



# Promoting Wellbeing and Independence

## Guide for Adults 2023/24

- Staying independent • Support in your community
- Home care • Care homes

In association with

#### 24hr Complex Care Packages

- Learning Disabilities & Autism
- Young Adults
- Degenerative Conditions
- Dementia



TAO Complex care believes that quality of life is everything, our dedicated staff will encourage and support everyone to maintain their independence and overall well-being.

Phone: **0330 174 2697** Email: [complexcare@tao-ss.co.uk](mailto:complexcare@tao-ss.co.uk) Website: [tao-ss.co.uk](http://tao-ss.co.uk)



**Independence,  
is a way of living**



**When you care, everyday makes a difference**

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To obtain extra copies of this Guide, free of charge, call the **Customer Service Centre** on: **0300 131 2 131**.

## Alternative formats

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



# Welcome from North Yorkshire Council

Welcome to the twelfth edition of North Yorkshire's Promoting Wellbeing and Independence Guide for Adults. This 2023/24 edition will provide you with information on health and social care across the county. North Yorkshire Council is pleased to be working with the Independent Care Group to promote this Guide.

We want people in North Yorkshire to be independent, part of their community and to enjoy the best possible quality of life for as long as possible. Having access to high-quality information and advice is fundamental to enabling you to make the right decisions about care and support. This Guide is one way of providing information, but we will continue to work with our partners to improve the range of information available. We are working closely with our health colleagues to join up health and social care services to give the best community-based care when it is needed.

North Yorkshire has its own online directory, which has information about thousands of local groups and activities across the county.

North Yorkshire Connect allows you to access information about community and voluntary organisations online. You can search the directory by categories such as 'advice', 'health' and 'activities' or you can put in your location and see what is available in your community.



Web: [www.northyorkshireconnect.org.uk](http://www.northyorkshireconnect.org.uk)



## North Yorkshire Council

Customer Service Centre

Tel: **0300 131 2 131**

Web: [www.northyorks.gov.uk](http://www.northyorks.gov.uk)

We work closely with the Care Quality Commission's (CQC's) inspectors and with care providers to make sure high-quality standards are maintained in the care provided to people in North Yorkshire. New regulations for registered residential, nursing and domiciliary services focus very much on improving outcomes for adults who need support. These regulations underline the importance of people who use care services having a say and being able to make decisions about how to keep healthy and get the right care and support. We will continue to have a strong commitment to safeguarding those adults who may be at risk of abuse or exploitation.

Whatever your circumstances, whether you pay for your own care or not, you can contact North Yorkshire Council for information, advice and guidance. Where it is appropriate, we will ask our own social care staff to help you or to contact other services that may be of assistance.

We know that making decisions about social care can be daunting, particularly if you have not been involved with social care before. This Guide provides clear and easy-to-understand guidance so that you can be confident you are making the right decisions.

## Councillor Michael Harrison

Executive Member for Health and Adult Services

## Richard Webb

Corporate Director, Health and Adult Services



Neither North Yorkshire Council nor Care Choices can be held liable for any errors or omissions. The inclusion of advertisements for homes and agencies in this Guide does not act as an endorsement or recommendation by North Yorkshire Council.



## The new council and devolution for North Yorkshire

North Yorkshire Council, a single new council for everyone in North Yorkshire, started in April 2023, replacing the county council and seven district and borough councils.

North Yorkshire Council launched a new website in

April 2023. This means that the website links used in this Guide to signpost to council services are subject to change. Use the other contact details provided where possible or call the Customer Service Centre on: **0300 131 2 131** for the latest information.

## The Independent Care Group

On behalf of the Independent Care Group (ICG), I am delighted to support this latest edition of the North Yorkshire Promoting Wellbeing and Independence Guide for Adults and hope that you find the information in it useful.

If you are beginning your journey towards finding a care package that is right for you or your loved one, the good news is that you will have the choice of quality care of all kinds and in all combinations.

We are so fortunate that the local area can boast a whole army of exceptional, warm and dedicated people with the motivation and enthusiasm to help you and your family go on enjoying life together.

We have an ever-changing landscape in social care, and it can be hard for those looking to use services to keep up. That is why this Guide is such an invaluable tool in helping to find the care package that is right for your family. It sets out all the different types of care available in this area, as well as how to access that care and how to fund it.

With people's care needs becoming ever more complex and the services offered by providers changing to meet those demands, it has never been more important to look at all your options when considering the support you need. Once you have identified your choices, always pay a visit to the care services to help you to decide. Don't forget you can also find important information about care providers by looking at their latest inspection report from the regulator, the Care Quality Commission (CQC).

For our part, the ICG is the regional body responsible for representing and supporting local independent care providers, both private and voluntary. For over 20 years, we have been actively helping care

providers to deliver quality and safety of care for older and vulnerable people.

Around 80% of social care in this area is provided by the independent sector. That includes residential care, care provided to people in their own home, supported living, extra care housing and day care. We work with North Yorkshire Council, City of York Council, the local integrated care boards and the CQC, to try to ensure that the care provided matches the care required.

We're here to help, so, if you're a provider, please do get in touch or visit our website at:

**[www.independentcaregroup.co.uk](http://www.independentcaregroup.co.uk)**  
or call: **07368 844027**.

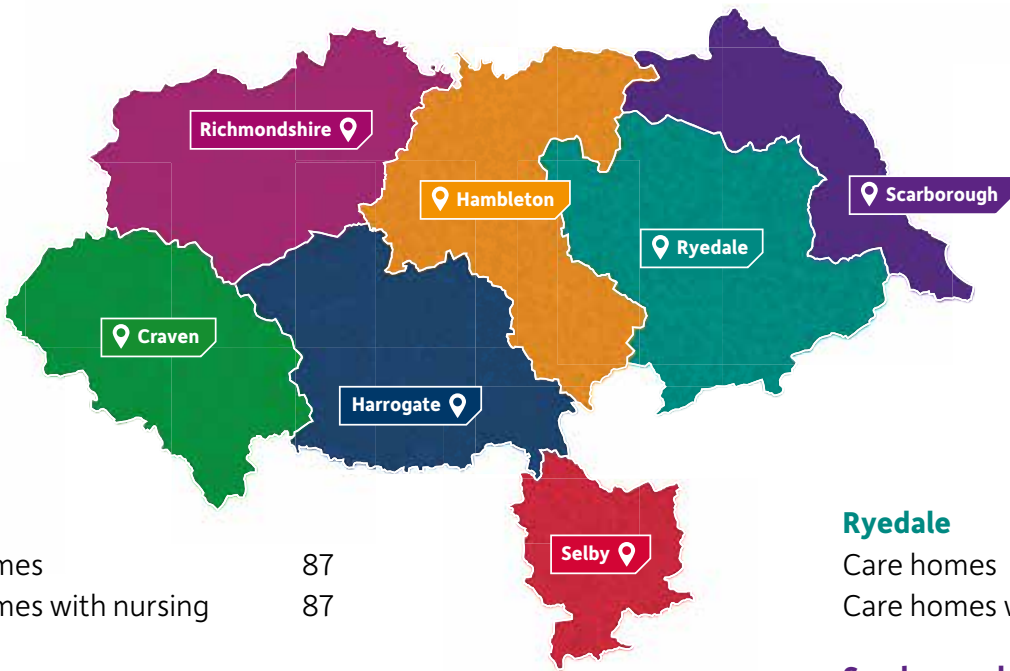
We are proud of the care provided by the independent care sector in this area and hope that, with the help of this Guide, you will find the support you and your family need.

### Nick Swash

Chief Executive  
Independent Care Group



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## Where to go for trusted information, advice and guidance

The information in this Promoting Wellbeing and Independence Guide for Adults has been compiled in conjunction with the Health and Adult Services Directorate of North Yorkshire Council. We used to be known as ‘social services’.

When the words ‘we’ and ‘us’ are used in the Guide it means Health and Adult Services. Lots of people will pick up this Promoting Wellbeing and Independence Guide for Adults looking for advice and information about adult social care. The Guide aims to give an overview of all aspects of adult social care to everyone who is looking for care and support.

If you are thinking about care and/or support, either for yourself or a loved one, it can be a challenging task. Making any change in your life will require major decisions and we are trying to provide you with the basic information and guidance you will need in this Guide and give you the details of other organisations that may be able to help.

In the first instance, you can always call North Yorkshire Council’s Customer Service Centre for advice on: **0300 131 2 131** or email: **social.care@northyorks.gov.uk**

North Yorkshire has its own online community directory which you may find useful. North Yorkshire Connect: **www.northyorks.gov.uk** (search ‘community directory’) offers local information from community and voluntary organisations that can provide advice and support. It also lists activities and things to do.



## 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 Guide, has a website providing comprehensive details of care providers as well as essential information.

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

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

by email. They can also be saved and emailed to others.

The website includes detailed information for each care provider, including the address, phone number and the service's latest CQC inspection report and rating (see page 78), indicating the quality of care provided.

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

Visit: **[www.carechoices.co.uk](http://www.carechoices.co.uk)**

## Health and wellbeing

Looking after our health and wellbeing is key to ensuring that we feel good, live well and enjoy life. There is a range of services and support to help you to make changes to your lifestyle. The Public Health Team at North Yorkshire Council provides a range of information on health and wellbeing online, including:

- Mental health.
- Sexual health.
- Drugs and alcohol.
- Stopping smoking.
- Healthy weight.

- Dentists and oral health.
- COVID-19 information and advice.
- Other health information including environmental health, finding health and wellbeing services and avoiding infections on farm visits.

Visit: **[www.northyorks.gov.uk/healthy-living](http://www.northyorks.gov.uk/healthy-living)**

### Useful websites

#### Better Health – Healthier Families

Web: **[www.nhs.uk/healthier-families](http://www.nhs.uk/healthier-families)**

#### NHS Health Checks

Web: **[www.nhs.uk/conditions/nhs-health-check](http://www.nhs.uk/conditions/nhs-health-check)**

## Cost of living support

There is a wide variety of support schemes and organisations in North Yorkshire which may be able to help or advise if you are struggling to pay for essentials:

- The North Yorkshire Local Assistance Fund (NYLAF) – provides emergency financial support to those unable to meet essential living costs. NYLAF can also make awards in kind, such as supplying basic necessities or household goods such as a fridge. Visit:

**[www.northyorks.gov.uk/adult-care/social-care-adults/stay-your-home/local-assistance-fund](http://www.northyorks.gov.uk/adult-care/social-care-adults/stay-your-home/local-assistance-fund)**

- Warm and Well North Yorkshire – apply for hardship funding or help with minor repairs to make your home warmer. Call: **01609 767555** or email: **[wnw@northyorkslda.org.uk](mailto:wnw@northyorkslda.org.uk)**
- Council Tax reduction and support scheme – if you're on a low income or claim benefits, you can apply for a reduction in the Council Tax you pay. Visit: **[www.gov.uk/apply-council-tax-reduction](http://www.gov.uk/apply-council-tax-reduction)** to check your eligibility.

For more details, visit: **[www.northyorks.gov.uk/community-and-volunteering/cost-living-support](http://www.northyorks.gov.uk/community-and-volunteering/cost-living-support)**

# Getting out and about

## Community transport schemes

There is a wide range of schemes across North Yorkshire to help you get where you need to be so that you can access services in the community. You can find out more about community transport in your area on the Go Local website:

**[www.golocal-northyorks.community](http://www.golocal-northyorks.community)**

Further details regarding transport in North Yorkshire are available at:

**[www.northyorks.gov.uk/roads-parking-and-travel/public-transport/community-transport](http://www.northyorks.gov.uk/roads-parking-and-travel/public-transport/community-transport)**

## Demand responsive transport

Pre-booked transport that uses taxis or minibuses to provide transport to areas that are not served by conventional bus services.

We are working closely with community transport operators to increase the availability of these lifeline services where public transport is not available. Details of the demand responsive services that operate in the county can be found at: **[www.northyorks.gov.uk/roads-parking-and-travel/public-transport/demand-responsive-transport](http://www.northyorks.gov.uk/roads-parking-and-travel/public-transport/demand-responsive-transport)**

YorBus is our new, flexible and on-demand bus service connecting the pilot area of Ripon, Masham, Bedale and surrounding villages. You can find further details at: **[www.northyorks.gov.uk/roads-parking-and-travel/public-transport/yorbus-connecting-north-yorkshire](http://www.northyorks.gov.uk/roads-parking-and-travel/public-transport/yorbus-connecting-north-yorkshire)**

## Bus passes

There are two main types of bus pass available.

### Older person's bus pass

Older people of pensionable age are entitled to free off-peak travel on local bus services anywhere in England.

### Disabled person's bus pass

Disabled people are entitled to free off-peak travel on local bus services anywhere in England.

You must meet one or more of the following criteria, provide supporting evidence and include this with your application:

- Be blind or partially sighted.
- Be without speech.
- Not have arms or have long-term loss of the use of both arms.
- Be profoundly or severely Deaf.
- Have a learning disability.
- Have a disability or have suffered an injury which has a substantial and long-term adverse effect on your ability to walk.
- Have been refused an application for a driving licence due to physical fitness, not including the misuse of drugs or alcohol.

## Companion bus passes for disabled people

You can apply for a bus pass for a companion to travel with you if you are disabled and meet the eligibility criteria. Your companion need not travel with you on every journey or be the same person each time. They cannot use the pass without you.

### Applying for a bus pass

You can check whether you are eligible for a bus pass, and apply or renew your bus pass, by visiting the 'Bus Passes' section on the **North Yorkshire Council** website:

**[www.northyorks.gov.uk/roads-parking-and-travel/public-transport/bus-and-travel-passes](http://www.northyorks.gov.uk/roads-parking-and-travel/public-transport/bus-and-travel-passes)**

## Blue Badge parking permits

The national Blue Badge scheme helps people with severe mobility problems who travel as drivers or passengers to park close to their destinations. For more information about the scheme, including how to apply or renew a badge, visit: **[www.northyorks.gov.uk/roads-parking-and-travel/parking-permits/blue-badge-parking-permits-disabled-people](http://www.northyorks.gov.uk/roads-parking-and-travel/parking-permits/blue-badge-parking-permits-disabled-people)**

You can apply for, or renew, a blue badge online. If you are not able to use our online form or you need assistance accessing information outlined in this section, call your local North Yorkshire library where you can make an assisted digital appointment at one of our core libraries where a library assistant can support you or contact our Customer Service Centre on: **0300 131 2 131**. A list of libraries in North Yorkshire starts on page 82.



# What's in your community?



There's lots of local support available to help you to stay healthy, independent and connected. Review the organisations listed in this section and visit the North Yorkshire Connect website ([www.northyorkshireconnect.org.uk](http://www.northyorkshireconnect.org.uk)) for even more organisations that can provide support.

## Advocacy

### Advocacy Alliance

Tel: **01723 363910**

Email: [office@advocacyallianceyorkshire.org.uk](mailto:office@advocacyallianceyorkshire.org.uk)

Web: [www.advocacyallianceyorkshire.org.uk](http://www.advocacyallianceyorkshire.org.uk)

### Cloverleaf Advocacy

Tel: **01609 765355**

Email: [referrals@cloverleaf-advocacy.co.uk](mailto:referrals@cloverleaf-advocacy.co.uk)

Web: [www.cloverleaf-advocacy.co.uk](http://www.cloverleaf-advocacy.co.uk)

## Carers' services

For more information about carers' services in North Yorkshire including contact details, see page 48.

## Dementia support

See page 67 for more information about dementia and local services.

### Dementia Forward

Tel: **0330 057 8592** (helpline).

