 01782 326620

OP D PD SI

Eros Crescent

Birches Head, Stoke-on-Trent ST1 6RN
Tel: 01782 204008

PD LDA MH 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

Stoke-on-Trent care homes continued

Fernlea

114 Sandon Road, Meir, Stoke-on-Trent ST3 7DF
Tel: 01782 342822

OP PD LDA SI YA

Four Seasons

77 The Wood, Meir, Stoke-on-Trent ST3 6HR
Tel: 01782 336670

OP D

Glyn House

78 Uttoxeter Road, Blythe Bridge,
Stoke-on-Trent ST11 9JG
Tel: 01782 389161

LDA YA

Gorsefield Residential Home

306 High Lane, Burslem, Stoke-on-Trent ST6 7EA
Tel: 01782 577237

OP

Hanford Court Care Home

Bankhouse Road, Hanford, Stoke-on-Trent ST4 8EN
Tel: 01782 904481

OP D PD

Hanford Manor

85 Church Lane, Hanford, Stoke-on-Trent ST4 4QD
Tel: 01782 642144

OP D PD MH SI

Hanley House

163 Bucknall New Road, Stoke-on-Trent ST1 2BG
Tel: 07944 038151

LDA YA

High Cross House

93 Blurton Road, Stoke-on-Trent ST3 2BS
Tel: 01782 594696

LDA YA

Hilton House

Hilton Road, Stoke-on-Trent ST4 6QZ
Tel: 01782 634922

OP D PD MH SI

Hollies, The

9 Shirley Road, Hanley, Stoke-on-Trent ST1 3PF
Tel: 01782 205064

PD LDA MH

Holly Lodge Residential Home Ltd

Gaskell Road, Bucknall, Stoke-on-Trent ST2 9DW
Tel: 01782 303952

OP D PD MH SI YA

Jasmine

125 Regent Road, Stoke-on-Trent ST1 3BL
Tel: 07471 036982

OP LDA MH YA

Kenwood House

14 Stoke Road, Stoke-on-Trent ST4 2DP
Tel: 01782 397440

LDA YA

Lightwood Road, 216

Dresden, Stoke-on-Trent ST3 4JZ
Tel: 01782 598422

OP LDA YA

Limes, The

Glebedale Road, Fenton, Stoke-on-Trent ST4 3AP
Tel: 01782 844855

OP D YA

Lindly House Care Home

241 Longton Road, Trentham,
Stoke-on-Trent ST4 8DQ
Tel: 01782 657541

OP D

Marrow House

Forrister Street, Meir Hay, Stoke-on-Trent ST3 1SQ
Tel: 01782 234888

OP D

Meadows, The

Wrenbury Crescent, Berryhill,
Stoke-on-Trent ST2 9JZ
Tel: 01782 234750

OP D PD LDA MH YA

Mimosa

4 Shirley Road, Hanley, Stoke-on-Trent ST1 4DT
Tel: 01782 280838

LDA MH

New Lodge

971 Lightwood Road, Longton ST3 7NE
Tel: 01782 388370

LDA

Oak House

258 City Road, Stoke-on-Trent ST4 2PY
Tel: 01782 572300

LDA YA

Park Hall

Ubberly Road, Bentilee, Stoke-on-Trent ST2 0QS
Tel: 01782 491505

OP D YA

Park Lane Respite

152 Park Lane, Knypersley, Stoke-on-Trent ST8 7BQ
Tel: 07891 370969

PD LDA SI YA

Park View

29 Cocknage Road, Dresden, Stoke-on-Trent ST3 4AP
Tel: 01782 328585

LDA YA

Paul Clarke Home

Chatterley House, Chatterley Road, Tunstall,
Stoke-on-Trent ST6 4PX
Tel: 01782 834354