Email: [info@dementiaforward.org.uk](mailto:info@dementiaforward.org.uk)

Web: [www.dementiaforward.org.uk](http://www.dementiaforward.org.uk)

## Stay healthy, independent and connected

### Age UK North Craven

Tel: **01729 823066**

Email: [info@ageuknorthcraven.org](mailto:info@ageuknorthcraven.org)

Web: [www.ageuk.org.uk/northcraven](http://www.ageuk.org.uk/northcraven)

### Age UK North Yorkshire and Darlington

Tel: **01325 362832** (general enquiries) or

**01325 357345** (information and advice).

Web: [www.ageuk.org.uk/northyorkshiredarlington](http://www.ageuk.org.uk/northyorkshiredarlington)

### Boroughbridge Community Care

Tel: **01423 324504**

Email: [admin@bcccharity.co.uk](mailto:admin@bcccharity.co.uk)

### Community Works

Tel: **01845 524 494**

Email: [info@communityworks.uk](mailto:info@communityworks.uk)

Web: <https://communityworks.uk>

### Easingwold District Community Care Association

Tel: **01347 822875**

Email: [info@edcca.org.uk](mailto:info@edcca.org.uk)

Web: <https://edcca.org.uk>

### Grassington Hub

Email: [enquiries@grassingtonhub.com](mailto:enquiries@grassingtonhub.com)

Web: <https://grassingtonhub.com>

### Hambleton Community Action

Tel: **01609 780458**

Email: [admin@hambletoncommunityaction.org](mailto:admin@hambletoncommunityaction.org)

Web: <https://hambletoncommunityaction.org>

### Harrogate & District Community Action

Tel: **01765 645915/01423 813090**

Email: [hadca@hadca.org.uk](mailto:hadca@hadca.org.uk)

Web: <https://hadca.org.uk>

### Just the Job Environmental Enterprise Ltd

Tel: **01748 822815**

Email: [info@just-the-job.org.uk](mailto:info@just-the-job.org.uk)

Web: [www.just-the-job.org.uk](http://www.just-the-job.org.uk)

### Knaresborough Connectors

Tel: **01423 546326**

Email: [info@knaresboroughconnectors.org.uk](mailto:info@knaresboroughconnectors.org.uk)

Web: [www.knaresboroughconnectors.org.uk](http://www.knaresboroughconnectors.org.uk)

### Leyburn Arts and Community Centre

Tel: **01969 624510**

Email: [admin@leyburnartscentre.com](mailto:admin@leyburnartscentre.com)

Web: [www.leyburnartscentre.com](http://www.leyburnartscentre.com)

### Nidderdale Plus Community Hub

Tel: **01423 714953**

Email: [admin@nidderdaleplus.org.uk](mailto:admin@nidderdaleplus.org.uk)

Web: [www.nidderdaleplus.org.uk](http://www.nidderdaleplus.org.uk)

### → Revival North Yorkshire

Tel: **07970 955407**

Email: **revivalnorthyorks@gmail.com**

Web: **www.revivalnorthyorkshire.com**

### Sherburn in Elmet Community Trust

Tel: **01609 536033**

Email: **communitysupport@siect.uk**

Web:

**https://sherburninemetcommunitytrust.co.uk**

### Skipton Step into Action

Tel: **01756 802098**

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

Web: **www.ssia.org.uk**

### Specialist Autism Services

Tel: **01274 789789**

Email: **info@specialistautismservices.org**

Web: **www.specialistautismservices.org**

### Stokesley and District Community Care Association

Tel: **01642 710085**

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

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

### Supporting Older People

Tel: **01423 531490**

Email: **team@supportingolderpeople.org.uk**

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

### Tadcaster Voluntary Community Support Association

Tel: **01937 835600**

Email: **tvcsa.tad@outlook.com**

Web: **https://tvcsa.jimdofree.com**

### Up for Yorkshire

Tel: **01757 291111**

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

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

### Upper Dales Community Partnership

Tel: **01969 667400**

Email: **hello@udcp.co.uk**

Web: **www.hawescommunityoffice.co.uk**

### Other contacts

#### Healthwatch North Yorkshire

Tel: **01423 788128**

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

Web: **www.healthwatchnorthyorkshire.co.uk**

#### Independent Care Group (ICG)

See page 5 for more information.

Tel: **07368 844027**

Web: **www.independentcaregroup.co.uk**

#### Independent Domestic Abuse Services (IDAS)

Tel: **0300 011 0110** (helpline).

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

Web: **www.idas.org.uk**

#### Medequip

See page 20 for more information.

Web:

**www.medequip-uk.com/contact/north-yorkshire**

#### Scarborough

5B & 5C, Dunslow Court, Eastfield, Scarborough, YO11 3XT (open 9.00am to 5.00pm, Monday to Friday).

Tel: **01423 226240**

Email: **north.yorks@medequip-uk.com**

#### York

Unit 3, Gerald's Court, James Street YO10 3DQ (open 8.00am to 5.00pm, Monday to Friday).

Tel: **01423 226240**

Email: **north.yorks@medequip-uk.com**

#### Patient Advice and Liaison Service (PALS)

You can find PALS officers in your local hospital.

Web: **www.nhs.uk** (search 'what is PALS?').



## Search for care in your area

**www.carechoices.co.uk** 

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

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



# Keeping safe

## What is abuse?

Abuse is when somebody does or says things to a person that harms them or makes them feel upset or frightened. It is mistreatment by somebody or some people that violates a person's human and civil rights.

Anyone could be at risk of abuse or neglect. A person may be vulnerable at different times in their life. Some adults may be more at risk because they are older or have a sensory impairment, a disability, a mental health condition or a long-term illness. Some people may have difficulty in making their wishes and feelings known, which may put them at risk of abuse or neglect and they may not be able to make decisions or choices without support.

An adult at risk is a person aged 18 or over who has needs for care and support (whether or not the local authority is meeting any of those care and support needs), and as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse or neglect.

## What is safeguarding?

Adult safeguarding is defined as 'protecting an adult's right to live in safety, free from abuse and neglect' (Care and Support Statutory Guidance, Chapter 14). Adult safeguarding is people and organisations working together to prevent and reduce both risks and experiences of abuse and neglect.

## Types of abuse

There are lots of different types of abuse, including:

- Physical abuse – someone being hit, slapped or kicked, being locked in a room or restrained inappropriately.
- Sexual abuse – someone being made to take part in sexual activity when they haven't given consent or are not able to give consent.
- Emotional or psychological abuse – someone being shouted at, bullied, being made to feel frightened or pressurised into decisions.
- Financial abuse – stealing, fraud, withholding or misusing someone's money or possessions.
- Neglect and acts of omission – includes not giving someone the care that they need.
- Modern slavery – human trafficking and forced labour.
- Domestic abuse – when abuse occurs between partners or by a family member.
- Discriminatory abuse – poor treatment or harassment because of someone's age, gender, sexuality, disability, race or religious belief.
- Organisational abuse – inflexible systems and routines in place that stop people making their own choices about their lifestyle; not considering a person's dietary requirements; inappropriate ways of addressing people.
- Self-neglect is also a form of abuse – this is when someone chooses not to look after themselves. It might include not eating or refusing help for their health or care needs and this has a significant effect on their wellbeing.

Abuse may be an isolated incident or repeated incidents. It may be that the abuse is deliberate, or it may be unintentional, due to ignorance or lack of training and understanding. It may be that a person is at risk of abuse or being abused in several ways.

## Where does abuse happen?

It can happen anywhere – at home, a care home, a hospital, in the workplace, at any service you attend, at college, in supported housing or in the street.

Adults at risk provide sensitive information and have the right to expect that this information and information obtained from others will be treated respectfully and that their privacy will be maintained.

The challenges of working within the boundaries of confidentiality should not stand in the way of taking appropriate action. Whenever possible, informed consent to the sharing of sensitive personal information should be obtained.



### → Who might cause abuse?

Abuse can be caused by anyone, it may be somebody you know well, or it may be a stranger. It may be more than one person. It might be a family member, a friend, a neighbour, a carer or care worker, a nurse, a social care worker, a GP, a visitor to your home or a rogue trader. If you live in a residential setting or receive any other services, it may be another user of that service, a visitor or a care worker.

### What should you do if you are worried about abuse?

North Yorkshire Council has a legal duty to protect the rights of adults with care and support needs to live in safety, free from abuse and neglect. Together with other partners, including health and the police, North Yorkshire Council operates a zero-tolerance attitude towards all forms of abuse. All adults should be able to live their lives free from fear and harm.

If you or the person you are concerned about is in danger and immediate action is required, you should ring the **Emergency Services** on: **999**.

If you or the person you are concerned about is not in immediate danger, you should ring our **Customer Services Centre** on: **0300 131 2 131**. This is a 24-hour service.

You will be able to speak to an experienced adviser who will listen to your concerns, take them seriously and treat you with dignity and respect. You will be offered support and your concerns will be directed to a specialist worker who will arrange to meet with you.

You may have a relative, friend or independent advocate present if you wish. Together, you will discuss the issues and agree a plan to keep you as safe and independent as possible. We want to help you to reach the outcome you want and ensure you are aware of your options.

We may involve other agencies to help support you safely, but we will agree this together. Where the abuse is a crime, the police need to be involved to prevent other people from suffering as well. We will jointly help to support you. If you are worried about contacting the police, you can contact us to talk things over first.

### What should you do if you are worried about someone in a care home?

If your concern is about someone who is in a care home, use the following contact details.

#### Customer Service Centre

Tel: **0300 131 2 131**

For further details, visit:

**[www.northyorks.gov.uk/adult-care/safeguarding](http://www.northyorks.gov.uk/adult-care/safeguarding)**

If you have concerns about the standards or application of regulations in a care home, you should contact the Care Quality Commission.

#### Care Quality Commission

Tel: **0300 061 6161**

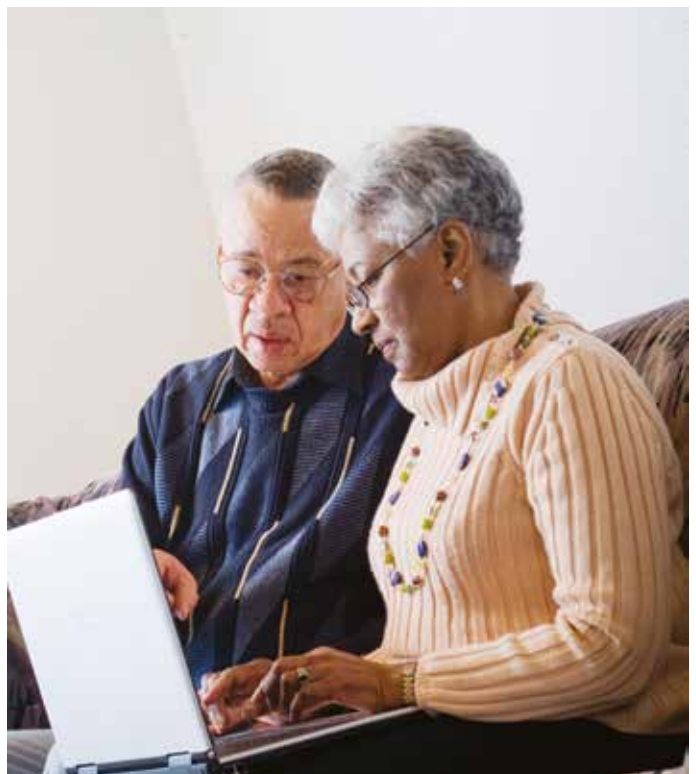
Email: **[enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)**

What should you do if you are suspicious that Modern Slavery is happening near you?

If you believe a person is a victim of Modern Slavery, report to the police on: **101** or in an emergency where there is immediate threat, call: **999**.

You can also call the **Modern Slavery** helpline:

**0800 012 1700** (open 24/7), report online at: **[www.modernslaveryhelpline.org/report](http://www.modernslaveryhelpline.org/report)** or call anonymously via **CrimeStoppers** on: **0800 555 111**.





# Living Well in North Yorkshire

## What is Living Well?

Living Well Co-ordinators (LWCs) work with people in need to reduce loneliness and isolation, increase participation and support you to be independent.

Living Well aims to improve the health, wellbeing and independence of adults. Our co-ordinators work with individuals and their carers who are isolated, vulnerable, bereaved, lacking confidence or perhaps on the borderline of needing health and social care services.

To prevent the need for statutory support, we help people access their local community and support them to find solutions to their health and wellbeing goals. This helps to reduce loneliness and isolation and prevents or resolves issues for people, including hospitalisation.

### Who can benefit?

Living Well can support adults who are not currently eligible for ongoing social care support and who:

- Are lonely and/or socially isolated.
- Have had a recent loss of a support network, including bereavement.
- Have had a loss of confidence due to a recent change or event.
- Require face-to-face information, advice and guidance.
- Need some support to find or maintain employment.

This may be people who need a little extra help to overcome some of life's challenges and changes; people who have a caring role, who are frail or physically disabled, people with a learning disability or autism, or people with mental health conditions or sensory impairments.

### What can you expect?

LWCs will spend time with individuals on a one-to-one basis. LWCs will:

- Talk to you and find out more about what support is required.

- Help you to think about areas of your life that you would like to change.
- Work alongside you and listen to what help you may need.
- Support you to make simple changes to manage your health and stay well.
- Support you to plan what you need to do to make those changes and help you to achieve your goals in an agreed time frame.

Some types of support that LWCs provide include:

- Support to build self-confidence.
- Support with practical advice and skills.
- Advice on healthy living and signposting to lifestyle services such as exercise or stop smoking.
- Help to get online either in the home or using a universal/community service, such as a library or cybercafé.
- Help to become a volunteer or to access community activities.
- Helping a person to be connected to, linked with or signposted to a voluntary agency for support or a more specific support network such as befriending, shopping, transport, advocacy and more.

### How do you access the service?

When you contact us, an adviser will refer you to the Living Well Team if you meet the requirements for the service.

For more information, call our

**Customer Service Centre** on: **0300 131 2 131** or visit:

**[www.northyorks.gov.uk/adult-care/living-well-north-yorkshire](http://www.northyorks.gov.uk/adult-care/living-well-north-yorkshire)**

### Social prescribing

Social Prescribers (also known as Link Workers) work alongside GPs and other members of the Primary Care Health Team. You can ask your GP to refer you

to a Link Worker in its practice, if you would like to have a conversation about ways to access activities and support to improve your health and enjoyment

in life, such as art activities, group learning, gardening, debt counselling, housing and other practical support.

## Living Well Smokefree

A stop smoking service provided by North Yorkshire Council. Living Well Smokefree has a team of experienced stop smoking advisers, offering face-to-face support as well as remote interventions via telephone and video conferencing.

Interventions include behavioural and motivational support and access to stop smoking medications such as Nicotine Replacement Therapy. The service also offers advice and support around e-cigarettes.

### Eligibility criteria

All clients referred to the service will undergo an eligibility check against the following criteria:

- Would like to stop smoking and receive support from the service.
- Is not receiving stop smoking support from another provider.
- Is above the age of 12.
- Is a tobacco smoker that resides in North Yorkshire, works in North Yorkshire or is registered with a GP in North Yorkshire.

Any potential client who does not meet all these criteria will not be eligible to access Living Well Smokefree.

### Why would you stop smoking?

Here is what can happen after your last cigarette:

- 20 minutes after your last cigarette – your pulse returns to normal.
- Eight hours after your last cigarette – your oxygen levels are recovering and harmful carbon monoxide in your blood has halved.
- 48 hours after your last cigarette – your body has flushed out all carbon monoxide and your lungs begin to clear out the waste. Also, your smell and taste improve.
- 72 hours after your last cigarette – your breathing

feels easier, and you feel more energetic.

- Up to 12 weeks after your last cigarette – your blood is pumping to your heart and muscles better due to improved circulation.
- Three to nine months after your last cigarette – your lungs are working 10% better and you are coughing and wheezing less.
- One year after your last cigarette – your risk of a heart attack has halved compared to a smoker.
- 10 years after your last cigarette – your risk of death from lung cancer has halved too.
- 15 years after your last cigarette – your risk of heart attack is the same as somebody who has never smoked.

With the right support, you are three times as likely to stop smoking for good.

### Referral process

If you would like to access the service, refer somebody else, assist somebody to self-refer, or you would like any further information about Living Well Smokefree, use the following contact details.

#### Living Well Smokefree

Tel: **01609 797272**

Email: **[stop.smoking@northyorks.gov.uk](mailto:stop.smoking@northyorks.gov.uk)**

Web: **[www.northyorks.gov.uk/healthy-living/stopping-smoking](http://www.northyorks.gov.uk/healthy-living/stopping-smoking)**



# Stay living at home

We want people to stay living in their homes for as long as possible and we know that many people want to be surrounded by their possessions, near to their family and friends. This applies to anyone, whether they are older, recovering from an illness or addiction, have a physical or learning disability,

have a mental health condition or are living with dementia.

The following section gives you some information about the support available to you in your home.

## Assistive Technology

Assistive Technology or Technology Enabled Care (TEC) uses a range of remote equipment matched to your personal needs. This helps to increase, maintain or improve functional capabilities, enabling you to live as independently and safely as possible. The equipment can be linked to a monitoring centre, to family and friends or to other technology devices in the home. Assistive Technology is used in a variety of circumstances to help people with a broad range of needs.

Different types of Assistive Technology products can be simultaneously used in an individual's own home to:

- Enable you to live a healthier, independent life for longer.
- Enable you to live safely at home.
- Prevent or delay unnecessary hospital or a care home admissions.
- Support you to return home from hospital or care setting where possible.
- Provide technology-based solutions to complement other community services.

Our Assistive Technology services are delivered in several ways:

- A financially competitive, private pay Assistive Technology offer is available to all people within the county. This includes Assistive Technology equipment which can be purchased and responded to by family, friends or carers. This can be arranged directly with NRS Healthcare on: **01904 221473** (option two).
- Assistive Technology can also be provided as

part of our reablement service for a short period of time. This will enable its appropriateness and effectiveness to be captured to plan long-term provision.

- Assistive Technology can form part of your long-term support plan and Personal Budget dependent upon assessment and eligibility.

Some examples of how Assistive Technology can be used are:

- To call a monitoring centre which can keep a phone line open to you in an emergency. For example, following a serious fall.
- To alert you when temperatures in your property get too high or low. For example, if the cooker hob has been left on or if you forget to use your central heating.
- To remind you to lock your door.
- To alert family or friends if you leave your property at unusual times of the day.
- To allow you to remain independent whilst knowing that you have technology to keep you safe or to allow you to complete tasks and activities.

Assistive Technology works 24 hours a day, 365 days per year by providing real-time alerts or calls when equipment is activated.

Assistive Technology typically alerts a monitoring centre where trained operators are dedicated to this service. Operators can speak to you, will have your details and know who to call in an emergency. This could be family, friends, carers, a community response service or the emergency services if required.



➔ For further information about Assistive Technology, or to refer for an assessment where applicable, contact our **Customer Service Centre** on: **0300 131 2 131** or visit: **[www.northyorks.gov.uk/adult-care/social-care-adults/stay-your-home/assistive-technology](http://www.northyorks.gov.uk/adult-care/social-care-adults/stay-your-home/assistive-technology)**

Alternatively, to arrange Assistive Technology privately, please contact **NRS Healthcare** who deliver the service in partnership with North Yorkshire Council on: **01904 221473** (option two) or visit: **[www.nrstelecare.co.uk/northyorkshire](http://www.nrstelecare.co.uk/northyorkshire)**

### Other equipment available

Occupational Therapists (OTs) and other specially trained workers can give you advice and assess your needs and those of carers.

There are many types of equipment that can help you to live independently at home. Depending on your circumstances, our Occupational Therapy service can recommend equipment that enables you to carry out daily living activities such as bathing, washing, dressing and getting around your home. It may be as simple as fitting a grab or banister rail in the right place to help you get up and down steps more safely and independently or you may need equipment to help you with getting in and out of bed or using the toilet.

North Yorkshire Council has an online self-assessment tool called 'AskSARA' which can identify ways of helping you with daily living activities in your home. To find out more, visit: **<https://northyorks.livingmadeeasy.org.uk>**

It is important to get the right advice and support before you buy any equipment. You will find several mobility aids and equipment providers in your local

community who can discuss basic equipment with you to ensure that it meets your needs.

### Medequip

Provides the Community Equipment Service commissioned by local NHS Integrated Care Boards (ICBs) and North Yorkshire Council. The service provides both health and social care equipment and includes:

- The returning and recycling of equipment. For more information, visit: **[www.medequip-uk.com/contact/northyorkshire](http://www.medequip-uk.com/contact/northyorkshire)**
- Information and advice for North Yorkshire residents about both independent living and the Community Equipment Service.
- A self-purchase service (purchasing products before or in addition to those potentially provided by health and social services). Medequip has an online store at: **[www.manageathome.co.uk](http://www.manageathome.co.uk)**
- Signposting to the Disabled Living Foundation's AskSARA website. For more information, visit: **<https://medequip.livingmadeeasy.org.uk>**

### Medequip Scarborough

5B & 5C, Dunslow Court, Eastfield YO11 3XT (open 9.00am to 5.00pm, Monday to Friday).

Tel: **01423 226240**

Email: **[north.yorks@medequip-uk.com](mailto:north.yorks@medequip-uk.com)**

### Medequip York

Unit 3, Gerald's Court, James Street YO10 3DQ (open 8.00am to 5.00pm, Monday to Friday).

Tel: **01423 226240**

Email: **[north.yorks@medequip-uk.com](mailto:north.yorks@medequip-uk.com)**

## Home Improvement Agencies and minor adaptations

The Home Improvement Agency handyperson service for your area provides a range of preventative services including minor jobs/adaptations such as:

- Odd jobs – such as replacing light bulbs, securing loose carpet or putting up shelves or flat-pack furniture.
- Adaptations – providing and fitting grab rails and

external handrails, fitting of second banister rails and larger jobs such as building a step to improve accessibility.

- Security – fitting window locks, security chains, key safes, doorbells and door locks.
- Help with accessing benefits or grants to fund work.
- Energy efficiency advice.



- Free access to a 'safe traders' list of approved contractors, helping you to avoid rogue traders.

Whether you own or rent your property, you may qualify for funding for some, or all of the adaptation work dependent on an assessment.

#### Yorkshire Housing Home Improvement Team

Tel: **0345 366 4406**

Web: **[www.yorkshirehousing.co.uk](http://www.yorkshirehousing.co.uk)**  
(search 'adaptations').



**[www.myfamilyourneeds.co.uk](http://www.myfamilyourneeds.co.uk)**

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

#### White Rose Home Improvement Agency

For all Scarborough, Whitby and Ryedale areas.  
Tel: **01723 232323**

## Major adaptations

If you have difficulty accessing areas within your home, have a permanent or long-term health condition and need an adaptation to help you stay independent, you may be eligible for a grant (called a Disabled Facilities Grant).

The grant is assessed according to your needs and circumstances. Following a financial assessment, you may qualify whether you are a homeowner or a tenant. However, if you are eligible for funding through a Disabled Facilities Grant, you may still have to pay a contribution towards the cost of the adaptation/s.

Disabled Facilities Grant adaptations are only provided to meet an assessed need when the local authority deems the work as 'necessary and appropriate'.

Further information about Disabled Facilities Grants can be found at:  
**[www-foundations.uk.com](http://www-foundations.uk.com)**

#### Your local Home Improvement Agency

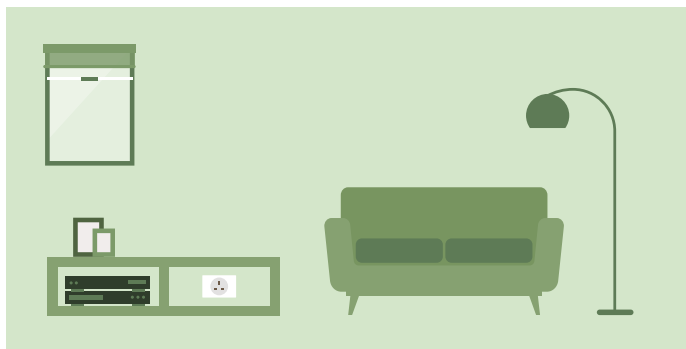
Each Home Improvement Agency in North Yorkshire provides a technical service to support people with their Disabled Facilities Grant. This includes drawing and submitting plans, building regulation applications, obtaining quotes, overseeing work, ensuring it is completed to the required standard and that it is 'reasonable and practicable'. The Home Improvement Agency can carry out the work and or support the approved contractor/s.

For more information about DFGs where you live, visit **[www.northyorks.gov.uk](http://www.northyorks.gov.uk)** and search 'Disabled Facilities Grants'.



## Making life easier at home

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



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

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

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

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

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



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

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

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

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

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



Handled plug



Chair raisers



Chopping board



Level indicator



Teapot tipper

More information on staying independent and ideas to help you live at home can be found online at [www.carechoices.co.uk/staying-independent-at-home/](http://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 15.

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.

If you think you need an assessment, please call our **Customer Service Centre** on: **0300 131 2 131** or email: **social.care@northyorks.gov.uk**

If you would like some advice and guidance to help you make informed choices about how to meet your care and support needs, visit: **[www.northyorks.gov.uk/adult-care/social-care-adults/helping-you-prepare-cost-social-care/social-care-needs-assessment](http://www.northyorks.gov.uk/adult-care/social-care-adults/helping-you-prepare-cost-social-care/social-care-needs-assessment)**



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

Medequip work with North Yorkshire Council and NHS Humber and North Yorkshire to provide assistive living equipment in your area, through the North Yorkshire Integrated Community Equipment Service. Medequip also provide a retail service for those who wish to purchase or rent equipment themselves.

Community engagement is important to us:

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



## Return Recycle Reuse

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

Contact Medequip now to request a collection

Call **01423 226240**

Email **north.yorks@medequip-uk.com**

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

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

Find your nearest return location:



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

## Manage@Home

 **0800 910 1313**

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

Find us on:   **@ManageAtHome**

Call us or visit our website to request a free catalogue

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



**MEDeQUIP**  
**Connect**  
Technology Enabled Care Service

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

**www.medequip-connect.com**

**0800 910 1390**





We suggest you consider the following questions before buying any Assistive Technology. If you are in any doubt about what technology might help meet your needs, you can contact your council or visit:

**<https://asksara.livingmadeeasy.org.uk>**

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

## Suitability

Does the equipment support your specific needs? ☐

Are you willing to use it? ☐

Will it fit into your everyday life and routine? ☐

Have you tried a demo of the equipment? ☐

Do you understand what the equipment is for? ☐

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

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

Will it work alongside any Assistive Technology you already have? ☐

## Usability

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

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

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

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

Is it portable? ☐

Will it need to be installed by a professional? ☐

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

## Reliability

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

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

Can you speak to someone who already uses it? ☐

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

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

## Cost

Do you know how much it costs? ☐

Will you need to pay a monthly charge? ☐

Are there alternative solutions that might be free? ☐

Is there a cost associated with servicing the equipment? ☐

## Notes

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## Occupational Therapy

Occupational Therapy provides practical support to facilitate recovery and overcome barriers preventing people from doing the activities (or occupations) that matter to them.

This support can increase people's independence and satisfaction in all aspects of life (RCOT, 2019). For more information, visit: **[www.rcot.co.uk](http://www.rcot.co.uk)**

The way you access these services in North Yorkshire will depend on why you need Occupational Therapy.

### Health Occupational Therapy

If you have a short-term condition, for example, if you need support following an operation, you will access services through the NHS, and you should speak to one of the healthcare professionals treating you. They will discuss your needs with you and decide if you would benefit from Occupational Therapy and, if so, will arrange an assessment with an Occupational Therapist (OT) as part of your care.

The Health Occupational Therapy service covers hospital stays and returning home. It provides a specialist therapeutic service, including assessment, treatment and ensuring a safe discharge back home after hospital admission.

### Local council Occupational Therapy

For ongoing difficulties in your home due to your health, Occupational Therapy can be accessed through your local council. You should contact our Customer Service Centre on: **0300 131 2 131** to arrange a needs assessment with an OT. Or you may be referred to another health or social care

professional, whomever is more appropriate.

### Private Occupational Therapy

If you do not want to access Occupational Therapy through the NHS or North Yorkshire Council, you could contact an OT directly.

If you decide to see a private OT, make sure they are fully qualified and registered through the Health and Care Professions Council (HCPC) and are a member of a recognised body, such as the Royal College of Occupational Therapists: **[www.rcotss-ip.org.uk/find](http://www.rcotss-ip.org.uk/find)**

Only healthcare professionals who are registered with the HCPC can use the title of 'Occupational Therapist'. You can see if your OT is registered by checking the HCPC online register: **[www.hcpc-uk.org](http://www.hcpc-uk.org)**

An OT can carry out an assessment to identify what areas of your everyday life are causing problems. They will discuss your needs with you and explain what help is available. An assessment and any advice or information provided by a health or local authority OT should be free; services resulting from this assessment may be chargeable. A private OT may charge you for any assessment, information or services.



Visit: **[www.northyorkshireconnect.org.uk](http://www.northyorkshireconnect.org.uk)** for community and voluntary organisations that can provide advice and support.

## Access to food and drink services

We no longer have direct involvement in arranging, delivering or subsidising meals on wheels services. However, we have identified several organisations across the county which can provide meals to people in their own homes.

You can discuss directly with providers the type and number of meals per week that you would like. Payment is agreed directly with the meal providers. You can also find details of local businesses who offer food deliveries and takeaways and other products and services in your local area on Buy Local. Visit: **<https://buylocal.northyorks.gov.uk>**

### Oakhouse Foods

Tel: **01904 948949**

Email: **[york@oakhousefoods.co.uk](mailto:york@oakhousefoods.co.uk)**

Web: **[www.oakhousefoods.co.uk](http://www.oakhousefoods.co.uk)**

### Parsley Box

Tel: **0131 326 0131**


Email: **[care@parsleybox.com](mailto:care@parsleybox.com)**

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

### Wiltshire Farm Foods

Tel: **0800 077 3100**

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



# Award-winning home care with more choice & more control

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



A care home alternative with no hidden costs or surcharges



Flexible one-to-one care that supports a range of needs



Couples can continue to live together



Guidance from our in-house support specialists and clinical team



Every carer is DBS checked and assessed



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

**Dr Mashkur Khan, Consultant Geriatrician**

Find out if live-in care is right for your situation.

Speak to a Senior Care Advisor today on [0330 134 2879](tel:03301342879)



[www.elder.org](http://www.elder.org) | [partnerships@elder.org](mailto:partnerships@elder.org)





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24 hour care & support in the  
comfort of your own home



Find out about our outstanding home care, and our live in  
care service – a reassuring alternative to residential care.

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Ainderby Hall, Ainderby Steeple, Northallerton DL7 9QJ

 **01845 440271**

 [hambletonandrichmondshire@bluebirdcare.co.uk](mailto:hambletonandrichmondshire@bluebirdcare.co.uk)

**[www.bluebirdcare.co.uk](http://www.bluebirdcare.co.uk)**



## Getting help in your home

Help at home is also known as 'home care' or 'domiciliary care' and is usually arranged according to need. All service providers, except those delivering domestic support only, must be registered by the Care Quality Commission (CQC) which publishes reports and quality ratings following an inspection.

You must ensure that all care workers have Disclosure and Barring Service (DBS) checks, have received necessary training, are properly referenced, and are eligible to work in the UK prior to visiting your home. Check CQC reports and quality ratings at: [www.cqc.org.uk](http://www.cqc.org.uk) or call: **0300 061 6161**.

Getting help at home can take many forms; the list of local providers beginning on page 31 may offer:

- Practical support – to assist with household chores such as shopping, cleaning and assistance with food preparation. Calls from care workers can be flexible and can last as little as 15 minutes when you need it.
- Domiciliary care – in addition to practical support, this involves personal care (assistance with washing, dressing etc.), and/or one or more care workers to assist with mobility. You may wish to have a care worker sleep in your home overnight for security and reassurance.
- Live-in care – a care worker lives in your home, is allowed time off each day and must have a night's sleep. It can be arranged as a short respite for your main carer or a permanent arrangement to suit your needs.
- 24-hour care – when you need assistance or monitoring 24 hours a day. It differs from live-in care in that care workers rotate to ensure that someone is awake and working both day and night.



**Helping Hands**  
Caring since 1989

# Bespoke home care

Supporting people to live **independently**

We provide a range of services from regular and reliable visiting care to 24-hour live-in care. Whether it's a short daily visit or round-the-clock support, our dedicated care plans are centred around you or your loved one.

- ✓ Rated 4.8 on ★ Trustpilot
- ✓ Regulated by the CQC and CIW
- ✓ Free care assessments
- ✓ Providing care for over 30 years

**Contact your local branch today!**

**Northallerton**  
**01609 350 060**

for more details visit: [helpinghands.co.uk](http://helpinghands.co.uk)

• • • *Because, life is better at home* • • •

# Live well, *your* way with care at home

Maintaining independence and quality of life is key to ageing well - Home Instead provides personalised care tailored to your individual needs:

 Companionship

 Home Help

 Personal Care

 Rehab and recovery

 Dementia Care

 Live-in Care

## **To arrange care, please contact our specialists:**

- For Harrogate, Ripon or Thirsk:  
01423 774490
- For Ilkley, Skipton or Settle:  
01943 662188
- For Northallerton or Richmond:  
01609 801650
- For Ryedale or Scarborough:  
01723 263263
- For York: 01904 690884
- For Wetherby or North Leeds:  
01937 220510



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](http://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 78.





# Personalised care in your own home

Whether you are a family member looking to provide support to a loved one, or an individual looking for in-home assistance, it is important to understand the different types of home care services that are available. Radfield Home Care is a specialist care provider that has experience in a range of services. To help you make an informed decision about your loved ones needs, below is a summary of some of the services you can access:

## Home Care

Caring for a family member or loved one can put a strain on personal relationships. Home care provides you or your loved ones assistance with daily tasks in their own home. A Care Professional can provide assistance with tasks such as household chores, personal care, medication and providing companionship.



It is important for individuals and families to understand the different types of home care services that are available. Home care services can provide physical, emotional, and practical support to those in need and can help to improve quality of life. Radfield Home Care offer a range of home care services to meet the needs of their clients, including but not limited to those listed below.