OP D LDA MH 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

Place Up Hanley, The

Wooliscroft Road, Bucknall, Stoke-on-Trent ST2 9HP
Tel: 01782 219888

OP D PD MH SI YA

Poplars

123 Regent Road, Hanley, Stoke-on-Trent ST1 3BL
Tel: 01782 209410

LDA MH

Pottery House

468 Chell Heath Road, Stoke-on-Trent ST6 6QD
Tel: 01782 307661

LDA YA

Regent Road

41 Regent Road, Hanley, Stoke-on-Trent ST1 3BT
Tel: 01782 263720

OP D PD LDA MH SI YA

Rutland House

Caledonia Road, Shelton, Stoke-on-Trent ST4 2DN
Tel: 01782 263104

OP D PD LDA MH SI YA AD

Shamu

126 Regent Road, Hanley, Stoke-on-Trent ST1 3AY
Tel: 01782 284520

LDA MH

Spratslade House Care Home

Belgrave Avenue, Dresden,
Stoke-on-Trent ST3 4EA
Tel: 01782 311531

OP D

Strathmore House

27 Queens Park Avenue, Dresden,
Stoke-on-Trent ST3 4AU
Tel: 01782 595947

OP LDA MH YA

Sunny Croft House Ltd

16 Sunnycroft Avenue,
Stoke-on-Trent ST3 4BB
Tel: 01785 858525

PD LDA MH SI YA

Trentside Manor Care Home

Endon Road, Norton Green,
Stoke-on-Trent ST6 8PA
Tel: 01782 535402

Advert inside front cover

OP D PD LDA YA

Trinity House

333 High Street,
Stoke-on-Trent ST6 5EN
Tel: 03452 415398

LDA YA

Villas, The

8 The Villas, West End,
Stoke-on-Trent ST4 5AH
Tel: 01782 847947

LDA

Weston House

344 Weston Road, Weston Coyney,
Stoke-on-Trent ST3 6HD
Tel: 01782 343818

MH

Weston Road, 202

Meir, Stoke-on-Trent ST3 6EE
Tel: 01782 342123

OP LDA YA

Willows, The

69-99 Greenbank Road, Tunstall,
Stoke-on-Trent ST6 7EZ
Tel: 01782 757169

OP D PD LDA MH YA

Stoke-on-Trent care homes with nursing

Adderley Green Care Centre

Dividy Road, Bentilee, Stoke-on-Trent ST2 0AJ
Tel: 01782 337500

OP D PD MH SI YA

Brindley Court

Station Road, Longport, Stoke-on-Trent ST6 4ND
Tel: 01782 828410

OP PD YA

Chesford Grange Care Home

358 Ubberley Road, Bentilee,
Stoke-on-Trent ST2 0QS
Tel: 01782 498103

OP D PD MH SI YA

Clement Court

High Lane, Chell, Stoke-on-Trent ST6 6JN
Tel: 01782 828480

OP D PD YA

Goldendale Residential Care Home

45 Plex Street, Tunstall, Stoke-on-Trent ST6 5JQ
Tel: 01782 861308

OP D

Goldenhill Nursing Home

Heathside Lane, Goldenhill,
Stoke-on-Trent ST6 5QS
Tel: 01782 771911

OP D PD 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

Stoke-on-Trent care homes with nursing continued

Goldenpark Nursing Home

Greyhound Way, Stoke-on-Trent ST6 3LL

Tel: 01782 420600

OP D PD MH SI YA

Goldenview Care Home

Lake Croft Drive, Meir Heath,
Stoke-on-Trent ST3 7SS

Tel: 01782 971719

OP D PD YA

Lake View Nursing Home

244 Longton Road, Stoke-on-Trent ST4 8JD

Tel: 01782 646491

OP D PD MH SI YA

Lawton Rise Care Home

Heathside Lane, Goldenhill,
Stoke-on-Trent ST6 5QS

Tel: 01782 773000

OP D

Limes, The

Glebedale Road, Fenton, Stoke-on-Trent ST4 3AP

Tel: 01782 844855

OP D YA

New Milton Nursing Home

Rear 1841 Leek Road, Milton,
Stoke-on-Trent ST2 7AD

Tel: 01782 542573

OP D PD MH

Newford Nursing Home

Newford Crescent, Milton,
Stoke-on-Trent ST2 7EQ

Tel: 01782 545547

OP D PD MH

Nightingale Group Ltd – Trentham Care Centre

Longton Road, Trentham ST4 8FF

Tel: 01782 644800

OP D PD MH YA

Old Vicarage Nursing Home, The

751-753 High Street, Stoke-on-Trent ST6 5RD

Tel: 01782 785577

OP D PD

Richmond Mews

5 Richmond Terrace, Shelton,
Stoke-on-Trent ST1 4ND

Tel: 01782 222313

OP D PD LDA MH SI YA

Scotia Heights

Scotia Road, Stoke-on-Trent ST6 4HA

Tel: 01782 829100

OP PD MH YA

Springfield Manor Care Home

Godwin Way,
Stoke-on-Trent ST4 6JP

Tel: 01782 355737

OP D PD MH SI YA

St Michael's Care Home

Hewitt Street, Chell,
Stoke-on-Trent ST6 6JX

Tel: 07929 520893

OP D PD SI YA

Trentham House Care Home

Chivelston Grove, Trentham,
Stoke-on-Trent ST4 8HN

Tel: 01782 657664

OP D PD MH SI YA

Westcroft Nursing Home Ltd

5 Harding Road, Hanley, Stoke-on-Trent ST1 3BQ

Tel: 01782 284611

OP D PD

Westfield Lodge Care Home

Weston Coyney Road, Stoke-on-Trent ST3 6ES

Tel: 01782 336777

OP D PD YA

Cannock Chase care homes

Care Services (UK) Ltd

20 Talbot Street, Rugeley WS15 2EQ

Tel: 01889 801837

LDA YA

37 Wolseley Road, Rugeley WS15 2QJ

Tel: 01889 801535

LDA YA

Copperdown Residential Care Home

30 Church Street,
Rugeley WS15 2AH

Tel: 01889 586874

OP D PD MH

Ellis House

42 Arthur Street, Chads Moor, Cannock WS11 5HD

Tel: 01543 574226

OP PD LDA MH SI YA

Grange Residential Care Home, The

Cannock Wood Street, Rawnsley, Cannock WS12 0PW

Tel: 01543 425673

OP D PD LDA SI YA

Heartlands Care Ltd T/A Lanrick House

11 Wolseley Road, Rugeley WS15 2QJ

Tel: 01889 577505

OP D PD 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

Exceptional residential, nursing, dementia and respite care for you or a loved one

MACC Care is passionate about providing individualised care within true **'home from home'** environments, helping every resident within our homes to live happy, fulfilled, and meaningful lives.



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TODAY**



Images show typical MACC Care interiors

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- **Dora Rose**, Cannock Chase
Tel: 01785 594991
- **Millfield Rose**, Brownhills
Tel: 01543 735370
- **Wyrley Rose**, Great Wyrley
Tel: 01922 218100