## Companionship Care

A Care Professional will provide companionship and emotional support to an individual by engaging in activities together, such as playing cards, board games, or just talking. This helps to reduce feelings of isolation, supporting people to retain their sense of self and identity.

With offices in York and Harrogate covering all surrounding rural and urban areas, Radfield Home Care specialise in supporting older people to live fulfilling lives with a range of services such as:

- **Outings and activities**
- **Medication support**
- **Personal care**
- **Household tasks**
- **Dementia care**
- **Day centres**







## Nutrition and Hydration Care

Nutrition and hydration care is a type of home care service that focuses on providing assistance with meal preparation, food storage, and general nutrition advice. They can also provide nutritional advice in line with the individual's care plan, helping to ensure that they are getting the nutrition they need.

## Medication Assistance

Medication assistance focuses on helping an individual manage their medications. A regulated home care provider, like Radfield Home Care, will liaise with health professionals involved with a person's care to ensure that the correct medications are being taken as prescribed.

*"After losing my mum in June 2022, Radfield carers started helping look after my father. At an extremely difficult time, they were kind, supportive and most of all professional. I honestly couldn't have coped without their sensitive advice. The lady in head office went out of her way to accommodate my requested schedule. All the members of the care team treated my dad with respect and consideration and saw him as person rather than just a client. Thank you for your help. I couldn't have looked after my dad without you!"*

**Sarah S, daughter of client - Radfield Home Care York, Thirsk & Ryedale**

*"Radfield carers and managers are trustworthy & supportive, I am beyond impressed and delighted with the care, kindness and additional support they all give. The communication between carers, client, managers and myself as a relative is excellent and timely. I would whole heartedly and do recommend this team to anyone looking for a caring, supportive well trained care team working in people's homes. Thank you, Radfield"*

**Lesley M, relative of client – Radfield Home Care Harrogate, Wetherby and North Yorkshire**

**Harrogate,  
Wetherby & North Yorkshire Office**

**01423 202 250**

**[harrogate@radfieldhomecare.co.uk](mailto:harrogate@radfieldhomecare.co.uk)**

**[www.radfieldhomecare.co.uk/harrogate](http://www.radfieldhomecare.co.uk/harrogate)**

**York,  
Thirsk & Ryedale Office**

**01904 395 137**

**[york@radfieldhomecare.co.uk](mailto:york@radfieldhomecare.co.uk)**

**[www.radfieldhomecare.co.uk/york](http://www.radfieldhomecare.co.uk/york)**

Radfield Home Care Harrogate,  
Wetherby & North Yorkshire,  
Suite 1 Tilcon House, Low Moor Lane,  
Lingerfield, Knaresborough, HG5 9JB



Radfield Home Care York,  
Thirsk & Ryedale,  
Unit 3a Centurion Office Park,  
Tribune Way, York, YO30 4RY



# The right care in your own home



You love your home and you feel safe there. Needing additional care and support shouldn't change that. With our well-trusted care service, you can remain at home surrounded by loved ones and beloved pets and still enjoy your home, garden and community.

You may be in a situation where you need an extra pair of hands to help with daily chores, or you may have complex needs that require more dedicated care. We build our care packages around you and your individual needs which means that you and your family can rest assured you'll receive care and support exactly as you need.

- Companionship
- Outings
- Overnight care
- Holiday care
- Personal care
- Meal times
- Household chores
- Shopping
- Medication
- Health & Wellbeing checks
- Complex Care
- Live-in Care



## Benefits of Care at Home

- Remain independent in the home you love and know
- Alternative to residential nursing care
- 1-2-1 care and support
- Flexible services that evolve with your needs
- Assistance with household chores
- Caring companionship and opportunities to meet others
- A dedicated, local team that can respond quickly to your needs
- Familiar routines and environment can delay age-related illnesses

**Call our friendly team today to discuss how we can tailor a package to suit you.**

### Bluebird Care Harrogate

01423 529573  
harrogate@bluebirdcare.co.uk  
bluebirdcare.co.uk/harrogate

### Bluebird Care Scarborough & Bridlington

01723 588004  
scarborough@bluebirdcare.co.uk  
bluebirdcare.co.uk/scarborough-bridlington



# Home care provider listings

Advertisers are highlighted

## A New Angle Ltd

Scarborough

Tel: 01723 381165

OP D PD LDA MH SI YA

## Acorn Community Care

Malton

Tel: 01653 699922

OP LDA YA

## Agincare Live-in Care

Harrogate

Tel: 01423 462046

Advert page 32

OP D PD LDA MH SI YA

## Agincare UK Ltd Harrogate

Harrogate

Tel: 01423 222947

Advert page 32

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## Audrey Burton House

Harrogate

Tel: 07825 959758

OP D PD LDA YA

## Autism Plus – York and North Yorkshire

York

Tel: 07841 067722

OP PD LDA MH SI YA

## Avalon Services

Botton

Tel: 01423 530053

OP D PD LDA MH SI YA

Harrogate

Tel: 01423 530053

OP D PD LDA MH SI YA

Northallerton

Tel: 01609 783883

OP D PD LDA MH SI YA

Scarborough

Tel: 01723 356540

OP PD LDA SI YA

Skipton

Tel: 01756 793129

OP D LDA MH YA

## Avon Lodge and Avon Lodge Annex

Harrogate

Tel: 01423 562625

OP LDA MH YA

## BDW Care Ltd

Knaresborough

Tel: 01423 368789

OP D YA

## Bee Better Care

Selby

Tel: 01757 212853

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## Blossom Home Care Harrogate & Ripon

Harrogate

Tel: 07487 856232

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## Blossom Home Care Northallerton

Northallerton

Tel: 01609 751644

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## Blossom Home Care Malton

Malton

Tel: 01653 917213

OP D YA

## Blossom Home Care York

Tadcaster

Tel: 01937 222166

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## Bluebird Care (Hambleton and Richmondshire)

Northallerton

Tel: 01845 440271

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## Bluebird Care (Scarborough and Bridlington)

Scarborough

Tel: 01723 588004

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D PD LDA MH SI

## Bluebird Care Harrogate

Harrogate

Tel: 01423 529573

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## Brightening Lives Ltd

Harrogate

Tel: 01423 561119

OP PD LDA SI YA

## Camphill Village Trust – Botton Village

Whitby

Tel: 01287 661366

OP LDA MH

## Care @ Carers Resource

Shipley

Tel: 01274 588990

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## Care Designed For You

Harrogate

Tel: 01423 206868

OP D PD LDA SI YA

## Care For All

Scarborough

Tel: 01723 584647

OP D PD MH SI YA

## Care Legacy Ltd

Lancaster

Tel: 01524 298230

OP PD MH SI YA

## Care Services Thirsk Ltd

Thirsk

Tel: 01845 574393

Advert page 32

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





A reliable, professional service available across Harrogate, Craven, Bradford and Airedale. We aim to provide a caring responsive, person-centred, support package, including:

- Bathing and showering
- Meal preparation
- Shopping
- Light cleaning
- Adhoc holiday cover
- Carers' breaks
- Social outings
- Taking to health appointments



We provide a range of services which promote enjoyment, independence, wellbeing, respect, dignity, equality, diversity, opportunity and choice, ensuring users' and carers' rights come first. Our tailor-made support is based on a comprehensive assessment of the individual's needs.

#### PROVIDING CARE FOR ALL

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Web: [www.carersresource.org/](http://www.carersresource.org/)



Affordable care in the comfort of your own home in North Yorkshire

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[carehub.agincare.com/careathome](http://carehub.agincare.com/careathome)



## CARE SERVICES THIRSK LTD



**Caring for all ages to meet your needs**

- Companionship • Meal, snack or drink preparation • Cleaning
- Support for showering/bathing • Ironing • Escorts for appointments • Shopping

Through years of providing quality care and meeting the needs of our clients, we are proud to provide an exceptional care service to ensure you can continue to live the life you love in your own home.

We have vast experience working with members of our community of all ages living with sensory impairments, physical and learning disabilities, and those who require specialist Dementia Care.

Our staff are chosen by us for their kindness, compassion and their ability to "go the extra mile" to support you.

**Professional feedback:** "I love working with this provider, they are so open and really have got people's best interest at heart."



*"The staff are so caring whatever you need, it is done"*

Tel: **01845 574393** • Email: [careservicesthirskltd@outlook.com](mailto:careservicesthirskltd@outlook.com)

Website: [careservicesthirskltd.com](http://careservicesthirskltd.com)



## Care Solutions North Yorkshire Ltd

Selby

Tel: 0161 882 0404

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## Carefound Home Care (Harrogate)

Harrogate

Tel: 01423 774070

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## Caremark (Harrogate)

Harrogate

Tel: 01423 521289

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## Castle Care Teesdale Ltd

Richmond

Tel: 01833 690415

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## Castle House

Scarborough

Tel: 01609 536066

OP D PD LDA MH SI YA

## Cedar Court

Scarborough

Tel: 01723 372570

OP D PD LDA MH SI

## Coastal Carers

Scarborough

Tel: 01723 581334

OP D PD MH SI YA

## Comforting Hands Recruitment

Harrogate

Tel: 01757 332001

OP D PD LDA YA

## Community Works CIO

Thirsk

Tel: 01845 524494

PD LDA MH SI YA

## Continued Care from Oakville Ltd

Harrogate

Tel: 01423 871003

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## Cornforth Care Ltd

Whitby

Tel: 07773 477049

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## Creative Support – Whitby, Stockton and Redcar and Cleveland

Whitby

Tel: 01947 825091

LDA

## Croft Community

Malton

Tel: 01653 602721

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## Daisies Care Consultants

Skipton

Tel: 01729 840841

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## Dales Community Care Ltd

Skipton

Tel: 01756 753303

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## DayByDay Care Ltd

Catterick Garrison

Tel: 01748 831901

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## Deansfield Court

Malton

Tel: 01653 604492

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## Dignicare

Skipton

Tel: 01756 380552

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## Duke Street

Settle

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## Eldercare

Malton

Tel: 01653 695549

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Pickering

Tel: 01751 475128

OP D PD SI YA

## Elderflower Homocare

Boroughbridge

Tel: 01423 324 325

OP D PD SI YA

## Emmaculate Care Services Selby Office

Selby

Tel: 01757 335158

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## Empowered Living Ltd

Harrogate

Tel: 07708 925930

OP D PD LDA MH SI YA



Caring for the people you care about

Family run Outstanding rated CQC homecare service in Harrogate, Knaresborough, Ripon, Thirsk and Boroughbridge provided by our award winning caring and kind team.

- Personalised care and support tailored to your care needs.
- Support to administer your medication.
- Cleaning, shopping, and companionship calls.
- Support to return home from hospital.
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info@continued-care.co.uk  
www.continued-care.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



I am **over the moon**, wish I'd found them sooner!

# We deliver excellent **home care**

*with compassion and a cheery smile!*

When our Care Assistants come to visit, they bring with them **knowledge**, training and **qualifications**, with a **personality** that delivers **compassion**, smiles and **laughter** too!

Delivering care and smiles at every visit.

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[harrogate@caremark.co.uk](mailto:harrogate@caremark.co.uk)



SCAN ME







E2E Homecare Ltd



## We offer: Domiciliary Care, Live in Care & Supported Living

E2E Homecare offers mostly homecare and supported living services in the North East, North West & North Yorkshire parts of England.

Our values include **honesty, integrity, trust** and **kindness**. At the epitome of our day-to-day activities we always uphold the importance of managing how we conduct our business in a professional way and also with integrity.

## Our Services

- Domiciliary Care
- Live- in Care
- Supported Living
- Housing Support
- Supported Living

We offer Domiciliary Care, Live-in-Care, and Supported Living for disabled children aged 4 to 18, adults aged 18-65, and older adults 65+ with physical and mental health issues.

## Please give us a call on:



07883 348206

0191 8203483

Regulated by



Care Quality  
Commission



Homecare  
Association



lyn@e2ehomecare.co.uk | admin@e2ehomecare.co.uk

Compassionately caring for you,  
in the comfort of your own home.



### Home Care in York & surrounding areas

- Personal Care
- Respite Care
- Live-in Care
- Dementia Care
- Assistance with medication
- Shopping
- Meal preparation
- Domestic help



**01347 487555**

[york@gacarers.co.uk](mailto:york@gacarers.co.uk)  
[www.gacarers.co.uk/york](http://www.gacarers.co.uk/york)

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Malton Branch

**01653 695549 • [info@eldercaremalton.co.uk](mailto:info@eldercaremalton.co.uk)**



We are **CQC** registered **GOOD** at both locations. Our experienced managers will be happy to help to assess your individual needs and our well-trained staff are on hand to help meet your care needs.

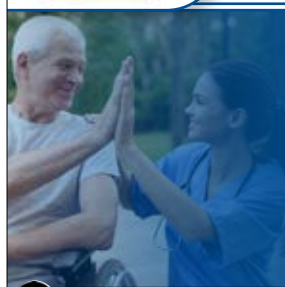
- Personal Care
- Social Support
- Medication Management
- Palliative Care
- Supporting people living with Dementia

[www.eldercareryedale.co.uk](http://www.eldercareryedale.co.uk)



### WE PROVIDE PERSONAL AND COMPASSIONATE CARE SERVICES

#### Domiciliary (Home) Care



DayByDay Care has a range of care services to meet all needs and budgets regardless of complexity, and are specifically tailored to you and your family's needs.

#### Services:

- ♥ Domiciliary (Home) Care
- ♥ Supported Living
- ♥ Complex Care
- ♥ Palliative Care



[info@daybydaycare.co.uk](mailto:info@daybydaycare.co.uk)

Unit 10, IPS Innovate, Chartermark Way,  
Catterick Garrison, North Yorkshire DL9 4QJ

**0174 883 1901**  
M: 07904 669205

## ESTEEM HOMECARE SERVICES CIC

*A reliable Home Care Services For All of your Needs*



EHS is one of the leading provider of high quality healthcare and support at home and in the community. This is why we are a provider of choice for hundreds of Families across the North East of England. We understand how important it is for you to get the highest quality home care, with the right support to be independent within the home that you love. Our aim is to empower you to be a partner in your care, working with us to create a care plan that is specifically tailored to you as an individual.

As a Leading home care in the North East, we constantly train our workers and have open recruitment for new passionate workers who want to join our team and benefit from the wide range of experience that we've gained over the years.

Our vision is to give you the best experience regardless of your condition and the needs associated with it, we have the skills, expertise and the passion required to support you maintain the best quality of life.

#### Services we offer:

- Personal Care
- Complex Care
- Dementia Care
- Disability Care
- Learning Disability
- Support to access community
- 24 Hour care and Sitting Services.



#### CONTACT US

**Mob: 07378 863801 / 07446 207111**

**Tel: 01642 248196**

**Email: [esteemhomecareservices@gmail.com](mailto:esteemhomecareservices@gmail.com)**

Esteem Homecare Services CIC  
Room 1a Multimedia Exchange,  
72-80 Corporation Road,  
Middlesbrough  
TS1 2RF



**Esk Moors Caring Ltd**

Whitby

Tel: 01287 669357

OP D PD YA

**Esteem Homecare Services**

Middlesbrough

Tel: 01642 913281

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OP D PD MH YA

**Fernbank Court**

Selby

Tel: 01757 241145

OP D PD LDA MH SI

**Filey Home Care Ltd**

Filey

Tel: 07342 351358

OP D PD MH SI YA AD

**First Call Community System****T/A SureCare Scarborough**

Scarborough

Tel: 01723 585215

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**Franklin Domiciliary Care Agency**

Harrogate

Tel: 01423 569306

LDA MH YA

**Gladstone Care Ltd**

Scarborough

Tel: 01723 501683

OP D PD LDA MH SI

**Greenfield Court Care**

Harrogate

Tel: 01423 888777

OP YA

**Greyfriars Lodge Extra Care Housing**

Richmond

Tel: 01609 536403

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**Guardian Angel Carers York**

York

Tel: 01347 487555

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**Guardian Care & Support Ltd**

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Tel: 01937 833514

OP LDA MH SI YA

**Hambleton Independent Living Ltd**

York

Tel: 07854 944131

OP D YA

**Happy 2 Help Community Care Ltd**

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Tel: 01723 518032

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**Happy Futures Support Specialists Ltd**

Scarborough

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An experienced, trained and highly motivated team of carers can assist you with

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- Meal preparation
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- Escorting to appointments
- Sitting service

From a half hour pop-in to 24 hours per day, tailoring a package of care and companionship to meet your individual needs.

Security, Confidentiality and Personal Safety are a priority with this service.