Cannock Chase care homes continued

Hob Meadow

2 Bentons Lane, Great Wyrley,
Walsall WS6 6EF
Tel: 01922 417713

OP LDA YA

Horse Fair Care Home

Horse Fair, Rugeley WS15 2EL
Tel: 01889 571980

OP D PD

Kingsley Cottage

40 Uxbridge Street, Hednesford,
Cannock WS12 1DB
Tel: 01543 422763

OP D

Kingsley Cottage, Blackfords

41-43 Cannock Road,
Cannock WS11 5BU
Tel: 01543 504009

OP D PD MH SI YA

Langston Care Ltd – 35 Hill Top View

Handsacre, Rugeley WS15 4DG
Tel: 01543 302067

LDA

Langston Care Ltd – 37 Hill Top View

Handsacre, Rugeley WS15 4DG
Tel: 01543 302067

LDA

Lanrick Cottage

41 Wolseley Road, Rugeley WS15 2QJ
Tel: 01889 585262

LDA YA

Littleton Lodge

Pye Green Road, Hednesford, Cannock WS12 4HT
Tel: 01543 399640

OP D MH SI

Mrs Valerie Bullman – 18 Leafdown Close

Hednesford, Cannock WS12 2NJ
Tel: 01543 425637

LDA

Nethermoor House

131 Chaseley Road, Etching Hill, Rugeley WS15 2LQ
Tel: 01889 584368

OP D

North Street, 92

Bridgetown, Cannock WS11 0AZ
Tel: 01543 573739

LDA

Oak House

35 Wolseley Road, Rugeley WS15 2QJ
Tel: 01889 584843

PD LDA SI YA

Oak Tree House

68 Sevens Road, Cannock WS12 0QA
Tel: 01543 278832

LDA

Waters Edge Care Home

Stafford Road, Great Wyrley, Near Walsall WS6 6BA
Tel: 01922 404343

OP D PD MH

Woodland View Short Break Service

Woodland View, Longford Road, Cannock WS11 1QN
Tel: 01543 502912

OP PD LDA SI YA

Cannock Chase care homes with nursing

Abbey Court Care Home

Heath Way, Heath Hayes, Cannock WS11 7AD
Tel: 01543 277358

OP D PD MH YA

Alma Court Care Home

Heath Way, Heath Hayes, Cannock WS11 7AD
Tel: 01543 541330

OP D MH YA

Ashcroft Hollow Care Home

18a Stafford Road, Huntington, Cannock WS12 4PD
Tel: 01543 574551

OP D PD

Barton House Nursing Home

68 Cemetery Road, Cannock WS11 5QH
Tel: 01543 504139

OP D PD MH YA

Cannock Specialist Care Centre

Cannock Road, Cannock WS11 5BU
Tel: 01543 622525

OP D PD MH SI YA

Conifers Nursing Home

16-18 Johns Lane, Walsall WS6 6BY
Tel: 01922 415473

OP

Coronation Court

Hunter Road, Cannock WS11 1BT
Tel: 01543 765600

OP D PD MH YA

Heathers Nursing Home, The

Gorsemoor Road, Cannock WS12 3HR
Tel: 01543 270077

OP D PD 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

Lakeview Care Home

Stafford Road, Great Wyrley, Near Walsall WS6 6BA
Tel: 01922 409898

OP D PD MH

Tudor House Care Home

Littleworth Road, Hednesford, Cannock WS12 1HY
Tel: 01543 422622

OP D PD MH YA

Lisbeth Nursing Home

204 Walsall Road, Great Wyrley, Walsall WS6 6NQ
Tel: 01922 308015

D PD SI

Windsor House Care Home

Littleworth Road, Hednesford, Cannock WS12 1HY
Tel: 01543 428429

OP D PD MH YA

Needwood House Nursing Home

58-60 Stafford Street, Heath Hayes,
Cannock WS12 2EH
Tel: 01543 275688

OP D PD MH YA

Wyrley Rose Care Home

156 Walsall Road, Great Wyrley WS6 6NQ
Tel: 01922 218100 **Advert page 72**

OP D PD YA

East Staffordshire care homes

See page 75 for the **Service User Bands** ke

Abacus Quality Care Ltd T/A Abacus Care Home

42-44 Rolleston Road, Burton-on-Trent DE13 0JZ
Tel: 01283 533166

OP D PD MH YA

Ashby House

80 Ashby Road, Burton-on-Trent DE15 0NX
Tel: 01283 353323

LDA MH SI YA

Amber House Residential Home Ltd

7-8 Needwood Street, Burton-on-Trent DE14 2EN
Tel: 01283 562674

OP D

Ashby Road, 182

Burton-on-Trent DE15 0LB
Tel: 01283 563447

LDA YA

Amber Wood

Belvedere Road, Burton-on-Trent DE13 0QL
Tel: 01283 743860

OP D PD MH SI YA

Ashby Road, 183

Burton-on-Trent DE15 0LB
Tel: 01283 533822

LDA YA

Ash Tree House

172 Ashby Road, Burton-on-Trent DE15 0LG
Tel: 01283 295150

LDA YA

Ashby Road, 195

Burton-on-Trent DE15 0LB
Tel: 01283 529495

LDA YA



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www.countrycourtcare.com



Bateman House Care Home

New Road, Uttoxeter ST14 5DS

Tel: 01889 640 220 **Advert page 74****OP D****Burton Road, 50**

Branston, Burton-on-Trent DE14 3DN

Tel: 01283 512766

LDA YA**Canal Lodge**

77 Outwoods Street, Burton-on-Trent DE14 2PL

Tel: 01283 553086

LDA SI YA**Carden Bank Rest Home**

16 Belvedere Road, Burton-on-Trent DE13 ORQ

Tel: 01283 563841

OP D PD MH YA**Coach House, The**

34a Stapenhill Road, Burton-on-Trent DE15 9AE

Tel: 01283 546234

OP LDA YA**Coldbrock House**

183 Bearwood Hill Road, Winshall,

Burton-on-Trent DE15 OJS

Tel: 07342 726653

OP D PD**Croft Care Home**

43-44 Main Street, Stapenhill,

Burton-on-Trent DE15 9AR

Tel: 01283 561227

OP D**Derby Road, 46**

Burton-on-Trent DE14 1RP

Tel: 01283 516341

LDA YA**Dove House Care Home**

Dairy Lane, Sudbury, Ashbourne DE6 5GX

Tel: 01283 820304

OP D PD SI YA**Elizabeth House**

81 Ashby Road, Burton-on-Trent DE15 ONX

Tel: 07488 703552

OP PD SI YA**Eversley Rest Home**

38 Bramshall Road, Uttoxeter ST14 7PG

Tel: 01889 563681

OP D PD LDA MH SI YA**Far Fillimore Rest Home**

Wood Lane, Hanbury,

Burton-on-Trent DE13 8TG

Tel: 01283 812180

OP D**Field House**

84 Field Lane, Burton-on-Trent DE13 ONN

Tel: 01283 480810

LDA MH**Hermitage Care Home, The**

66 Holly Road, Uttoxeter ST14 7DU

Tel: 01889 562040

OP D MH**Highbarrow Residential Home**

Toothill Road, Uttoxeter ST14 8JT

Tel: 01889 566406

OP D PD**Hill Lodge 1**

358 Rosliston Road, Stapenhill,

Burton-on-Trent DE15 9RJ

Tel: 01283 542443

OP LDA MH SI YA**Hill Lodge 2**

359 Rosliston Road, Stapenhill,

Burton-on-Trent DE15 9RJ

Tel: 01283 542443

OP LDA YA**James Court Residential Care Home**

6 St Pauls Square, Burton-on-Trent DE14 2EF

Tel: 01283 740411

LDA**Leigh House**

33 Ashby Road, Burton-on-Trent DE15 OLQ

Tel: 01283 310009

PD LDA YA**Ma-rie House**

82 Ashby Road, Burton-on-Trent DE15 ONX

Tel: 07488 703552

OP PD LDA SI YA**Mount, The**

Wood Lane, Yoxall, Burton-on-Trent DE13 8PH

Tel: 01543 472081

PD LDA MH SI YA**Old Rectory (Bramshall)**

33 Leigh Lane, Bramshall,

Uttoxeter ST14 5DN

Tel: 01889 565565

OP D PD SI YA**Parkbrook Lodge**

Stubwood Lane, Denstone, Uttoxeter ST14 5HU

Tel: 01889 591778

LDA YA**Pines, The**

131 Tutbury Road, Burton-on-Trent DE13 ONU

Tel: 01283 892698

PD LDA 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

East Staffordshire care homes continued

River Lodge

35 Stapenhill Road,
Burton-on-Trent DE15 9AE
Tel: 01283 533759

OP LDA YA

Station House

93 Station Road, Rolleston-on-Dove,
Burton-on-Trent DE13 9AB
Tel: 01283 480810

LDA MH SI YA

Sandylee House

54 Stafford Road, Uttoxeter ST14 8DN
Tel: 01889 567891

PD LDA YA

Summerfield Care Home

12 Burton Road, Branston,
Burton-on-Trent DE14 3DN
Tel: 01283 540766

OP D

Silver Birch Short Break Service

67 Hawthorn Crescent,
Burton-on-Trent DE15 9QP
Tel: 01283 542534

OP PD LDA SI YA

Tree Tops

191 Ashby Road, Burton-on-Trent DE15 0LB
Tel: 01283 530416

OP LDA SI YA

St Marys Mount

Holly Road, Uttoxeter ST14 7DX
Tel: 01889 562020

OP D PD MH

Trent View

34 Stapenhill Road, Burton-on-Trent DE15 9AE
Tel: 01283 546234

OP LDA YA

East Staffordshire care homes with nursing

Barrowhill Hall

Barrow Hill, Rocester, Uttoxeter ST14 5BX
Tel: 01889 591006

OP D MH SI YA

Barton Cottage

The Cottage Wing, Barton Health & Community
Care Centre, Short Lane, Barton-under-Needwood,
Burton-on-Trent DE13 8LT
Tel: 01283 714110

OP PD

Branston Court Care Home

Branston Road, Burton-on-Trent DE14 3DB
Tel: 01283 510088

OP D YA

Burton, Bridge and Trent Court Care Centre

17-19 Ashby Road,
Burton-on-Trent DE15 0LB
Tel: 01283 512915

OP D PD MH SI YA

Charlotte James Nursing Home

Oakhurst, Shobnall Road,
Burton-on-Trent DE14 2BB
Tel: 01283 569417

OP D PD MH SI YA

Fauld House Nursing Home

Fauld, Tutbury, Burton-on-Trent DE13 9HS
Tel: 01283 813642

OP D PD

Hoar Cross Nursing Home

St Michael's House, Abbots Bromley Road,
Hoar Cross, Burton-on-Trent DE13 8RA
Tel: 01283 248716

OP D PD

Kings Bromley Care Home

Kings Bromley, Burton-on-Trent DE13 7JA
Tel: 01543 472552

OP D PD MH SI

Kirk House Care Home

34 Balance Street, Uttoxeter ST14 8JE
Tel: 01889 562628

OP D PD SI YA

Old Rectory (Bramshall) Ltd

Leigh Lane, Bramshall, Uttoxeter ST14 5DN
Tel: 01889 565565

OP

Poplars Nursing and Residential Care Home

Rolleston Road, Burton-on-Trent DE13 0JT
Tel: 01283 562842

OP D

Rider House Care Centre

Stapenhill Road, Burton-on-Trent DE15 9AE
Tel: 01283 512973

OP D PD YA

Riverside Care Home Ltd

Main Street, Stapenhill, Burton-on-Trent DE15 9AP
Tel: 01283 529329

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

Birches, The

22 Birch Terrace, Burntwood WS7 2HH
Tel: 01543 642172

OP PD YA

Bowbrook

Worthington Road, Fradley, Lichfield WS13 8PG
Tel: 01543 398510

OP D PD MH SI YA

Bracken House

Bracken Close, Burntwood WS7 9BD
Tel: 01543 686850

OP D PD MH SI YA

Footherley Hall

Footherley Lane, Shenstone, Lichfield WS14 0HG
Tel: 01543 480253

OP D SI

Hawthorn House

Burton Old Road West, Lichfield WS13 6EN
Tel: 01543 252211

OP D PD LDA MH SI YA

Priory Highfields

11 Highfields Road, Chase Town, Burntwood WS7 4QR
Tel: 01543 684948

LDA SI YA

Rosemary Lodge

191 Walsall Road, Lichfield WS13 8AQ
Tel: 01543 415223

OP

Rosewood House

19 Rosemary Hill Road,
Sutton Coldfield B74 4HL
Tel: 07728 899303

LDA MH YA

Rugeley Road, 235

Chase Terrace, Burntwood WS7 1NS
Tel: 01543 686460

OP PD MH SI YA

Shenstone Hall

13 Birmingham Road, Shenstone,
Lichfield WS14 0JS
Tel: 01543 480222

OP D PD

Spires, The

Stafford Road, Lichfield WS13 8JD
Tel: 01543 330 739

OP D PD YA

Stowe Mount Care Home

Scotch Orchard, Lichfield WS13 6DE
Tel: 01543 622642

OP D PD SI YA

Watford House Residential Home

263 Birmingham Road, Shenstone Wood End,
Lichfield WS14 OPD
Tel: 0121 308 1342

OP D PD YA

Lichfield care homes with nursing

Aston Court Care Home

Little Aston Hall Drive, Little Aston,
Sutton Coldfield B74 3BF
Tel: 0121 667 5886

OP D PD YA

Beechfields Nursing Home Ltd

1 Wissage Road, Lichfield WS13 6EJ
Tel: 01543 418354

OP D PD SI YA

Briar Hill House

51 Attlee Crescent, Rugeley WS15 1BP
Tel: 01889 576622

OP PD YA

Chaseview Nursing Home

Water Street, Chase Terrace, Burntwood WS7 1AW
Tel: 01543 672666

OP D PD YA

Chasewater Mews

160 High Street, Chasetown, Burntwood,
Staffordshire WS7 3XG
Tel: 01543 624809

OP D PD

Darwin Court Care Home

Wissage Road, Lichfield WS13 6SP
Tel: 01543 541815

OP D PD MH SI YA

Grangemoor House Nursing Home

110 Cannock Road, Burntwood WS7 OBG
Tel: 01543 675711

MH

Hammerwich Hall Care Home

105 Burntwood Road, Hammerwich,
Burntwood WS7 OJL
Tel: 01543 675529

OP PD MH

Lodge Nursing Home, The

106 Cannock Road, Burntwood WS7 OBG
Tel: 01543 686188

D MH

St Thomas' Priory

33 Wolverhampton Road, Cannock WS11 1AP
Tel: 01543 490112

OP D PD MH YA

Stubby Leas Nursing Home

Fisherwick Road, Whittington, Lichfield WS13 8PT
Tel: 01827 383496

OP D YA

Talbot House Nursing Home

28-30 Talbot Street, Rugeley WS15 2EG
Tel: 01889 570527

OP D LDA YA

Allendale Residential

11a Milehouse Lane, Wolstanton,
Newcastle-under-Lyme ST5 9JR
Tel: 01782 767745

LDA YA

Arbour Street, 50

Talke Pits, Stoke-on-Trent ST7 1QW
Tel: 07917 130264

OP PD LDA SI YA

Broadmeadow Court Residential Care Home

London Road, Chesterton, Stoke-on-Trent ST5 7JG
Tel: 01782 561398

OP D PD SI YA

CareTech Community Services Ltd – 34 Porthill Bank

Porthill, Newcastle-under-Lyme ST5 0AA
Tel: 01782 612223

LDA

Chesterton Lodge

Loomer Road, Chesterton,
Newcastle-under-Lyme ST5 7LB
Tel: 01782 576421

OP D YA

Choices Housing Association Ltd

5 Greenbrook Court, St Michaels Road,
Newcastle-under-Lyme ST5 9QB
Tel: 01782 628190

OP D PD LDA SI YA

40 Stafford Avenue, Clayton,
Newcastle-under-Lyme ST5 3BJ
Tel: 01782 630375

OP LDA SI YA

103 Heath Street, Chesterton,
Newcastle-under-Lyme ST5 7ND
Tel: 01782 563259

OP PD LDA SI YA

Doddlespool Hall Care Home

Main Road, Betley CW3 9AE
Tel: 01270 820700

OP D

Farmhouse Residential Rest Home

Talke Road, Red Street,
Newcastle-under-Lyme ST5 7AH
Tel: 01782 566430

OP D PD MH SI YA

Florence House

Porthill Bank, Porthill, Newcastle-under-Lyme ST5 0AE
Tel: 01782 637354

OP D PD MH SI YA

Grove Court

100 Lancaster Road, Newcastle-under-Lyme ST5 1DS
Tel: 01782 628983

MH

Hempstalls Hall Care Home

Hempstalls Lane, Newcastle-under-Lyme ST5 9NR
Tel: 01782 904483

OP D PD YA

Hillswood House Care Home

15 The Avenue, Kidsgrove, Stoke-on-Trent ST7 1AQ
Tel: 01782 783124

OP D PD MH SI YA

Hollins Residential Care Home, The

260 Congleton Road, Butt Lane, Talke,
Stoke-on-Trent ST7 1LW
Tel: 01782 349320

LDA

Kidsgrove Care Solutions – Arbour Street

52 Arbour Street, Talke Pits, Stoke-on-Trent ST7 1QW
Tel: 07917 130264

OP LDA YA

Kingsley Rest Home

7 Southlands Avenue,
Newcastle ST5 8BZ
Tel: 01782 626740

Advert outside back cover

OP D YA

Lodge, The

Clayton Road, Newcastle-under-Lyme ST5 4AD
Tel: 01782 616961

OP PD LDA YA

Maple Tree Court

140 Gloucester Road, Kidsgrove,
Stoke-on-Trent ST7 1EL
Tel: 01782 692979

OP D

Maples Residential Home, The

First Avenue, Porthill, Newcastle-under-Lyme ST5 8QX
Tel: 01782 636129

OP D

Mitchell House Nursing Home

Acres Nook, Boat Horse Road, Kidsgrove,
Stoke-on-Trent ST7 4JA
Tel: 01538 394270

OP D PD MH SI YA AD

Peacock Hay

Peacock Hay Road, Talke, Stoke-on-Trent ST7 1UN
Tel: 01782 786918

LDA YA

Phoenix House

191 Basford Park Road, Newcastle ST5 0PN
Tel: 07783 391247

OP LDA MH SI YA

Poplars, The

Alsagers Bank, Bank, Stoke-on-Trent ST7 8BA
Tel: 01782 721515

OP D PD MH

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

Samuel Hobson House

22 Knutton Road, Wolstanton,
Newcastle-under-Lyme ST5 0HU
Tel: 01782 620011

OP D PD

Staffordshire County Council – 114 Douglas Road

Newcastle-under-Lyme ST5 9BJ
Tel: 01782 711041

OP D PD LDA MH SI YA

Wilbraham House

Church Street, Audley, Stoke-on-Trent ST7 8DE
Tel: 01782 720729

OP D PD LDA YA

Advert inside front cover
Woodlands, The

20 Woodlands Avenue,
Newcastle-under-Lyme ST5 8AZ
Tel: 01782 622089

LDA YA

Newcastle-under-Lyme care homes with nursing

See page 80 for the **Service User Bands** key

Abbeywell Court

Dragon Square, Newcastle ST5 7HL
Tel: 01782 561769

OP D MH YA

Belong Newcastle-under-Lyme

65 Lower Street,
Newcastle-under-Lyme ST5 2RS
Tel: 01782 986300

OP D PD YA

Bradwell Hall Nursing Home

Old Hall Drive, Bradwell,
Newcastle-under-Lyme ST5 8RQ
Tel: 01782 636935

OP D PD MH SI YA

Rowan Court Care Home

Silverdale Road, Newcastle-under-Lyme ST5 2TA
Tel: 01782 904595

OP D PD MH SI YA

Silverdale Nursing Home

Newcastle Street, Silverdale,
Newcastle-under-Lyme ST5 6PQ
Tel: 01782 717204

OP D PD SI YA

St Quentin Senior Living, Residential and Nursing Homes

Sandy Lane, Newcastle-under-Lyme ST5 0LZ
Tel: 01782 617056

OP D PD SI YA

Woodview Care Home

Old Hall Drive, Newcastle ST5 8RQ
Tel: 01782 667804

OP D PD SI AD

See the checklist on page 34 for suggestions of questions to ask when looking at care homes.