All of our staff have been checked with the Safeguarding Authority

**Tel: 01423 560903**

Email: hhc66@aol.com

www.harrogatehomecare.co.uk



# Tell us what you think

- ⦿ What have you found useful?
- ⦿ What could we do better?

**Share your feedback**

Take our five minute survey

[www.carechoices.co.uk/reader-survey](http://www.carechoices.co.uk/reader-survey)

### Harrogate Home Support

Harrogate

Tel: 07929 873651

OP PD LDA SI YA

### Harrogate Homecare Ltd

Harrogate

Tel: 01423 560903

Advert page 37

OP D PD MH SI

### Helping Hand Homecare

Northallerton

Tel: 07507 259565

OP D PD YA

### Helping Hands Domiciliary Care Ltd

Malton

Tel: 01653 498007

Advert below

OP D PD LDA MH SI YA

### Helping Hands Northallerton

Northallerton

Tel: 01609 350100

Advert page 25

OP D PD SI YA

### Hill View Manor

Knaresborough

Tel: 01609 535147

OP D PD LDA MH SI

### Hollins Hall

Harrogate

Tel: 01423 875333

OP D PD YA

### Home Instead

Harrogate, Ripon & Thirsk

Tel: 01423 774490

OP D PD LDA MH SI YA

Ilkley, Skipton & Settle

Tel: 01943 662188

OP D PD LDA MH SI YA

Northallerton & Richmond

Tel: 01609 801650

OP D PD LDA MH SI YA

Wetherby & North Leeds

Tel: 01937 220510

OP D PD LDA MH SI YA

York, Ryedale & Scarborough

Tel: 01904 221719

OP D PD MH SI YA

### Home Sweet Home Care Agency Ltd

#### North Yorkshire

Malton

Tel: 07967 876132

OP D PD LDA MH SI

### Housing 21

Bransdale View – Helmsley

Tel: 0370 192 4224

OP D PD MH SI YA

Limestone View – Settle

Tel: 0370 192 4662

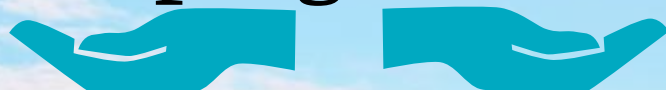
OP D PD MH SI YA

Meadowfields – Thirsk

Tel: 0370 192 4006

OP D PD LDA MH SI YA AD

# Helping Hands



## Helping you to stay at home

### Our Aim

Helping Hands are here to help with those chores you find difficult to do yourself. Our aim is to keep you in your own home, where you feel most comfortable for as long as possible.

### We can help with :

Personal Care • Meal Preparation • Medical Reminders • Domestic Chores • Emotional Support Companionship • Travel to Social Appointments • Medical Alerts • And much more

*Quality care at home. Speak to our friendly team today*

**Tel: 01653 498007**

Email: [admin@helpinghandscare.co](mailto:admin@helpinghandscare.co)

Web: [www.helpinghandscare.co](http://www.helpinghandscare.co)



Approved List of  
Domiciliary Care Providers

Members of

Training in  
cooperation with



**Jimmy**

*I always look forward to when Janice arrives at 9.30am. We have such a laugh whilst giving me my medicine.*

“

## High quality home care across North Yorkshire



## Making a difference

**We're here to help you live independently for longer. We offer personalised care in your home. From complex and personal care to helping you get out and about, we're here to offer a friendly hand.**

Our trained carers, working in towns and rural areas around North Yorkshire, help you enjoy and maintain a fulfilling life. We tailor the care to match your needs, whether that's with mobility, illness or just the slowing down of age.

### **Our care**

- Personal care: including help with bathing or medication
- Complex and physical: disabilities, and feeding/breathing difficulties
- Enabling: with shopping, companionship, and outings
- Dementia

### **Our areas**

- Catterick
- Bedale
- Leyburn
- Richmond
- Northallerton



**Find out more about our services and the difference we can make by calling**

**T: 01748 352 124**

**E: [info@nulivinghomecare.co.uk](mailto:info@nulivinghomecare.co.uk)**

**[www.nulivinghomecare.co.uk](http://www.nulivinghomecare.co.uk)**



## Home care provider listings continued

### Housing 21

Springhill Court – York

Tel: 0370 192 4640

OP D PD LDA MH SI YA AD

### Independent Living Home Care

Thirsk

Tel: 07704 056194

OP D YA

### IntegraCare (Supported Living)

Harrogate

Tel: 01423 541698

PD LDA YA

### Jane Caress Ltd

Ripon

Tel: 01677 460051

OP D PD LDA MH YA

### JL Care Services

Filey

Tel: 07792 766075

OP D PD LDA MH SI YA

### Just Ask Domestic Services Community

Interest Company

Skipton

Tel: 01756 792834

OP D PD MH SI YA

### Kings Care At Home

Harrogate

Tel: 07805 044957

OP D PD YA

### Kirkwood Hall Extra Care Housing

Leyburn

Tel: 01609 533217

OP D PD LDA MH SI



### Knaresborough House

Knaresborough

Tel: 07426 723917

OP D PD YA

### Lotus Home Care Selby

Knaresborough

Tel: 01757 322321

OP D PD SI YA

### Martin Grange

Harrogate

Tel: 01423 532960

OP D PD LDA MH SI YA

### Mayflower – Gateway Business Centre

Saltburn-by-the-Sea

Tel: 07791 621359

OP D PD LDA MH SI YA AD

### Meadow Lodge Home Care Services LLP

Leeds

Tel: 01977 689011

OP D LDA MH SI YA

### Mickle Hill

Pickering

Tel: 01751 467430

OP D PD MH SI YA

## Live-In Care with Promedica24

Continue to live independently in your own home with the support of your live-in carer

- Specialist 24/7 live in care tailored to your personal needs
- High quality and fully managed 1-2-1 care from fully trained staff
- Specialist Support for those living with Dementia, Parkinson's or a disability

**Contact Gary, serving North Yorkshire, Lancashire and surrounding areas**  
 Gary Derbyshire  
 01254 411 004  
 g.derbyshire@promedica24.co.uk

Inspected and rated

Good

Care Quality Commission

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

## Bespoke home care, putting you in control of how you want to live.



Second generation, family run home care business taking care of clients from across Yorkshire in their own homes since 2001. Our services include:

-  **Hourly Care\***
-  **Home Help\***
-  **Dementia Care**
-  **Live-in Care**
-  **Companionship**
-  **Respite Care**

For a friendly chat, or to arrange an in person visit to discuss your care needs, call our Care Co-ordinator team on 01969 622499.

\* Hourly care and home help limited to within 20 miles of our Leyburn office.

[premierecare.co.uk](http://premierecare.co.uk)





**Moor and Coast Care Ltd**

Whitby

Tel: 07867 790487

OP D PD SI YA

**Moorview House**

Whitby

Tel: 01947 880490

LDA

**My Homecare Harrogate**

Knaresborough

Tel: 01423 797974

OP D PD LDA MH SI YA

**New Concept Care Selby**

Selby

Tel: 01757 705567

OP D PD LDA MH SI YA AD

**New Wings**

Northallerton

Tel: 07551 440489

OP D PD LDA SI YA

**Nuliving Homecare**

Catterick Garrison

Tel: 01748 352124

Advert page 40

OP D PD SI YA

**On The Spot Homecare Service**

Skipton

Tel: 01756 703715

OP D PD MH SI YA

**Orchards Extra Care Housing, The**

Northallerton

Tel: 01609 535751

OP D PD LDA MH SI

**Partners In Care Yorkshire**

Scarborough

Tel: 07834 783133

OP D PD LDA MH SI YA

**Pathways Supported Living (IntegraCare)**

Harrogate

Tel: 01423 509267

PD LDA MH YA

**Plaxton Court Domiciliary Care Agency**

Scarborough

Tel: 01723 340290

OP

**Popplewell Springs**

Tadcaster

Tel: 01937 530933

OP D PD LDA MH SI

**Premiere Care**

Leyburn

Tel: 01969 622499

Advert page 42

OP D PD YA

**Prioritising People's Lives Ltd – Scarborough**

Scarborough

Tel: 01723 655900

OP D PD LDA MH SI YA AD



## CARE AT HOME FOR ALL OF LIFE IN YORKSHIRE

**OUR HOME CARE SERVICES INCLUDE**

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

Contact us today to discuss your care needs

**01135 371 445**

leeds@prestige-nursing.co.uk

**Prestige**  
NURSING & CARE

prestige-nursing.co.uk

## Right at Home Ilkley, Keighley & Skipton

**Trusted care & support in your own home**

**Our services include:**

- Companionship
- Personal care
- Specialist Dementia care
- Holiday and respite cover
- Post-operative support **and much more...**



**Contact us today...**

**01943 603794**

ilkley@rightathome.co.uk

rightathome.co.uk/ilkley-keighley-skipton

**Right at Home**  
Quality Care In Your Home

TOP 20 AWARDS 2021

## SPECIALISING IN WAKING NIGHTS

Rated **'Outstanding'** in Caring\*

Need specialist care? Contact us:

**01423 813 595**

**Sova healthcare** is passionate about care in the community and totally committed to delivering high standards of quality care. We have been rated as 'Outstanding' in 'care' by the Care Quality Commission and have been approved by North Yorkshire Council as an approved provider to serve the local area including Ripon and rural Harrogate. We deliver outstanding homecare services in your home.

Not only will you receive **'Outstanding'** care for your loved ones but expect the best from all Sova Healthcare employees. We tailor the care package to suit you and your family. Our emphasis is on a holistic approach to care from outstanding care workers who have been vetted thoroughly.

Delivering just **'Outstanding'** care isn't easy, but Sova healthcare is different and offers a unique and totally fresh approach to care.

**Established since 2012**



Our Homecare services include:

**Home care**  
**Support with shopping and cleaning**  
**Respite care**  
**24-hour live-in care**  
**Complex care needs**  
**End of Life Care**  
**Waking night**  
**Companionship**

## Testimonials

*"We have been using Sova Healthcare Harrogate since June 2022. The carers are a lovely, friendly, supportive and understanding team who come in to look after Mum, but also check Dad is doing ok too. They provide personal care for Mum and also do various jobs around the home when needed. Each visit ends with a cup of tea from my parents and a quick chat to check all is well. I would recommend them."*

*"Mum has been supported over the last 18 months by a lovely team. Her mental and personal care has been kept on track by the compassion and support she has received. The friendly carers find time, whilst dealing with her personal care to chat, and even a little sing song with her is much appreciated by Mum."*

**We support with personal care, medication, shopping, preparing meals, cleaning and getting out and about. We also offer companionship and support with looking after people who have Dementia or require Palliative Care. We take away the the stress so you feel more at ease in your own home.**

We provide care in the following areas: **Ripon | Harrogate | Skipton | Starbeck | Pannal Ash | Pannal | Bilton | Calcutt | Rossett Green**

Call us on **01423 813 595**

**harrogate@sovahealthcare.co.uk**

**admin@hmhealthcare.co.uk**

**www.sovahealthcare.co.uk • www.hmhealthcare.co.uk**

Ground Floor Office, 20 Bower Road, Harrogate, HG1 5BW

**'Outstanding'** in Caring - 20 November 2019 \*

**INVESTORS  
IN PEOPLE**



Inspected and rated

**Good**





## Priory Supported Living North Yorkshire

Harrogate

Tel: 07885 881040

OP PD LDA MH YA

## Priory Supported Living Whitby & Scarborough

Scarborough

Tel: 07947 350655

OP PD LDA MH YA

## Radfield Home Care

Advert pages 28 & 29

Harrogate, Wetherby & North Yorkshire

Tel: 01423 202250

OP D PD SI YA

York, Thirsk and Ryedale

Tel: 01904 395137

OP D PD SI YA

## Rainbow Outreach and Healthcare Solutions Ltd

Northallerton

Tel: 0800 689 5132

OP D PD LDA MH SI

## React Homecare Ltd

Scarborough

Tel: 01723 282888

OP D PD LDA MH SI YA AD

## Ribble Care Ltd

Settle

Tel: 01729 822511

OP D PD MH SI YA

## Right at Home

Ilkley, Keighley & Skipton

Tel: 01943 603794

Advert page 43

OP D PD SI YA

## Ripon and District Homecare

Ripon

Tel: 01765 609712

OP D PD MH SI YA

## Rivendale Extra Care

Northallerton

Tel: 01609 797173

OP D PD LDA MH SI

## Rydale Community Care

Pickering

Tel: 01751 473021

OP D PD SI

## Ryedale Homecare

Malton

Tel: 01653 699360

OP D PD LDA YA

## Ryedale Reablement Service

Malton

Tel: 01609 536586

OP D PD LDA MH SI YA

## Ryedale Special Families

Malton

Tel: 01653 699000

PD LDA SI YA

## Safehands Homecare

Scarborough

Tel: 01723 376215

OP YA

## Sanctuary Home Care Ltd – Scarborough

Scarborough

Tel: 01723 330168

OP D PD LDA MH SI YA AD

## Scarborough & District Mencap

Scarborough

Tel: 01723 374819

OP LDA YA

## Skipton Care at Home

Skipton

Tel: 01756 791860

OP YA

## SNE Care Services Ltd

Northallerton

Tel: 01642 438878

Advert below

OP D PD LDA SI YA

## Sova Healthcare Harrogate

Harrogate

Tel: 01423 813595

Advert page 44

OP D PD LDA MH SI YA AD





**Compassion is the heart of our care!**

Whatever your health requirements, we can be sure to meet your needs with a person centred approach to meet your satisfaction and we will endeavour to provide the best quality of care.



Clinical Care



Mental Health



Palliative Care



Social Outings & Companionship



Children with Disabilities



Domiciliary Care

**01642 438878**  
enquiries@sne-care.co.uk  
www.sne-care.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



## Are you happy with the care that you receive?

Here at Visiting Angels, we believe in providing the highest quality care. We get to know you and match an Angel to your interests, hobbies and character. Then you get to meet the caregiver and decide if you would like them to help you. For our clients this means you get the caregiver of your choice for as long as you need them.

Visiting Angels is a carer-centric provider. We have a much lower staff turnover rate than other companies because we believe in treating our caregivers better with fairer pay, and proper benefits, creating a superior service.

### Our Angels can:

- \* Assist with shopping, errands and appointments
- \* Help you stay active in the community and attending social activities
- \* Provide companionship visits
- \* Carry out light housekeeping
- \* Remind you to take medications, to eat and drink regularly
- \* Monitor your diet, plan and prepare meals
- \* Assist you with personal care, bathing and dressing



### Find out how a Visiting Angel can help

Call: 01423 608 209 or 07514 665 163

[www.visiting-angels.co.uk/northyorkswest](http://www.visiting-angels.co.uk/northyorkswest) • [cgruenwald@visiting-angels.co.uk](mailto:cgruenwald@visiting-angels.co.uk)



## Town and Country Care is a Domiciliary Care Agency that offers quality home care

We provide residential care in our **Respite & Recovery Centre**, as well as a **day care service** run by our sister company, **Happy Days**. We provide various **home care packages** to suit the needs of the service user.

**PERSONAL CARE • MEDICATION • SITTING SERVICE • SHOPPING NEEDS • PREPARING MEALS CLEANING & LAUNDRY ASSISTANCE • ARRANGE SOCIAL EVENTS • SLEEPOVER PACKAGES • LOOKING AFTER YOUR PETS**

We have **10 single rooms** including a high dependency room with en-suite, ideal for clients who we require mobility equipment just as hoists to transfer. We want to make it possible for anyone to come and visit Whitby, whatever his or her care needs may be. All of our rooms feature a TV, wash basin, recliner chair, wardrobes and drawers and an electric bed.

**Respite & Personnel Enquiries**

(01947) 600779

**Home Care & Day Care**

(01947) 606187

E: [info@townandcountrycare.com](mailto:info@townandcountrycare.com)

## ST MARGARET'S HOMECARE

We operate in Harrogate, York, Selby and all surrounding areas

A family run business that focuses on offering the best possible standard of personal care and support so you can stay in the comfort of your own home.

**What we offer:**

- Help with morning routines & breakfast
- Help with evening routines & dinner
- Overnight stays
- Morning / end of day assistance
- Washing, laundry & shopping
- Social activity support
- Companionship & Medication

E: [enquiries@stmargaretshomecare.co.uk](mailto:enquiries@stmargaretshomecare.co.uk)  
W: [www.stmargaretshomecare.co.uk](http://www.stmargaretshomecare.co.uk)

Harrogate: 01423 276249  
York & Selby: 01757 210841

## The Home Care Specialists

- **Personal Home Care**
- **Specialised Dementia Care**
- **Overnight Care**

- **Hospital to Home Care**
- **Respite Care**
- **Companionship Services**

Get in touch today to discuss our Bespoke and flexible care options

Call **01423 594142** • Email [info@westparkcare.co.uk](mailto:info@westparkcare.co.uk)  
[www.westparkcare.co.uk](http://www.westparkcare.co.uk)

## Spring Hill Court

York

Tel: 01609 535314

OP D PD LDA MH SI

## Springboard Business Centre

Cleveland

Tel: 07736 109161

OP YA

## Springfield Healthcare (North Yorkshire & York)

Knaresborough

Tel: 01423 868330

OP D PD LDA MH SI YA AD

## St Cecilia's Nursing Home

Scarborough

Tel: 01723 353884

OP D PD LDA SI

## St Margaret's Homecare

Advert page 46

Harrogate

Tel: 01423 276249

OP D PD YA

Selby

Tel: 01757 210841

OP D PD

## Stay Independent at Home Scarborough Ltd

Scarborough

Tel: 01723 372564

OP D PD MH SI YA

## Sunnyfield Lodge

Ripon

Tel: 01609 535147

OP D PD LDA MH SI

## Support Solutions Harrogate

Harrogate

Tel: 01423 802773

OP D PD MH YA

## Supporting Choice

Scarborough

Tel: 07939 258262

OP D PD LDA MH SI YA

## Sycamore Hall

Leyburn

Tel: 01969 650895

OP D PD LDA MH SI YA

## Synergy Care Services Ltd

Selby

Tel: 01757 247744

OP D PD YA

## Tadcaster Enterprise Park

Tadcaster

Tel: 01937 222166

OP D PD LDA MH SI YA

## TAO Complex Care

Harrogate

Tel: 0330 174 2697

Advert inside front cover

OP D PD LDA MH SI YA

## Time Together

Harrogate

Tel: 01423 883992

OP PD LDA MH SI YA

## Town and Country Care (Whitby) Ltd

Whitby

Tel: 01947 606187

Advert page 46

OP D LDA SI YA

## Town Close

Stokesley

Tel: 01642 713864

OP D PD LDA MH SI YA

## UBU – Harrogate

Harrogate

Tel: 01423 858687

OP PD LDA MH SI

## UK Case Management Ltd

York

Tel: 01347 824447

OP PD SI YA

## Visiting Angels

Harrogate

Tel: 01423 608209

Advert page 46

OP YA

## Webb Ellis Court (Office)

Scarborough

Tel: 0300 131 7987

OP D PD LDA MH SI YA

## West Park Care

Harrogate

Tel: 01423 594142

Advert page 46

OP D PD YA

## Wilf Ward Family Trust, The – Domiciliary Care

Harrogate and Northallerton

Tel: 01765 602678

OP D PD LDA YA

Ryedale and Whitby

Tel: 01751 474740

OP D PD LDA MH SI YA

Scarborough

Tel: 01723 588030

OP PD LDA MH SI YA

## Wilf Ward Family Trust, The – Supported Living

Northallerton

Tel: 01609 751608

OP D PD LDA SI YA

Scarborough

Tel: 01751 474740

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

**Wishes Care and Support Yorkshire Ltd**

Richmond

Tel: 01748 470100

Advert adjacent

OP D PD SI YA

**WrightChoiceCare**

Selby

Tel: 07723 368518

OP D PD LDA MH SI YA

**Your Life (Northallerton)**

Northallerton

Tel: 01609 779393

OP PD SI

**Your Ryedale Care Ltd**

York

Tel: 07969 273357

OP D PD MH SI YA

**Yourlife (Scarborough)**

Scarborough

Tel: 01723 367540

OP D PD SI

**YourLife (Harrogate)**

Harrogate

Tel: 07764 226874

OP D PD SI

- ★ Actively providing home support for service users, and families.
- ★ Shopping Calls and Overnight/Day sit visits available.
- ★ Domestic tasks, Laundry tasks, meal preparation.
- ★ Assistance with ALL personal cares, including medication.
- ★ Kind, compassionate, and caring professionals.
- ★ Contracted NYCC approved care provider.

A leading provider of **PERSONAL CARE**

At Wishes Care & Support, we have a team of professional carers to provide care and support for your loved ones. We promote independence, dignity and respect, whilst providing a high standard of care in the community.

  
Wishes Care and Support  
Yorkshire Ltd

For more information, please contact us on:

**01748 470100**

northyorkshire@wishescareandsupportservices.com

## Support for carers

Adult carers are people aged 18 or over who offer regular help to someone who has issues relating to ageing, illness, disability or substance misuse and are not employed to provide such care. We can provide advice and support for adult carers, both for the person cared for and direct to the carer.

Trained staff in our Customer Service Centre will help carers identify what they may require and who to contact. Our staff can put carers in touch with specialist social care staff. These specialists can visit the carer, or the person who is being cared for, to look at what extra help may be needed.

We may also be able to support carers with:

- A carers' assessment, this can help carers think about what is important to them and ensure that they get the support they need. This could be in the form of a Personal Budget. See page 53 for information on carers' eligibility.
- Information, advice and guidance for carers about looking after their own health and wellbeing and support to connect to opportunities in their community.
- Help for carers who may need support to continue working and caring from our Living

Well or Supported Employment services, both of which can also provide support with accessing training and employment.

- A carers' emergency card which will identify a person as a carer if they have an accident or are unable to identify themselves, so that the person being cared for will receive support in an emergency.
- Information about respite care that can give carers a break from caring.

### Support from other organisations

There are many organisations in North Yorkshire that support carers. The local carers' support services provide practical and emotional support to carers locally. Some of the services offered include:

- Confidential information, advice, emotional support and representation.
- Benefits advice.
- Regular information by way of circulars, bulletins or newsletters.
- Referrals to other specialist support organisations.
- Information sessions, courses and other related activities including carers' support groups.



- Help for carers who need support to continue working and caring.
- Young carers' services for young people who care for a relative, offering one-to-one support, clubs and new opportunities.

The local carers' support services also work in partnership with carers, carer groups and other organisations to improve services for carers and promote their interests.

These are the local carers' support services in North Yorkshire: **[www.northyorks.gov.uk/adult-care/carers/carers-support-groups-and-organisations](http://www.northyorks.gov.uk/adult-care/carers/carers-support-groups-and-organisations)**

For the latest information, visit the website above or contact the Customer Service Centre on:

**0300 131 2 131** or email:  
**[social.care@northyorks.gov.uk](mailto:social.care@northyorks.gov.uk)**

#### **Carers Plus Yorkshire**

Email: **[admin@carersplus.net](mailto:admin@carersplus.net)**

Web: **[www.carersplus.net](http://www.carersplus.net)**

#### **Hambleton and Richmondshire**

2 Omega Business Village, Thurston Road,  
Northallerton DL6 2NJ

Tel: **01609 780872**

#### **Scarborough and Ryedale**

96 High Street, Snainton YO13 9AJ

Tel: **01723 850155**

#### **Carers' Resource**

Call the Carer Advice Line below to speak to a carer support worker. It's a direct line to someone who knows about caring responsibilities and the support available both from Carers' Resource and from other organisations and agencies. The line is open between 10.00am and 4.00pm, Monday to Friday. Outside of those times and during office hours, if the on-call support workers are busy, you will be put through to the normal office line.

Tel: **0808 501 5939**

Web: **[www.carersresource.org](http://www.carersresource.org)**

#### **Bradford**

15 Park View Court, St Paul's Road, Shipley BD18 3DZ

#### **Harrogate**

Unit 3, Grove Park Court, Grove Park Terrace HG1 4DP

#### **Skipton**

Ronaldsway House, 36 Brook Street BD23 1PP

#### **Selby**

Community House, Portholme Road YO8 4QQ

## **Respite care and short breaks for carers**

You may have a carer living with you, or perhaps living nearby who helps you regularly. Caring for someone can be a huge undertaking and carers sometimes need a break. This may be provided in several ways. You may wish to go into a care home for a week or two or a specialist short-term break facility. You could have home-based respite care, where another carer (or a trained care worker) moves into your home to care for you, or you could have family-based respite care where you move into another family's home for a period.

We can also refer carers to 'sitting services'. These are short breaks for carers where you will be supported in your own home or out doing something you enjoy, allowing your carer to go out or just take a rest for a couple of hours. These services can be accessed following a carers' assessment and are designed to be on the day and

time that is most suitable for you and your carer. These services can also be accessed directly by individuals and through referrals from adult social care, local carers' support services and GPs.

The best option will depend on your needs, the urgency of the situation, personal choice and cost. If you are thinking about long-term care but have no experience of a care home, you could book a short stay to see what it is like. This will give you some experience of residential care to make an informed decision. If you have nursing needs, you may be eligible for a contribution to your fees – see 'Care homes with nursing' on page 69.

However, we would like you to contact us, so that we can help you consider whether this is the best option or whether other types of help in the home would be appropriate for you. →

➔ We offer respite care to people who meet our eligibility criteria. To access this, you and your carer will need to have an assessment. The assessment will take your wishes into account, as well as the needs of your carer.

It is still worth having a carers' assessment even if your carer does not think that they would benefit from a respite service. The assessment could result in you or your carer receiving different types of support.

The amount of respite available will depend on individual assessments but it is important to note that resources are limited. Carers' circumstances will be assessed against the eligibility criteria described on page 53.

If you would like to arrange a carers' assessment, call: **0300 131 2 131**, email: **social.care@northyorks.gov.uk** or visit: **www.northyorks.gov.uk/adult-care/carers/carers-assessment**

## What is an assessment?

If you need to contact us to ask for help and support for the first time, you will be asked to complete a care and support initial assessment, which asks questions about your situation.

The most convenient way to do this is online or, if you are unable to go online, you can contact the Customer Service Centre where advisers will complete the initial assessment with you over

the telephone and point you in the direction of help and support that you can access for yourself, or to the Living Well Team (see page 14 for more information regarding Living Well). If we think that you might need information and advice from a professional, or care and support services, you will be referred to a member of staff who will have a conversation with you to agree what will happen next.

### Your assessment conversation

An assessment is your opportunity to have a conversation with a social care professional about what a good life looks like for you and your family and how it can be achieved.

We will help promote your interests and independence, enabling you to identify your needs, how they impact your wellbeing and the daily outcomes you wish to achieve. We will record this information on an assessment form which you will receive a copy of.

We will usually visit you at home, but sometimes in hospital, a central community venue (sometimes known as a hub) or at a location of your choice. For example, a relative's home.

We will talk to you about what services, facilities and resources are already available in the area, such as local voluntary and community groups, and how these might help you. We will ask you how you're managing everyday tasks like washing, dressing and cooking. We will go at a pace that suits your personal

circumstances. If you are worried about having your assessment all in one go, let us know and we can split it into smaller visits.

Anyone can request an assessment which is free of charge, even if you are likely to have to pay for the full cost of your care. We recommend you have an assessment before purchasing the care you think you might need as there may be solutions that enable you to remain independent for longer. For more information, visit:

**www.northyorks.gov.uk/adult-care/social-care-adults/helping-you-prepare-cost-social-care/social-care-needs-assessment**

Social care staff should always involve you and respect your right to make your own decisions. Social care staff should also give you any support you need to express your views and wishes. This might include:

- Communication aids – such as pictures, symbols, large print, Braille or hearing loops.

- Support from an advocate and/or interpreter.
- Extra time to understand the conversation.
- Making the conditions right to help you communicate, such as reducing background noise and providing good lighting.

If you find it difficult to express your views and wishes, you might want to ask a family member, carer or someone who knows you well to be with you during the conversation.

If you don't have anyone to support you, let us know and we can give you information on accessing an advocate. See page 76 for information about advocacy.

### Promoting your wellbeing

We can help to promote your wellbeing in several ways. There is no set approach, and how this happens will depend on your needs, goals, aspirations and wishes and how these impact on your wellbeing. Every person is unique, and we

will support you as an individual and, during the conversations we have, will consider with you the most relevant aspects of your wellbeing and how your needs impact upon them.

### Will there be a charge for services provided?

While an assessment is free of charge, there may be a charge for services provided; for a full description about charging for services, see the information titled 'Paying for care' beginning on page 54.

You can start the assessment process by completing the care and support initial assessment online at:

**<https://myaccount.northyorks.gov.uk>** or, if you are unable to go online, contact the **Customer Service Centre on: 0300 131 2 131.**



[www.myfamilyourneeds.co.uk](http://www.myfamilyourneeds.co.uk)

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

## Reablement

'A service to help you become more independent.'

Our Reablement Team can support you at home to do things for yourself. The team will support you to maximise your independence by helping you to maintain or re-learn the skills needed for everyday life, such as managing your personal care independently or preparing a meal. Reablement may be useful for you if you are returning home after treatment in hospital or you are not managing at home as well as you did.

Your reablement plan lasts from a few days to a few weeks and is tailored to you individually, supporting you to achieve your goals. Many people who receive reablement find that afterwards they can



cope very well on their own, without the need for ongoing social care support. If they do need ongoing support, they may find that they need less.

### Will I need any special equipment?

Reablement workers may suggest that you carry out some tasks in a slightly different way to make them easier for you to do on your own and can suggest equipment which could make your day-to-day living easier. You may have to purchase small pieces of equipment, or we may be able to provide it in some situations.

We will advise on local services you may be interested in and encourage everyone to take up the use of Assistive Technology and Lifelines (see page 15 for more information).

As part of your reablement plan, we will help you to plan any ongoing care that you might need and whether any charges will apply. For more information on financial assessments and paying for care, see page 54.

# What care is available?

This section is about the guidance, support and care that we can provide.

It describes all parts of the social care process, from

someone who might be leaving hospital worried about how they are going to cope at home, to advice about specialist care for someone who might have very complex needs but wants to stay at home.

## Leaving hospital

Within North Yorkshire, we work very closely with the NHS to ensure that people in hospital are discharged safely and can return to home life as quickly as possible. Our Discharge Hub social care staff can help with information and advice when you are ready to leave hospital.

No matter which hospital you are in, you can request an assessment of your needs to help you stay independent and confident when you return home. If you have social care needs upon discharge, our NHS colleagues will help to determine the safest place for you to be. This may include supporting you to leave hospital with a temporary stay or providing support with care at home. Once you leave hospital, a member of our Social Care Team will visit you to offer a further assessment to determine your long-term care needs.

The assessment involves asking you about your needs, the outcomes you want to achieve and how we can support you to maximise your independence to help you live safely and

independently at home. There will also be an explanation of any charges that may be made. If there is a cost, the exact amount will be determined based on a financial assessment. A relative, carer, or a member of the hospital staff may also approach the hospital Social Care Team and ask them to carry out an assessment, but this will not go ahead unless you agree.

If you already have a social care service in place, we will assess any other needs you may have and review these against the outcomes you want to achieve after your stay in hospital.

If you have a carer, they can also be offered an assessment and advice and support. A social care worker can discuss any issues and give details of carers' support groups.

We can also introduce you to local voluntary organisations that can help with a variety of services such as laundry and domestic cleaning or sitting services.

## Home from Hospital Service

A service for people aged 18 and over living in North Yorkshire who are being discharged home and would benefit from some support.

### How does the service help?

The Home from Hospital Team and volunteers ease the process of settling back home by helping to resolve potential issues, such as anxiety.

Support can be provided for up to six weeks, depending on an eligibility assessment. Over this period, the team can assist in re-building confidence and independence. Visits are usually weekly and

last up to one hour. The team can make an initial home visit to discuss any immediate concerns and needs. The support provided will vary according to individual circumstances.

For more information, visit: **[www.carersresource.org/hospital-related/home-from-hospital](http://www.carersresource.org/hospital-related/home-from-hospital)** and select 'Home from Hospital – North Yorkshire'.





# Long-term care and support eligibility

There is a national eligibility threshold for long-term care and support, which is the same across England. It consists of three criteria, all of which must be met for your needs to be eligible for support from us. The eligibility threshold is based on finding out:

- Whether your needs are due to a physical or mental impairment or illness.
- To what extent your needs affect your ability to achieve two or more outcomes.
- Whether and to what extent this impacts on your wellbeing.

After your assessment, we will explain whether you are eligible for care and support from us. If you have eligible needs and want our help to arrange services to meet them, we can discuss this with you.

## **If you are eligible for social care support from us**

We will complete a financial assessment to understand whether you will need to pay towards some or all of the cost of the support. This will depend on your income and any savings you may have. See page 54 for more information on financial assessments.