Search for care in your area

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


www.carechoices.co.uk


South Staffordshire care homes

Ashfield House

Sugar Loaf Lane, Iwerley, Kidderminster DY10 3PB
Tel: 01562 701118

PD LDA MH SI

Brickbridge House

98 Bridgnorth Road, Wombourne WV5 0AQ
Tel: 01902 892619

OP PD LDA YA

Bridge Manor

Mary Bond Court, Wombourne,
Wolverhampton WV5 8DA
Tel: 01902 923955

OP D PD MH SI YA

Essington Manor Care Home

41 Broad Lane, Essington WV11 2RG
Tel: 01922 406596

OP D PD MH SI YA

Fairmont Residential Ltd

Botts Farm, Whittington Hall Lane,
Kinver, Stourbridge DY7 6PN
Tel: 01384 397402

LDA

Firs Residential Home, The

Wodehouse Lane, Gospel End,
Sedgley DY3 4AE
Tel: 01902 677911

OP D PD MH

Greenway House Residential Home

103 Springhill Lane, Lower Penn,
Wolverhampton WV4 4TW
Tel: 01902 330777

OP D PD MH SI

High Lodge Care Home

Off Roman Road, Iwerley, Stourbridge DY7 6PP
Tel: 01384 390561

OP D PD SI

Holendene Way

1 Holendene Way, Wombourne,
Wolverhampton WV5 8EP
Tel: 01902 895823

LDA MH YA

Prestwood Lodge

Wolverhampton Road, Prestwood,
Stourbridge DY7 5AN
Tel: 01384 877727

OP PD

Sedgley Court

Brick Kiln Way, Gospel End,
Dudley DY3 4BA
Tel: 01384 928404

OP D MH SI YA

Shrubbery Rest Home, The

126 Wood Road, Codsall,
Wolverhampton WV8 1DW
Tel: 01902 844871

OP D PD MH SI YA

Spring Meadow

107 Springhill Lane,
Wolverhampton WV4 4TW
Tel: 01902 561066

PD LDA SI YA

Springfield House Nursing Home

Oaken Drive, Codsall,
Wolverhampton WV8 2EE
Tel: 01902 847272

OP D PD

Willows Care Home, The

14 Wolverhampton Road, Codsall,
Wolverhampton WV8 1PP
Tel: 01902 842273

OP D MH

Search for care in your area

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



Scan to search now



Visit www.carechoices.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

South Staffordshire care homes with nursing

Edgeview Nursing Home

The Compa, Comber Road, Kinver,
Stourbridge DY7 6HT
Tel: 01384 872804

D PD LDA MH

Prestwood Coach House

Wolverhampton Road, Prestwood,
Stourbridge DY7 5AL
Tel: 01384 877111

OP D PD YA

Himley Mill Care Home

School Road, Himley, Dudley, West Midlands DY3 4LG
Tel: 01902 324021

OP D PD YA

Springfield House Nursing Home

Oaken Drive, Codsall, Wolverhampton WV8 2EE
Tel: 01902 847272

OP D PD

Hunters Lodge Care Centre, The

Hollybush Lane, Oaken, Codsall,
Wolverhampton WV8 2AT
Tel: 01902 847575

OP D PD MH YA

St Anthony's

– Care Home with Nursing Physical Disabilities

Stourbridge Road, Wolverhampton WV4 5NQ
Tel: 01902 893056

OP D PD LDA MH YA

Perton Manor

Wrottesley Park Road, Wolverhampton WV8 2HE
Tel: 01902 843004

OP D PD MH SI YA

Woodford House

The Green, Trysull, Wolverhampton WV5 7HW
Tel: 01902 324264

OP D PD MH SI YA

Stafford care homes

Beechcroft House Residential Home

St Johns Road, Rowley Park, Stafford ST17 9BA
Tel: 01785 251973

OP D PD

Greenfield House

Springfield Road, Stafford ST13 6LQ
Tel: 01538 385916

OP D PD LDA MH SI YA

Brookside Residential Home

159 Eccleshall Road, Stafford ST16 1PD
Tel: 01785 240738

OP D PD MH SI YA

Leonard's Croft

80 Lichfield Road, Stafford ST17 4LP
Tel: 01785 214449

LDA SI YA

Burley Heights

Seighford Lane, Aston-by-Doxey,
Stafford ST18 9LQ
Tel: 01785 281715

OP PD LDA MH SI YA

Little Ingestre House

Ingestre Park, Near Great Haywood,
Stafford ST18 ORE
Tel: 01889 270410

PD LDA YA

Cottage, The

20 Oulton Road, Stone ST15 8DZ
Tel: 01785 811918

LDA YA

Meadowfields Care Home

Pasturefields, Great Haywood, Stafford ST18 ORD
Tel: 01889 270565

OP D PD YA

Creda House

184 Weston Road, Stafford ST16 3RY
Tel: 07740 076856

LDA YA

Mews, The

Stone Road, Eccleshall, Stafford ST21 6JX
Tel: 01785 851185

PD LDA YA

Crispin Court Care Home

385a Stone Road, Stafford ST16 1LD
Tel: 01785 529163

OP D PD MH SI YA

Oaklea House

Stone Road, Tittensor, Stoke-on-Trent ST12 9HE
Tel: 01782 373236

OP D PD LDA MH SI YA

Gingercroft Residential Home

Wharf Road, Gnosall, Stafford ST20 ODB
Tel: 01785 822142

OP D

Old Post Office Residential Home, The

Newport Road, Haughton, Stafford ST18 9JH
Tel: 01785 780817

OP D 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

Old Rectory, The

Fradswell Lane, Fradswell, Stafford ST18 0EY
Tel: 01889 270236

OP D

20 Oulton Road, Stone ST15 8DZ
Tel: 01785 615486

LDA YA

21 Longton Road, Stone ST15 8DQ
Tel: 01785 615505

LDA YA

49 Victor Street, Stone ST15 8HH
Tel: 01785 615500

OP LDA YA

Orsett House Retirement Home

Station Road, Barlaston,
Stoke-on-Trent ST12 9DQ
Tel: 01782 372147 **Advert below**

OP D PD

Queensway House

Weston Road, Stafford ST16 3TF
Tel: 01785 226417 **Advert below**

OP MH YA

R M P Care

1 Alexandra Street, Stone ST15 8HL
Tel: 01785 615510
20 Longton Road, Stone ST15 8DQ
Tel: 01785 615505

LDA YA

LDA YA

Rocklee Residential Home Ltd

341-343 Stone Road, Stafford ST16 1LB
Tel: 01785 569900

MH

Shoemaker Place

The Fillybrooks, Stone ST15 0GD
Tel: 07759 369263

OP D PD SI

See the checklist on page 34 for suggestions of questions to ask when looking at care homes.



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Station Road, Barlaston, Staffordshire ST12 9DQ www.orsetthouse.co.uk



Autumn House Nursing Home

37 Stafford Road, Stone ST15 0HG
Tel: 01785 812885

OP D YA

Dora Rose Care Home

1 Brocton Road, Milford, Stafford ST17 0UH
Tel: 01785 594991 **Advert page 72**

OP D PD YA

Falcon House (ECHO) Ltd

Rampion Court, Stafford ST17 9EU
Tel: 07917 976076

OP PD LDA YA

Heyfields Nursing Home

Heyfields, Tittensor Road, Tittensor ST12 9HQ
Tel: 01782 373584

OP PD SI YA

Hilderstone Hall

Hilderstone, Near Stone ST15 8SQ
Tel: 01889 861843

OP D PD YA

Limewood Nursing and Residential Home

Limetree Avenue, Stafford ST16 3DF
Tel: 01785 215678

OP D PD MH SI YA

Manor House Nursing Home, The

Burton Manor Road, Hyde Lea,
Stafford ST18 9AT
Tel: 01785 250600

OP D PD MH YA

Oulton Abbey Residential and Nursing Home

Kibblestone Road, Oulton, Stone ST15 8UW
Tel: 01785 814192

OP PD YA

Queensway House

Weston Road, Stafford ST16 3TF
Tel: 01785 226417 **Advert page 82**

OP MH YA

Rosevilla Nursing Home

148-150 Eccleshall Road, Stafford ST16 1JA
Tel: 01785 254760

OP D PD YA

St Joseph's Convent Nursing Home

Lichfield Road, Stafford ST17 4LG
Tel: 01785 251577

OP D PD YA

St Mary's Nursing Home

Magaret Street, Stone ST15 8EJ
Tel: 01785 813894

OP

Weston House

Weston Road, Stafford ST16 3TF
Tel: 01785 228324 **Advert page 82**

OP D MH

Wheaton Aston Care Home

Ivetsey Bank, Wheaton Aston, Stafford ST19 9QT
Tel: 01785 840423

OP D PD YA

Staffordshire Moorlands care homes

Alder Grange

51 Adamthwaite Drive, Blythe Bridge,
Stoke-on-Trent ST11 9HL
Tel: 01782 393581

OP D PD MH SI

Allan House

53 Uttoxeter Road, Blythe Bridge,
Stoke-on-Trent ST11 9JG
Tel: 01782 397018

OP D PD LDA MH SI YA

Ashview House Residential Care Home

Aynsleys Drive, Blythe Bridge,
Stoke-on-Trent ST11 9HJ
Tel: 01782 398919

OP D PD SI

Beech Dene Residential Care Home

Westwood Road, Leek ST13 8DL
Tel: 01538 388087

OP D PD LDA SI YA

Blythe Bridge

Southlands, Aynsleys Drive,
Blythe Bridge, Stoke-on-Trent ST11 9LR
Tel: 01782 398372

LDA MH

Choices Housing Association Ltd

20 Dairy Close, Leek ST13 6LT
Tel: 01538 386762

D PD LDA MH SI YA

Choices Housing Association Ltd

4 West Street, Biddulph, Stoke-on-Trent ST8 6HL
Tel: 01782 514141

OP PD LDA YA

Compassionate Lodge

177 Uttoxeter Road, Draycott, Stoke-on-Trent ST11 9AB
Tel: 07476 191493

OP PD LDA MH SI YA AD

Elizabeth House

Sandy Hill, Werrington, Stoke-on-Trent ST9 0ET
Tel: 01782 304088

OP 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

Staffordshire Moorlands care homes continued

Heathfield House

318 Uttoxetter Road, Blythe Bridge, Stafford ST11 9LY
Tel: 01782 393909

LDA

Hen Cloud House

Buxton Road, Leek ST13 6EQ
Tel: 01538 712460

OP D PD SI

Hillswood Lodge

9 The Close, Endon, Stoke-on-Trent ST9 9JH
Tel: 01782 505221

OP D LDA YA

Ladydale Care Home

9 Fynney Street, Leek ST13 5LF
Tel: 01538 386442

OP PD LDA MH YA

Larkins, The

Hill Top, Brown Edge, Stoke-on-Trent ST6 8TX
Tel: 01782 504457

LDA YA

Mill Hayes Residential Home

72 Mill Hayes Road, Knypersley, Stoke-on-Trent ST8 7PS
Tel: 01782 519047

PD LDA MH SI YA

Morgan House

86 Uttoxeter Road, Blythe Bridge,
Stoke-on-Trent ST11 9JG
Tel: 01782 390640

OP MH YA

Old Vicarage Residential Home, The

Vicarage Road, Tean, Stoke-on-Trent ST10 4LE
Tel: 01538 723441

OP D PD

Roughcote Hall Farm

Roughcote Lane, Caverswall,
Stoke-on-Trent ST11 9ET
Tel: 01782 397440

OP LDA YA

Wall Hill Care Home Ltd

Broad Street, Leek ST13 5QA
Tel: 01538 399807

OP D PD MH

Wetley Manor Care Home

Abbey Road, Wetley Rocks,
Stoke-on-Trent ST9 0AS
Tel: 01782 551144

OP D PD MH

Willows Care Home, The

90 Uttoxeter Road, Blythe Bridge,
Stoke-on-Trent ST11 9JG
Tel: 01782 399411

OP D MH

See the checklist on page 34 for useful suggestions of questions to ask when looking at care homes.

Staffordshire Moorlands care homes with nursing

Abbey Court Care Home – Leek

Buxton Road, Leek ST13 6NF
Tel: 01538 386523

OP D PD MH SI YA AD

Ash Hall Nursing Home

Ash Bank Road, Werrington,
Stoke-on-Trent ST2 9DX
Tel: 01782 302215

OP D PD MH SI

Beech Lodge Nursing Home

Rakeway Road, Cheadle,
Stoke-on-Trent ST10 1RA
Tel: 01538 753676

OP D PD

Church Terrace Nursing Home

18 The Terrace, Cheadle,
Stoke-on-Trent ST10 1PA
Tel: 01538 750736

OP D MH YA

Ernvale House Care Centre

Station Road, Cheddleton, Leek ST13 7EE
Tel: 01538 360260

OP YA

Harewood Park

Leek Road, Cheadle,
Stoke-on-Trent ST10 2EE
Tel: 01538 756942

LDA MH YA

Park Lane Care Home

Park Lane Knypersley,
Stoke-on-Trent ST8 7BG
Tel: 07940 417647

OP D MH SI YA

Rock Cottage Care Services

Breach Road, Brown Edge,
Stoke-on-Trent ST6 8TR
Tel: 01782 503120

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

Staffordshire Moorlands care homes with nursing continued

Springbank Nursing Home

Mill Hayes Road, Knypersley, Stoke-on-Trent ST8 7PS
Tel: 01782 516889 **OP D PD**

Treetops Court Care Home

Park Road, Leek ST13 8XP
Tel: 01538 392520 **OP D PD LDA MH YA**

Tall Oaks Care Home

Charles Street, Biddulph, Stoke-on-Trent ST8 6JB
Tel: 01782 518055 **OP D PD YA**

See page 23 for more information on paying for care in Staffordshire.

Tamworth care homes

Arkall Manor Care Home

Ashby Road, Tamworth B79 0GJ
Tel: 01827 426334 **OP D PD SI YA**

Meadowyrthe

Comberford Road, Tamworth B79 8PD
Tel: 01827 66606 **OP D PD MH SI**

Boat House, The

24-28 Lichfield Street, Fazeley, Tamworth B78 3QN
Tel: 01827 289654 **LDA YA**

Spring Tree Rest Home

433 Watling Street, Two Gates, Tamworth B77 1EL
Tel: 01827 251634 **D**

Bonehill Lodge

62 Park Lane, Bonehill, Tamworth B78 3HZ
Tel: 01827 280275 **OP D PD SI**

St Ives Close

2-4 St Ives Close, Leyfields, Tamworth B79 8HL
Tel: 01827 68517 **LDA**

Dover Cottage Rest Home

Dover Farm Close, Stoneydelph, Tamworth B77 4AP
Tel: 01827 331116 **OP D**

Standon House

12 Ashby Road, Tamworth B79 8AG
Tel: 01827 310600 **OP D**

Evergreen House Residential Home

Lichfield Road, Tamworth B79 7SF
Tel: 01827 50675 **D PD YA AD**

Walsingham Support – Residential & Supported Living Staffordshire

Walsingham, Tamworth B79 7QS
Tel: 01827 311991 **OP LDA YA**

Hopleys House

14 Hopleys Close, Tamworth B77 3JU
Tel: 0345 241 5398 **OP LDA YA**

Wigginton Cottage

86 Main Road, Wigginton, Tamworth B79 9DZ
Tel: 01827 63441 **LDA**

Lane House Residential Care Home

265 Lichfield Road, Tamworth B79 7SF
Tel: 01827 314806 **OP D PD SI**

Wilnecote Rest Home

Hockley Road, Wilnecote, Tamworth B77 5EA
Tel: 01827 262582 **D**

Tamworth care homes with nursing

Haunton Hall

Haunton, Tamworth B79 9HW
Tel: 01827 373631 **OP D**

Park Farm Lodge Care Home

Park Farm Road, Kettlebrook, Tamworth B77 1DX
Tel: 01827 280533 **OP D PD SI YA**

Marmion Nursing Home

17 Stretton Street, Glascote, Tamworth B77 2BH
Tel: 01827 679530 **OP MH YA**

Sunningdale Nursing Home

87 Upper Gungate, Tamworth B79 8AX
Tel: 0182 769900 **OP PD 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

Domiciliary care agency listings

2 Carers Ltd	55	Austin Ben – Stoke	56	Cera – Staffordshire and Stoke	59
1Step Beyond Support Ltd	55	Auxiliary First Care Ltd	56	Chase Care and Support	
A-E		Ave Maria Care Services	56	Services Hednesford	59
A.S.P.E.C.T.S	55	Bagnall Heights		Cherishers Ltd	59
Abilities Enabled – Stafford	55	Domiciliary Service	56	Choices Housing Association	59
Absolute Care 4U – Main Office	55	Belong at Home		Choose Your Care	59
Acadia Support Services Ltd	55	Newcastle-under-Lyme	56	Committed2Care Ltd	59
Advantage Care Ltd	55	Berryhill Village		Community Care Worker Ltd	59
Affinity Homecare	55	Administration Centre	56	Companion for Care	
Age UK – Stafford & District		Betacare Agency Ltd	57	Services Ltd	59
Care Services	55	Better Care Services Ltd	57	Compassion First Care Ltd	59
Agee Care Ltd	55	BIG Healthcare Ltd	57	Compassionate Care Tamworth	59
Agincare UK		Bloomberg Care Services Ltd	57	Cream Home Care Ltd	59
Newcastle-under-Lyme	55	Bluebird Care Burton &		Creative Support – Staffordshire	
Akroates Health Care Ltd	55	Swadlincote	57	Services	59
Albany House	55	Bluebird Care Cannock &		Crossroads Care Staffordshire	59
Albany House,		Great Wyrley	57	CSPC Healthcare Ltd	59
Staffordshire Office	55	Bluebird Care (Stafford)	57	Custom Care (Cannock)	59
Allendale Head Office	55	Bluebird Care (Tamworth		Dages Care Ltd	59
Allot Healthcare Services		and Lichfield)	57	Dahlia Health Care Ltd	59
Staffordshire	55	Breakthrough Case		Daniel's Special Care – Stoke	59
Alpine4Care Services Ltd	55	Management	57	Daycare Domiciliary Services	59
Amazing Angels Care Ltd	55	Brighter Days Staffordshire Ltd	57	Desire Care – Burton	59
AMG Nursing and Care		Camoy's Court	57	Diligence Healthcare	
Services – Burton	55	Care Company, The – Stoke	57	Services Ltd	59
AMG Nursing and Care Services		Care Company, The		Diversity Care	
– Stafford & Stoke-on-Trent	55	– Stafford Branch	57	– 6A Market Street	59
AMG Nursing and Care Services		Care Cover 24/7	57	Domiciliary Care Staffordshire	59
– Wolverhampton	55	Care Homes Stoke Ltd	57	Dotty Care Ltd	59
Angel and Star Care Services	55	Care Perfect Ltd	57	Edens Care Ltd	59
Angeli Care Services Ltd	55	Care Plus	57	Elite Domiciliary Care PVT Ltd	59
Aquila Supported Living		Care Plus Healthcare Services	57	Empowerment Care Ltd	59
Services Ltd	55	Care Promise Ltd	57	ES Homocare Ltd	59
AR1 Homocare	55	Care Wings Stoke	57	Essential Health Ltd	61
Archangel Home Care		Caremark Cannock Chase and		Evaris Care	61
– Staffordshire Branch	56	South Staffordshire	57	Evolving Care Ltd	61
Ariise Ltd	56	Caretech Community Services		Executive Carers	61
Arreta Care Ltd	56	Hanley DCA	57	Exeter Street, 110	61
Ascending Heights Ltd	56	CareUK Living Ltd		Extra Mile Healthcare Ltd	61
Aston Home Care Ltd	56	– Stoke-On Trent	57		
At Home With Marvel Ltd	56	Caring Focus Ltd	57	F-J	
ATIPA Healthcare Group Ltd	56	Caring Hands	57	Families Care	61
		Cauldon Place	57	Fervid Healthcare Ltd	61