## **If your level of needs means that you are not eligible for support from us**

We will offer free advice and information and put you in touch with other organisations and services in your community that may be able to help you. This could be face-to-face, over the telephone, in writing or a combination of these, whichever you feel would best meet your needs. You may find useful services and organisations at:

**[www.northyorkshireconnect.org.uk](http://www.northyorkshireconnect.org.uk)**

### **Carers' eligibility**

A carer is someone who, without payment, provides help and support to a friend, neighbour or relative who could not manage otherwise because of frailty, illness or disability. Just like adults with care and support needs, we will offer carers an assessment to see whether they have needs eligible for local authority support. Visit:

**[www.northyorks.gov.uk/adult-care/carers/eligible-needs-carers](http://www.northyorks.gov.uk/adult-care/carers/eligible-needs-carers)**

A carer will have eligible needs if they meet all the following:

- Do the needs arise because the carer is providing necessary care and support?
- Is the carer's physical or mental health affected or at risk of deteriorating, or is the carer unable to achieve any of the specified outcomes?
- Is there consequently a significant impact on the carer's wellbeing?

Again, if a carer does not meet the eligibility criteria, we will offer free advice and information and put them in touch with other organisations and services in the community that may be able to help, including services specifically aimed at supporting carers. This could be face-to-face, over the phone, in writing or a combination of these, whichever they feel would best meet their needs.

## **The Care Act 2014**

Helps to improve people's independence and wellbeing. It makes clear that local authorities (in this case North Yorkshire Council) must provide or arrange services that help prevent people developing needs for care and support or delay people deteriorating to the point that they would need ongoing care and support. The Care Act 2014 sets out in one place local authorities' duties in relation to assessing people's needs and their eligibility for publicly funded care and support. If you would like more information about the Care Act, please see the Department of Health and Social Care's guidance at: **[www.gov.uk](http://www.gov.uk)** (search 'care and support statutory guidance').

## **If your needs change**

You can always ask us for a reassessment. Simply speak to your social care worker or contact our Customer Service Centre by emailing:

**[social.care@northyorks.gov.uk](mailto:social.care@northyorks.gov.uk)** or calling: **0300 131 2 131**.

For further information, visit: **[www.northyorks.gov.uk](http://www.northyorks.gov.uk)**

# Paying for care

Most people will have to pay something towards the cost of their care.

Before we talk about paying for care, it is important that we have a discussion with you to identify and establish any care and support needs that you have (see page 50 for more information). This is so that we can help and advise you on a solution that supports you to remain independent and save you from paying for more care than you might need. This section will give you some information so that you can feel more confident when you are thinking about the care options that are right for you or the person you care for.

In most cases, if you are eligible for our support, we will provide you with a short period of intense care and support in your own home. This is the reablement service which is discussed in more detail on page 51. During this period, we might also provide you with specialist equipment, for example, a Lifeline service.

## **Deprivation of assets and/or income**

When we are asked to consider providing financial assistance towards social care and support services, we will require evidence of your finances. If, because of reviewing these, we believe that you and/or your financial representative has deliberately deprived you of any asset and/or capital with the intention of avoiding paying for your care and support, we will assume that this capital or other asset is still available and will charge you accordingly.

## **How do we work out how much you will need to pay?**

To work out how much you will need to contribute to the cost of your non-residential care, we will carry out a financial assessment, sometimes called a 'means test' which entails a specialist benefits and assessments officer visiting you at your home, or another agreed location. Sometimes, we may be able to complete the financial assessment by post, email, telephone or by using our online facility. When the initial discussion takes place regarding any care and support that we may be able to provide you with and the related financial assessment, the options will be explained to you in more detail.

You can arrange for someone to be with you when the assessment is completed if you want to. The officer will ask you to give details of your financial circumstances, including details of your income, outgoings and capital. Examples of these are as follows.

## **Income**

This could be your:

- State retirement pension.
- Private pension.
- Disability benefits and some other benefits.
- Interest from investments.

It does not include any earned income such as wages.

## **Outgoings**

This could be money going out, such as rent, mortgage, Council Tax and water rates. When we carry out your financial assessment, we will need to see evidence of these costs.

## **Capital**

The capital we look at is the money that you have. This could be:

- In the bank.
- In the building society.
- Shares.
- Investments.
- Equity in your home.

A financial assessment for home care does not include the value of your home. See page 56 for information on paying for residential care.

Our benefits and assessments officer will use these details to work out your assessable income and the amount of money that you may have to pay for services. Assessable income is the amount you have left after taking away certain outgoings and disability-related costs.

### **Does everyone have to pay for their services?**

Generally, you will not have to pay anything for your care or support costs if your income is less than the appropriate level of income set by the Government each year, plus an additional 25%. Most people are likely to need to pay something towards the cost of their services. Contact us for more information.

### **What if you have savings?**

If you have savings below £14,250, they are not considered when working out your charge for services. If you have savings over £14,250, these will be considered when working out your charge for services. These figures may change in April every year.

### **What else do we look at when working out your charges?**

During your financial assessment, we will talk to you about any additional expenses that you may have because of your illness or disability. We will ask you to provide evidence of the additional expenses, for example, receipts. These expenses may then be considered when we work out how much you have available to pay towards your services.

The benefits and assessments officer will also make sure that you are receiving all the welfare benefits to which you may be entitled; they will help you to claim these if appropriate.

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## **Paying for non-residential care and support**

### **How much will you pay?**

Everyone is likely to be asked to pay for some of the services we provide. For example, meals taken at a day centre or lunch club will be charged for and the amount is dependent upon the service. You may also be asked to pay for transport, for example, to and from a day centre.

The amount you pay for other support services will be calculated from your financial assessment. If you would like to check whether or not you may have to pay something towards the cost of any support we may provide, visit:

**[www.northyorks.gov.uk/financial-assessment/](http://www.northyorks.gov.uk/financial-assessment/)**

This will give you an indication of any contribution. However, please do not let this prevent you from requesting social care and support.

You will be asked to pay the full cost of your service(s) if:

- Your capital is over £23,250.
- You decide not to tell us about your financial circumstances.
- You refuse to sign the financial assessment form.

If your capital is less than £23,250, we will look at:

- Your assessable income.
- The level of service you receive.
- Any capital that you have over £14,250.
- Any disability-related costs.

If you own assets with another person, only your share should be considered when deciding how much to charge. We should not consider assets owned by another person.

If you are part of a couple, we may undertake a financial assessment that takes into consideration the circumstance of your partner, to ensure that they are left with enough to cover daily living costs. We will consider the facts in each individual case, but we will always be careful to ensure that everyone has enough money to live on.

If you have any questions about this or disagree with the amount we ask you to pay, please ask the benefits and assessments officer who completes the financial assessment.

For more information about social care charges, contact your local Benefits, Assessment and Charging Team. →



### → Central Team

(Hambleton, Richmondshire and Selby).

White Rose House, Thurston Road,

Northallerton DL6 2NA

Tel: **01609 536010**

Email:

**areafinanceadmin.central@northyorks.gov.uk**

**East Team** (Scarborough, Ryedale and Whitby).

Castle House, Elders Street YO11 1DZ

Tel: **01609 532700**

Email:

**areafinanceadmin.east@northyorks.gov.uk**

**West Team** (Harrogate, Ripon and Craven).

Jesmond House, 31/33 Victoria Avenue HG1 5QE

Tel: **01609 532541**

Email:

**areafinanceadmin.west@northyorks.gov.uk**

Whatever your circumstances, we will not ask you to pay more than the cost of providing the services.

### **What happens if your financial circumstances or care needs change?**

If your financial circumstances, care or support needs change, please contact your social care worker so that we can check if we need to reassess your contribution. If there is a change to your charges, our Benefits, Assessments and Charging Team will tell you.

If your financial circumstances change and you don't tell us, we may backdate your charges to the date of that change. A change in financial circumstances could mean a sudden increase in capital, sale of a property or a welfare benefits award that you have not told us about.

### **What if you do not receive services for a while?**

You will only pay for services you receive. If you do not receive any services for a while, for example, if you are in hospital, then you do not pay.

It is important that you notify your social care worker if you are not receiving a service to ensure you are charged the correct amount.

### **What if you cannot afford to pay?**

If you cannot afford to pay, please contact your local Benefits, Assessments and Charging Team straight away. The team will talk with you to try to identify a solution.

### **How do you pay for your care?**

We will send you an invoice every four weeks for the services you receive. Charges are usually six weeks behind. This is because we need to wait for information from your provider regarding the services you have received and then work out your charge. We will print the dates of the care you are being charged for on your invoice.

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## Paying for residential care and support

### **Will you qualify for assistance with funding your residential care?**

The value of your home is included when assessing capital unless one of the following still lives there:

- Your partner.
- A relative who is over 60 or incapacitated.
- A child under 16 who you or a former partner maintain.

If you have capital or savings exceeding £23,250, arrange for an assessment with us to define your care needs.

If, apart from your property, your savings are less than £23,250, we can help with your care costs for the first 12 weeks. After this time,

any money from us will be regarded as a loan and will need to be repaid once your house is sold.

If you have capital or savings of less than £23,250, we will share the costs with you. To work out how much we will pay and how much you will pay, a meeting will be arranged with a benefits and assessments officer following your initial assessment.

The benefits and assessments officer will review your care needs as laid out in your initial assessment and will assess your financial situation. If you have capital and savings of between £14,250 and £23,250, you will be expected to contribute £1 per week for every £250 you have above £14,250 in addition to your assessed contribution from your income.



## Whatever your circumstances

Remember, if your partner still lives at home, they will not be means-tested. If you have a private pension, only half will be considered when you are assessed if you are passing this on to your partner. However, you will need to consider the effect this would have on any benefit claim your partner makes, as it may affect their entitlement to other financial help.

Remember to claim:

- Universal Credit (if you are under pension age).
- Pension Credit (if you are over pension age).
- Savings Credit (if you are over 65).
- Attendance Allowance (if you are over 65).

- Disability Living Allowance or Personal Independence Payment (if you are under 65).

As part of your financial assessment, the Benefits, Assessment and Charging Team will help you to claim these, if you are eligible. This will help you to pay towards any care and support you receive.

Moving into a nursing home? You may be eligible for the NHS Nursing Care Contribution (NCC), see page 58. You may wish to seek independent financial advice to guide you through your financial options.

There may be several solutions to retaining your capital whilst paying for care (further information is available in the following section).

## Self-funding advice

We can still support you if you are paying for your own care and support and we will be happy to complete an assessment of your needs. It is beneficial to speak with us about your care and support needs before you decide what care you are going to purchase. This will ensure that you choose an appropriate option to help you maintain your independence for as long as possible, and at a rate that is affordable.

It is important to know that if you choose a service that you are unable to afford long term, we may have to discuss alternative options with you, which can sometimes mean you having to change care provider.

There are lots of organisations that can give you advice about funding your care and support costs. You may find Money Helper useful:

**[www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)**

You may also benefit from seeking independent financial advice to support your decisions. If you do speak to an independent financial adviser, you need to be aware there may be a charge for this service.

We would recommend that the financial adviser is accredited by the Financial Conduct Authority (FCA) or is accredited with the Society of Later Life Advisers (SOLLA). To find an accredited member, visit: **[www.societyoflaterlifeadvisers.co.uk](http://www.societyoflaterlifeadvisers.co.uk)**  
If you are thinking about care options, you may be

entitled to some of the following financial assistance and support, subject to a needs assessment.

### Twelve-week property disregard

If your former home is included in your financial assessment but your other capital is less than £23,250, and your income is not enough to meet your care home fees, we may help with the costs during the first 12 weeks of permanent care, provided we agree that care is needed. This is called a twelve-week property disregard period.

### Deferred Payment Agreements

After the twelve-week property disregard period, any financial help from us will be charged against the value of your home and recovered once your house has been sold or from your estate. This is called a Deferred Payment Agreement.

However, we may limit how much we will pay, and it may affect your entitlement to Pension Credit or Income Support if your property is not seen to be on the market and becomes treated as capital by the Department for Work and Pensions (DWP).

We will charge interest on Deferred Payment Agreements. There are also various other costs involved in setting up an agreement and for settling the agreement. However, these amounts will only ever be charged to cover our costs and not to make a profit.



### → **Attendance Allowance, Disability Living Allowance and Personal Independence Payments**

These are examples of benefits that are non-means-tested, non-taxable benefits from the DWP paid at a standard rate for those needing care by day or night, and at a higher rate for those needing care both during the day and night.

Everyone who needs care can, and should, claim these benefits. If we are contributing towards the cost of your care for a permanent placement in a care home, then Attendance Allowance will stop being paid.

Disability Living Allowance (DLA) is a tax-free benefit. The rate you get comprises two parts. How much you get depends on how your disability or health condition affects you. DLA is no longer open to new claimants. Personal Independence Payment (PIP) is replacing DLA for people aged 16 until State Pension age, even for those with an indefinite or lifetime DLA award. If you were at State Pension age or over on 8th April 2013, you can continue to get DLA if you were already receiving it.

For further information, visit: **www.gov.uk** and search for 'Disability Living Allowance' or 'Personal Independence Payment'.

### **NHS Nursing Care Contribution (NCC)**

Whether you are a temporary or permanent resident, if you live in a care home that provides nursing care you may be entitled to a non-means-tested NHS NCC towards the cost of your nursing care. This is paid directly to the home.

### **NHS Continuing Healthcare (CHC)**

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



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

National guidance says that the NHS CHC assessment should be person-centred. This means that the person being assessed should be fully involved in the assessment process. They should be kept informed and have their views, needs and support considered. Carers should also be consulted where appropriate. It is a good idea for carers to make it clear that they would like to participate fully in the assessment process.

A decision about eligibility should usually be made within 28 days of a referral being made to the NHS Integrated Care Board.

If you are already receiving support from us, your social care worker can give you more information about NHS CHC. An NHS CHC screening checklist can be completed with you, from which a referral for assessment can be made if you are entitled to it. Your GP or community nursing service should be able to give you advice or make a referral with you if you are not currently receiving support from us.

If you are waiting to hear whether you are eligible for NHS CHC, any services provided by us will continue to be charged and must be paid upfront. Any claim refunded by NHS CHC will be paid to you once the refund has been received and processed.

### **Running out of money**

If your capital is likely to reduce to £23,250 because of paying for care, you must let us know well in advance as we may step in to help with your care fees. We must assess your care and support needs to determine whether we could contribute.

Understanding your rights before receiving formal care services is essential. There are several financial products and specialist companies who may be able to help. It is important to seek advice before committing yourself.

There are details of some organisations that can help you with financial matters on page 57.

## Third party payments

Fees charged by some homes may be higher than the maximum rate that we can pay for someone with your level of needs. If we are funding your care and the home you choose costs more than this rate, you can choose someone else to make an additional payment.

This means that they will have to pay the difference between our rate and the amount the home charges. This additional payment is often referred to as a 'top-up' or 'third party payment'.

The law says that you or your spouse or partner cannot make this additional payment, except in limited circumstances, such as when you have a Deferred Payment Agreement (explained on

page 57). Therefore, the additional payment must normally be made by someone else. For example, a family member or charity.

Before anyone agrees to make additional payments on your behalf, they should be aware that the amount could increase, and they need to be confident that they can sustain the payments for as long as they are required. If the additional payments stop being paid, for any reason, then you should seek help and advice from us via our Customer Service Centre. See page 4 for contact details.

Once it has been established that someone is willing and able to make these payments, they will be asked to sign an agreement to formalise the arrangement.

# You're in charge

## Personal Budgets

If you or your carer are eligible for ongoing social care support, you will be entitled to a Personal Budget based on an assessment of your eligible social care needs.

A Personal Budget is defined in the Care Act as having three parts:

1. The overall cost to the local authority of meeting your needs (i.e. the eligible needs it is legally required to meet, or decides it needs to meet).
2. The amount payable by you (after you have had a financial assessment).
3. The net amount the local authority must pay to meet your needs.



Your Personal Budget is the amount of money it would cost to meet your eligible care and support needs. For example, any support or help to manage day-to-day activities and everyday tasks such as washing and dressing, help with eating and drinking or getting out in the community. You may need to make a financial contribution towards your Personal Budget depending on your circumstances, see page 54. Your Personal Budget allows you to choose what services you use, and when and how you receive them.

Your Personal Budget can be taken in several ways:

- Managed Personal Budget – you ask us to arrange and buy services on your behalf.
- Individual Service Fund – you ask a provider to hold and manage your Personal Budget and work with them to plan how it is spent.
- Direct Payment – you (or your nominated person) hold and manage the Personal Budget yourself. This gives you choice and control over how the money is spent to meet your assessed eligible needs.



## Direct Payments

Cash payments made to people assessed by North Yorkshire Council as having eligible care and support needs. Direct Payments are available to most eligible people, including:

- People who have been assessed as needing short- or long-term care and support (including those with mental health needs) aged 16 and over.
- Carers over 16 for carers' services.
- Parents of disabled children, for children's services.

To help you stay safe and living well in your own home, you can use these payments to arrange your own care services, either by yourself or with assistance. Carers could also receive a payment to look after their own wellbeing that could help them to continue their caring role.