First Person Complex Care Ltd	61	Homestay Care Ltd	63	Ltd – Staffordshire	64
Freedom Support Ltd	61	Honorable Care Ltd	63	Meridian Health and Social	
FTG Care and Consultancy		Housing 21 – Summer		Care – Tamworth	64
Services Ltd	61	Field Court	63	MHS Care Ltd	64
G&C Healthcare Ltd	61	Human Support Group Ltd		Midlands Community Care Ltd	64
Gain Healthcare Tamworth	61	– Stoke-on-Trent	63	Mill Rise Village	64
GMT Healthcare	61	ICare (GB) Ltd	63	Miss Leanne Porter	64
Gold Care RSL Ltd	61	Independence at Home		Multi-Care Community Services	
Golden Living Home Care	61	Service, The	63	Burton On Trent Ltd	65
Hadet Healthcare	61	Independent Support	63	New Doves Care	65
Harlon Healthcare		Integrity Supported Living		Newcross Healthcare Solutions Ltd	
Ltd (Stafford)	61	(Stafford)	63	– Midlands & East	65
Hayward Community Care Ltd	61	Jessden Care Ltd – Main Office	63	Nexus Care – Cannock	65
Health & Alliance Home Care	61	JJ Starlight Care	64	Nexus Care – Staffordshire	65
Helpful Hearts Ltd	61	Jodie's Quality Care	64	Oak Priory	65
Helping Angels Ltd	61	Jump 2 Independence Ltd	64	Ocearns Care Services Ltd	65
Helping Hands Cannock	61			Onetocare Services Ltd	
Helping Hands Lichfield		K-O		– Stafford	65
& Tamworth	61	K&S Care Solutions Ltd	64	Optimal Healthcare Ltd	65
Helping Hands Stoke	61	Kena Care	64		
Helping Hands		Key 2 Care Stoke	64	P-T	
Wolverhampton	63	Kidsgrove Care Solutions		P.S We Care Ltd	65
Hill Lodge 1	63	– Arbour Street	64	Pasand Care Services Ltd	
Hills Angels Homecare	63	Kind Hearts Care and		(Home Instead)	65
Home Care Assist – Stoke	63	Support Ltd	64	Passion 4 Care	65
Home Comfort Healthcare Ltd	63	Kindered Hearts Ltd		Passion For Care For All Ltd	65
Home First – Cannock	63	Stoke-on-Trent Office	64	Person Centred Services Ltd	65
Home First – East Staffs	63	L&T Healthcare Ltd	64	Phoenix Healthcare	65
Home First – Lichfield	63	Lawton Care Services Ltd	64	Platinum Community Care Ltd	65
& Tamworth	63	Leek Moorlands Hospital	64	Positive Paths Head Office	65
Home First – Newcastle	63	LifeChoice Services Ltd	64	Prestige Nursing & Care	
Home First		Lifeways Community Care Ltd		Stoke-on-Trent	65
– South Staffordshire	63	(West Midlands)	64	Prime Staff	65
Home First – Stafford	63	Lilyrose Care Group Ltd		Priority Support and Care	65
Home First – Stoke	63	– Staffordshire	64	Pristine Healthcare	
Home Instead		Litch Care Services Ltd	64	Services Ltd	65
– Burton-on-Trent	63	Lords Care Solutions		Proace Ltd (Stafford)	65
Home Instead – Cannock	63	Stoke-on-Trent	64	Profad Care Agency	
Home Instead		Lotus Enrichment Centre	64	Stafford Branch	65
– Leek and Moorlands	63	LSC Nursing & Domiciliary		Promises of Care Stoke	65
Home Instead – Newcastle		Care Services Ltd	64	Quality Care (Staffordshire) Ltd	65
under Lyme & Stoke	63	Maple West	64	Quality Carezone Services Ltd	65
Home Instead Stafford,		Margstone Support		Radis Community Care	66
Cheadle and Stone	63	Solutions Ltd	64	Radis Community Care	
Home Instead – Telford South	63	Maxlife Care – Stoke	64	(Live-in Services)	66
Homecaring Team Ltd	63	Medhealth Care and Support		Rainbow Care Solutions	

(Staffordshire)	66	Silver Tree Home Support	Tender Glove Healthcare	67
Raphael Court	66	Community	TLC Homecare Services	67
Reagle Health		Interest Company	Triband Care Services Ltd	67
– Rothsay Avenue, 44	66	Sirri Care Ltd	Trusted Hands Care Solutions Ltd	
Recruitment Partnership, The	66	Spring Meadow	T/A Clarity Homecare	67
Regal Care Services Ltd	66	St Dominic's Court	Trustlink Care Services Ltd	67
Resolution Care Ltd	66	Stables, The		
Reto Care Ltd	66	Standon Gardens	U-Y	
Reviverise Ltd	66	Domiciliary Services	UK Care Excel Ltd	67
Right at Home Ashby,		Starlight Healthcare Ltd	Umbrella Care (Midlands) Ltd	67
Burton & Uttoxeter	66	Stay Home Care Ltd	Uniquee Healthcare Services	67
Saddlebrook Healthcare		Stoke-on-Trent City Council	Visiting Angels	
Services Ltd	66	Sunlite Health Care Ltd	– Burton & Derby	67
Sanctuary Supported Living		Sunshine Care Stafford Ltd	Waterside View	67
– Epworth House	66	Supported Futures	Wentworth Community	
Sapphire Quality Care		Supported Living Staffordshire	Care Ltd	67
Agency Ltd	66	SureCare Stoke-on-Trent	Wesleycare Ltd	67
Sedgemoor Serenity Services	66	Swan Care Solutions	Willow Barns	67
Senior Care Tamworth Ltd	66	TBSS Care Ltd	Willow Senior Care Ltd	67
Sentimex Care Stoke-on-Trent	66	TC Care Global Ltd	WNS Care Services Ltd	67
SGE Care & Recruitment	66	Teasdale Healthcare Ltd	YourLife	67

Care homes/care homes with nursing

A-E

Abacus Quality Care Ltd		Ash Tree House	74	Belong Newcastle-under-Lyme	79
T/A Abacus Care Home	74	Ashby House	74	Birches, The	77
Abbey Court Care Home	73	Ashby Road, 182	74	Blurton Road	68
Abbey Court Care Home		Ashby Road, 183	74	Blythe Bridge	83
– Leek	84	Ashby Road, 195	74	Boat House, The	85
Abbeywell Court	79	Ashcroft Hollow Care Home	73	Bonehill Lodge	85
Adderley Green Care Centre	70	Ashfield House	80	Bowbrook	77
Agnes and Arthur	68	Ashview House Residential		Bracken House	77
Alder Grange	83	Care Home	83	Bradwell Hall Nursing Home	79
Alison House Care Home Ltd	68	Aston Court Care Home	77	Branston Court Care Home	76
Allan House	83	Autumn House Nursing Home	83	Briar Hill House	77
Allendale Residential	78	Barrowhill Hall	76	Brickbridge House	80
Alma Court Care Home	73	Barton Cottage	76	Bridge Manor	80
Amber House Residential		Barton House Nursing Home	73	Brindley Court	70
Home Ltd	74	Bateman House Care Home	75	Broadmeadow Court Residential	
Amber Wood	74	Beech Dene Residential		Care Home	78
Arbour Street, 50	78	Care Home	83	Brookside Residential Home	81
Arkall Manor Care Home	85	Beech Lodge Nursing Home	84	Burley Heights	81
Ash Hall Nursing Home	84	Beechcroft House		Burton, Bridge and Trent Court	
		Residential Home	81	Care Centre	76
		Beeches, The	68	Burton Road, 50	75
		Beechfields Nursing Home Ltd	77		

Canal Lodge	75	Doddlespool Hall Care Home	78	Greenfield House	81
Cannock Specialist Care Centre	73	Dora Rose Care Home	83	Greenway House	
Carden Bank Rest Home	75	Dove House Care Home	75	Residential Home	80
Care Services (UK) Ltd	71	Dover Cottage Rest Home	85	Grove Court	78
CareTech Community Services Ltd		Dresden House Ltd	68	Hammerwich Hall Care Home	77
– 34 Porthill Bank	78	Eastgate Residential Home	68	Hanford Court Care Home	69
Cauldon Place	68	Edgeview Nursing Home	81	Hanford Manor	69
Cedars, The	68	Eldon House Care Services	68	Hanley House	69
Charlotte James Nursing Home	76	Elizabeth House		Harewood Park	84
Chaseview Nursing Home	77	(Burton-on-Trent)	75	Haunton Hall	85
Chasewater Mews	77	Elizabeth House		Hawthorn House	77
Chesford Grange Care Home	70	(Stoke-on-Trent)	83	Heartlands Care Ltd	
Chesterton Lodge	78	Ellis House	71	T/A Lanrick House	71
Chiltern Rest Home	68	Ernvale House Care Centre	84	Heathers Nursing Home, The	73
Chimes Residential Home, The	68	Eros Crescent	68	Heathfield House	84
Choices Housing Association		Essington Manor Care Home	80	Hempstalls Hall Care Home	78
Ltd (Leek)	83	Evergreen House		Hen Cloud House	84
Choices Housing Association Ltd		Residential Home	85	Hermitage Care Home, The	75
(Newcastle-under-Lyme)	78	Eversley Rest Home	75	Heyfields Nursing Home	83
Choices Housing Association		F-K		High Cross House	69
Ltd (Stoke-on-Trent)	83	Fairmont Residential Ltd	80	High Lodge Care Home	80
Choices Housing		Falcon House (ECHO) Ltd	83	Highbarrow Residential Home	75
Association Ltd	68	Far Fillimore Rest Home	75	Hilderstone Hall	83
Church Terrace Nursing Home	84	Farmhouse Residential		Hill Lodge 1	75
Claybourne	68	Rest Home	78	Hill Lodge 2	75
Clement Court	70	Fauld House Nursing Home	76	Hillswood House Care Home	78
Coach House, The	75	Fernlea	69	Hillswood Lodge	84
Coldbrock House	75	Field House	75	Hilton House	69
Collinson Court	68	Firs Residential Home, The	80	Himley Mill Care Home	81
Compassionate House	68	Florence House	78	Hoar Cross Nursing Home	76
Compassionate Lodge	83	Footherley Hall	77	Hob Meadow	73
Conifers Nursing Home	73	Four Seasons	69	Holendene Way	80
Coopers Croft	68	Gingercroft Residential Home	81	Hollies, The	69
Copperdown Residential		Glyn House	69	Hollins Residential Care	
Care Home	71	Goldendale Residential		Home, The	78
Coronation Court	73	Care Home	70	Holly Lodge Residential	
Cottage, The	81	Goldenhill Nursing Home	70	Home Ltd	69
Creative Support		Goldenpark Nursing Home	71	Hopleys House	85
– Leonora Street	68	Goldenvue Care Home	71	Horse Fair Care Home	73
Creda House	81	Gorsefield Residential Home	69	Hunters Lodge Care	
Crispin Court Care Home	81	Grangemoor House		Centre, The	81
Croft Care Home	75	Nursing Home	77	James Court Residential	
Darwin Court Care Home	77	Grange Residential Care		Care Home	75
Davlyn House	68	Home, The	71	Jasmine	69
Derby Road, 46	75				

Kenwood House	69	Mill Hayes Residential Home	84	Poplars	70
Kidsgrove Care Solutions		Mimosa	69	Poplars Nursing and	
– Arbour Street	78	Mitchell House Nursing Home	78	Residential Care Home	76
Kings Bromley Care Home	76	Morgan House	84	Poplars, The	78
Kingsley Cottage	73	Mount, The	75	Pottery House	70
Kingsley Cottage, Blackfords	73	Mrs Valerie Bullman		Prestwood Coach House	81
Kingsley Rest Home	78	– 18 Leafdown Close	73	Prestwood Lodge	80
Kirk House Care Home	76	Needwood House		Priory Highfields	77
		Nursing Home	74		
		Nethermoor House	73		
L-P		New Lodge	69	Q-V	
Ladydale Care Home	84	New Milton Nursing Home	71	Queensway House	82, 83
Lakeview Care Home	74	Newford Nursing Home	71	R M P Care	82
Lake View Nursing Home	71	Nightingale Group Ltd		Regent Road	70
Lane House Residential		– Trentham Care Centre	71	Richmond Mews	71
Care Home	85	North Street, 92	73	Rider House Care Centre	76
Langston Care Ltd		Oak House (Stoke-on-Trent)	69	River Lodge	76
– 35 Hill Top View	73	Oak House (Rugeley)	73	Riverside Care Home Ltd	76
Langston Care Ltd		Oak Tree House	73	Rock Cottage Care Services	84
– 37 Hill Top View	73	Oaklea House	81	Rocklee Residential Home Ltd	82
Lanrick Cottage	73	Old Post Office Residential		Rosemary Lodge	77
Larkins, The	84	Home, The	81	Rosevilla Nursing Home	83
Lawton Rise Care Home	71	Old Rectory (Bramshall)	75	Rosewood House	77
Leigh House	75	Old Rectory (Bramshall) Ltd	76	Roughcote Hall Farm	84
Leonard's Croft	81	Old Rectory, The	82	Rowan Court Care Home	79
Lightwood Road, 216	69	Old Vicarage Nursing		Rugeley Road, 235	77
Limes, The	69, 71	Home, The	71	Rutland House	70
Limewood Nursing and		Old Vicarage Residential		Samuel Hobson House	79
Residential Home	83	Home, The	84	Sandylee House	76
Lindly House Care Home	69	Orsett House		Scotia Heights	71
Lisbeth Nursing Home	74	Retirement Home	82	Sedgley Court	80
Little Ingestre House	81	Oulton Abbey Residential and		Shamu	70
Littleton Lodge	73	Nursing Home	83	Shenstone Hall	77
Lodge Nursing Home, The	77	Park Farm Lodge Care Home	85	Shoemaker Place	82
Lodge, The	78	Park Hall	69	Shrubbery Rest Home, The	80
Ma-rie House	75	Park Lane Care Home		Silver Birch Short Break Service	76
Manor House Nursing		Park Lane Respite	69	Silverdale Nursing Home	79
Home, The	83	Park View	75	Spires, The	77
Maple Tree Court	78	Parkbrook Lodge	69	Spratslade House Care Home	70
Maples Residential Home, The	78	Paul Clarke Home	78	Spring Meadow	80
Marmion Nursing Home	85	Peacock Hay	81	Spring Tree Rest Home	85
Marrow House	69	Perton Manor	78	Springbank Nursing Home	85
Meadowfields Care Home	81	Phoenix House	75	Springfield House	
Meadows, The	69	Pines, The	70	Nursing Home	80, 81
Meadowyrthe	85	Place Up Hanley, The			
Mews, The	81				

Springfield Manor Care Home	71	Sunny Croft House Ltd	70	Westfield Lodge Care Home	71
St Anthony's – Care Home with Nursing Physical Disabilities	81	Talbot House Nursing Home	77	Weston House (Stafford)	83
St Ives Close	85	Tall Oaks Care Home	85	Weston House (Stoke-on-Trent)	70
St Joseph's Convent Nursing Home	83	Tree Tops	76	Weston Road, 202	70
St Marys Mount	76	Treetops Court Care Home	85	Wetley Manor Care Home	84
St Mary's Nursing Home	83	Trent View	76	Wheaton Aston Care Home	83
St Michael's Care Home	71	Trentham House Care Home	71	Wigginton Cottage	85
St Quentin Senior Living, Residential and Nursing Homes	79	Trentside Manor Care Home	70	Wilbraham House	79
St Thomas' Priory	77	Trinity House	70	Willows, The	70
Staffordshire County Council – 114 Douglas Road	79	Tudor House Care Home	74	Willows Care Home, The (Stoke-on-Trent)	84
Standon House	85	Villas, The	70	Willows Care Home, The (Wolverhampton)	80
Station House	76	W		Wilnecote Rest Home	85
Stowe Mount Care Home	77	Wall Hill Care Home Ltd	84	Windsor House Care Home	74
Strathmore House	70	Walsingham Support – Residential & Supported Living Staffordshire	85	Woodford House	81
Stubby Leas Nursing Home	77	Waters Edge Care Home	73	Woodlands, The	79
Summerfield Care Home	76	Watford House		Woodland View Short Break Service	73
Sunningdale Nursing Home	85	Residential Home	77	Woodview Care Home	79
		Westcroft Nursing Home Ltd	71	Wyrley Rose Care Home	74

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Care Choices Ltd	27, 33, 39, 54, 79 & 80	MACC Care	72	My Family, Our Needs	36
Country Court Care	74	Manage @ Home	15	Peaches Health and Social Care Ltd	60
Helping Hands	54	Medequip	15	Provide Community	62
Home Instead	58	MHA	82	React Homecare – Staffordshire and Cheshire East	62
Majestic Healthcare Ltd	60	Millfield Rose	72		



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