You do not have to take your whole Personal Budget as a Direct Payment. You can choose to combine a Direct Payment with a Managed Personal Budget or Individual Service Fund to have services purchased and provided by us or an external service provider.

If you choose to arrange your own services via a Direct Payment; we will complete a financial assessment to understand whether you will need to pay towards some or all of the cost of your support. For more information about financial assessments, see page 54.

### Why would I want a Direct Payment?

Direct Payments allow you more control over the decisions that affect your life. They provide more flexibility and choice, over who, how and when you receive your support.

### What can Direct Payments be used for?

You can use a Direct Payment to pay for services, equipment or activities to meet your assessed eligible needs as long as they are legal, and keep you safe and well. For example, you could use a Direct

Payment to buy services from an agency or you could employ a personal assistant.

Using Direct Payments to arrange your own services means the providers you choose are accountable directly to you and not to North Yorkshire Council. Direct Payments do not count as income and will not affect your benefits.

You can use your Direct Payment creatively, as long as the money is spent to meet your needs and is used lawfully. The flexibility that these payments allow means it is impractical to outline how you can spend them. However, there are certain things on which you cannot use the money to pay for, for instance:

- Services that should be provided by the NHS.
- Routine living expenditures, such as utility and household bills.
- Permanent or long-term residential or nursing care.
- Employing a spouse, partner or other close relative, if that person lives with you in the same household.
- Anything that does not meet your agreed needs.

Most people use Direct Payments to purchase regular, ongoing support. However, we can make a single payment. For example, to allow a person to purchase a piece of equipment or a short period of respite to give a carer a break from their caring role.

### What do I do next?

If you are interested in Direct Payments, call our Customer Service Centre on: **0300 131 2 131** or email: **[social.care@northyorks.gov.uk](mailto:social.care@northyorks.gov.uk)**



# Housing with care

## Extra care housing

Offers a way of supporting you to live independently for as long as possible. It provides the security and privacy of a home of your own, and a range of facilities on the premises, combined with access to 24-hour care and support services if required.

Extra care housing is sometimes called 'very sheltered housing' or 'assisted living'. The look of the accommodation varies enormously. Some are new purpose-built schemes or retirement villages, while many offer a choice of accommodation such as flats or bungalows for sale or rent.

What all residents of extra care housing have in common is the security of owning or renting their own home, control over their finances and the peace of mind that goes with having access to 24-hour care and support available on site. There are eligibility criteria that must be met to live in extra care housing. Usually, you must:

- Be over 55 (younger if you have a disability).
- Have a housing or care and support need.
- Already be living in the area where the scheme is, or nearby.
- Have a local connection.

Anyone interested in extra care housing will have to fill in an application and be willing to have their care and support needs assessed. An allocations panel decides who is offered accommodation.

### Extra care listings

There are 28 extra care housing schemes across North Yorkshire, with one more currently in construction. For the most up-to-date list, visit:

**[www.northyorks.gov.uk/adult-care/social-care-adults/housing-support-care-homes-and-extra-care-schemes/extra-care-housing-schemes](http://www.northyorks.gov.uk/adult-care/social-care-adults/housing-support-care-homes-and-extra-care-schemes/extra-care-housing-schemes)**

### Scarborough, Whitby and Ryedale

#### Filey Fields Court

2 North Cliff Drive, Filey YO14 9BX  
Tel: **0370 192 4000** (ext. **25097**).

#### Bransdale View

Ashwood Close, Helmsley YO62 5FE  
Tel: **0370 192 4224** (ext. **49854**).

#### Cedar Court

Pollard Gardens, Sandybed Lane,  
Scarborough YO12 5LA  
Tel: **01723 361781**

#### Deansfield Court

Furlongs Avenue, Norton, Malton YO17 9DJ  
Tel: **01653 604440**

#### Esk Moors Lodge

The Bradbury Centre, Langburn Bank,  
Castleton, Whitby YO21 2ED  
Tel: **01287 669446**

#### Jazz Court

Ashmead Square, Eastfield,  
Scarborough YO11 3EY  
Tel: **01723 330168**

#### Mickle Hill

Malton Road, Pickering YO18 7NB  
Tel: **01751 245000**

#### Plaxton Court

Woodlands Drive, Woodlands Vale,  
Scarborough YO12 6QT  
Tel: **01723 340290**

#### Webb Ellis Court

27 Old Rugby Way, Scalby Road,  
Scarborough YO12 6FA  
Tel: **07917 486449**

#### Selby

##### Fernbank Court

Moat Way, Brayton, Selby YO8 9RU  
Tel: **01757 702971**

##### Popple Well Springs

Leeds Road, Tadcaster LS24 9FG  
Tel: **01937 530933**



### → Harrogate

#### Cuttings, The

164 Station View, Harrogate HG2 7DZ

Tel: **01423 888777**

#### Hill View Manor

Manor Court, Knaresborough HG5 0SJ

Tel: **01423 867768**

#### Sunnyfield Lodge

Fennell Grove, Darnborough Gate,

Ripon HG4 2SZ

Tel: **01765 608130**

### Richmondshire

#### Greyfriars

1-40 Flints Terrace, Richmond DL10 4DQ

Tel: **0370 192 4991**

#### Kirkwood Hall

Harmby Road, Leyburn DL8 5NS

Tel: **01969 623134**

#### Sycamore Hall

Bainbridge, Leyburn DL8 3HF

Tel: **0370 192 4055**

### Craven

#### Bowland View

Scholars Rise, Bentham, Lancaster LA2 7FS

#### Eller Beck Court

Raikes Road, Skipton BD23 1NZ

Tel: **0370 192 4669**

#### Limestone View

Lower Greenfoot, Settle BD24 9RB

Tel: **0370 192 4664**

### Woodlands

Woodlands Drive, Skipton BD23 1QU

Tel: **01756 791860**

### Hambleton

#### Fry Court

Newton Road, Great Ayton TS9 6BQ

Tel: **0345 608 4021**

### Meadowfields

Chapel Street, Thirsk YO7 1TH

Tel: **0370 192 4004**

### Orchards, The

Orchard Grove, Brompton,

Northallerton DL6 2RB

Tel: **01609 770609**

### Orchid House

Acacia Drive, Sowerby, Thirsk YO7 3QA

Tel: **01845 523581**

### Rivendale

227 Bankhead Road, Northallerton DL6 1HN

Tel: **01609 781096**

### Springhill Court

Manor Road, Easingwold YO61 3AS

Tel: **0370 192 4640**

### Town Close

North Road, Stokesley TS9 5DH

Tel: **01642 717730**



[www.myfamilyourneeds.co.uk](http://www.myfamilyourneeds.co.uk)

For parents and carers of  
children with additional needs.

## Sheltered housing

Sheltered, retirement or warden-assisted housing are all terms used to describe accommodation provided specifically for older people. Schemes usually have the services of a warden, support worker or scheme manager, though increasingly this person lives off-site, or the service is provided as 'floating support', with regular visits from a member of staff.

Each property has an alarm system so that residents

can summon help in an emergency. You can get information about finding a home in your area online here: **[www.northyorks.gov.uk/housing-and-homelessness/finding-home](http://www.northyorks.gov.uk/housing-and-homelessness/finding-home)**

Most leasehold sheltered/retirement housing is purchased at full price on the open market. However, some organisations operate arrangements for people to purchase their housing. These arrangements are listed on page 63.



### Shared ownership

A small number of housing associations offer the option of buying a share of a property and paying rent on the remainder. A service charge may have to be paid in addition to the rent. You may be eligible for Housing Benefit to help with paying your rent. Sometimes, people can purchase a higher proportion and then not have to pay any rent.

All schemes are different but usually, when you leave, the apartment will be sold on the open market (subject to the purchaser being an older person with a need to live at the scheme). Some housing associations do offer a buy back option, but not all.

### Leasehold Schemes for the Elderly (LSE)

These are run by a small number of housing associations and usually require you to buy 70% of a property, the remaining portion being owned by the housing association. When you sell, you receive 70% of the market value of the property.

### Lifetime lease

This product offers an arrangement where you buy

the right to live in a retirement property for the rest of your life (or lives in the case of a couple). The price is well below the normal purchase price but once you leave the property it reverts back to the company. Lifetime leases are available to people aged 60 and over. Lifetime leases may also be available for non-retirement properties.

### Interest-only mortgage

With an interest-only mortgage you borrow a lump sum against the value of a property and your monthly repayments will only pay off the interest of that loan. The original lump sum will need to be paid, in full, at the end of the term or when you sell the property. There are reputable financial organisations that can help you with this type of product.

When considering using this type of organisation, you should ensure the company is regulated by the Financial Conduct Authority (FCA). See page 57 for financial organisations that can offer advice on these and other financial products.

You will also find information about how to find an independent financial adviser.

---

## Close care housing

A term used to describe various models of older people's housing where there is sheltered and/or retirement accommodation linked to, or on the same site as, a care home.

For information on close care housing, contact your local council's housing department or the Elderly Accommodation Counsel (EAC), now part of FirstStop Advice. See page 79.

---

## Housing options for younger adults with additional needs

Are you happy living at home? Would you like a little more independence with help when you need it? Would you like to explore alternative housing options?

- If your home is specially adapted and you receive the support needed, you may prefer to stay at home. It's also convenient if your college or job is nearby.
- Move into supported housing – this offers the chance to live independently. Supported housing is usually for people with disabilities who need housing-related or care-related support. You can have your own tenancy and will live

independently but may choose to share with other people. Support and care services will be tailored to your needs. Supported housing is also designed to promote independence and reduce social isolation. →



- ➔ • Rent a place – you can apply for council social housing, which is usually more affordable than renting privately. There could be a waiting list and you must fully explain your housing needs and income situation. Local housing associations may also be able to help, you can ask your council housing department for a list of these. If you want to rent privately, look in your local newspaper for ‘To Let’ advertisements or online (there are websites that provide listings of properties available

for rent or sale). If you are eligible, you might be able to receive Housing Benefit or Direct Payments to help with the cost of your rent; ask your local authority for details and see page 56.

- Buy your own home – this will need careful consideration. Can you afford it? Are you able to live on your own? You could think about ‘part-buying’ and ‘part-renting’ a home from a housing association.

## Specialist care

### Learning disability

If you have a learning disability, you may have considered moving out of your family home. You may want to have your own home with support or share a property with other people, with support provided for everyone. The support may include learning independent living skills like cooking, cleaning, travel training and money management as well as help with health needs.

Moving into your own home can often give you greater independence and choice and we want more people to have access to these options. There are other alternatives too, such as Adult Placement or Shared Ownership schemes that could be considered and we can help to set these up with you.

For more information on housing options, please

contact our Customer Service Centre. Contact details are on page 4.

People with learning disabilities can also use Personal Budgets to pay for their support if they are eligible. For more details, please see page 56.

Our social care workers and NHS community nurses who specialise in learning disability will be able to give you information to support you to make the right choices.

Your local GP or Community Learning Disabilities Team (CLDT) should be your first point of contact if you have health needs. You can ask your GP to refer you or ask someone who knows you to contact the CLDT on your behalf.

### Physical disability

Following an assessment of your needs, you may be eligible for help from us, including a Personal Budget, Occupational Therapy, adaptations to your home, supported housing or help for the person caring for you.

You may want some voluntary work or support to find a paid job. Our employment pathways web page may be able to support you.

You can see this information on our website. visit:  
**[www.northyorks.gov.uk/adult-care/disabilities/supported-employment-disabled-people](http://www.northyorks.gov.uk/adult-care/disabilities/supported-employment-disabled-people)**

The support you require if you have a physical disability or learning disability will be tailored to your specific needs and can be provided by the independent and not-for-profit sectors as well as by North Yorkshire Council.

Where you are eligible for Health and Adult Services’ support, help at home with personal care is available if this is needed. There are also private agencies offering help at home with personal care and housework.

See page 25 for more information.

## Sensory services

The sensory service comprises sensory social workers, communicator guides for people with dual sensory impairment, rehabilitation officers for people who are visually impaired and a Sensory Service Team Manager. All job functions work together closely to provide a comprehensive sensory service. The Sensory Service Team is countywide, covering North Yorkshire. The team's specialist training and experience means it understands the impact of sensory loss and applies that as it works with you.

If you need equipment to help overcome difficulties resulting from your sensory loss, we can offer advice and information and signpost you to the options available to you.

### Supporting the Deaf community

Some of the social care staff within the Sensory Service Team are skilled in British Sign Language (BSL) and understand the cultural differences involved in being a Deaf person in a hearing world. These staff have experience working with people who are Deaf and whose first language is BSL.

The team can undertake social care assessments and provide or arrange services for people who are eligible following an assessment. This may include help with:

- Using local community services.
- Managing practical daily living.
- Making decisions and keeping safe.
- Overcoming communication barriers.



- Work and/or education.
- Social isolation.
- Mental health conditions.

### Supporting people who have a dual sensory impairment

The terms 'deafblind' or 'dual sensory loss or impairment' refer to people who have a combined vision and hearing impairment.

We have a dedicated team that provides specialist support for people with a dual sensory impairment. The team can undertake social care assessments and provide or arrange services depending on eligibility following an assessment.

The support considered will depend on the individual and the outcome of their assessment but will usually aim to help the person to access communication, information and mobility on either a short- or long-term basis.

### Supporting people with a visual impairment

If you have been diagnosed with a visual impairment, we will receive notification of this through a Certificate of Visual Impairment from your eye health consultant. We keep a register of these certificates and offer advice, information and support relating to the concessions available once registered. An assessment can be offered to people who are on the register. For people not registered but their visual impairment still has a significant impact on their independence, we can still provide an assessment.

We also offer a rehabilitation service, which can help you to maintain or rediscover your independence, both at home and in the community. Rehabilitation may involve learning to use a long cane; learning skills to work independently in the kitchen; or learning how to use special equipment for reading and tasks such as shopping and paying bills. This service is usually provided to enable people to become as independent as possible for as long as possible before we consider any need for long-term support in response to vision loss.



## Mental health

We work in partnership with health trusts and other organisations throughout the county to provide specialist mental health services to support people affected by mental health illness.

Mental health illness can affect anyone at any time and one in four people will experience some form of mental illness during their lifetime. There are many types of mental illness, from mild difficulties to more severe and enduring conditions. Some examples include abuse and neglect; addiction; anxiety; depression; eating disorders; stress; and trauma.

Your GP should be your first point of contact if you are worried about your mental health. Your GP may be able to treat you or refer you to your local Community Mental Health Team (CMHT).

If you are experiencing difficulties with your mental health and would like some support, contact one of the following local services.

### Just 'B'

Helpline for those struggling with emotional wellbeing.

Tel: **01423 856799** (helpline).

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

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

### Samaritans

If you need urgent support or feel suicidal, call the Samaritans.

Tel: **116 123**

### Tees, Esk and Wear Valleys NHS Foundation Trust

Tel: **0800 051 6171**

(North Yorkshire mental health emergency).

Web: **www.tewv.nhs.uk/services/crisis-advice**

There are lots of support organisations and charities that can also help people with mental health illness, for example, Mind; contact details are on page 80.



# Search for care in your area

**www.carechoices.co.uk** 

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

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

 **CareChoices**

## Dementia

Dementia affects everyone differently and can cause a wide range of symptoms. These can include problems with memory, thinking, concentration and language. People may become confused or struggle with how they perceive things.

Dementia can also cause changes in mood or emotions and affect how someone behaves. Your GP is usually the first point of contact if you are experiencing memory problems. The GP may make a referral to the memory assessment service to help with formal diagnosis.

Following a formal diagnosis of dementia, your GP may refer you to a specialist, like a consultant in old age psychiatry, a community nurse or an Occupational Therapist (OT) with a special interest in dementia care.

As it can be best for a person with dementia to remain living in their own home for as long as possible, a range of community care services is available to facilitate this. Dementia support services, funded by us, can help newly diagnosed people and their carer to understand their condition and find support locally. When needed, help can be provided to access home care, meals in the home, sitting services (which provide a break for carers), advice on equipment and adaptations, day care centres and respite care.

Our dementia support services are provided by Dementia Forward across North Yorkshire.

For further information, visit:

**[www.dementiaforward.org.uk](http://www.dementiaforward.org.uk)**

These services can be provided directly by registered providers to those people who are not eligible for financial help from us. You may have a choice of which agency you receive your care from whether or not we assist with funding your service.

If you are considering moving to a new house, but do not need to move to a care home, extra care housing schemes can cater for people living with dementia, with Limestone View in Settle offering specialist support to people with dementia. For more details regarding extra care housing, go to page 61.

People with dementia can benefit from a range of group or individual therapies involving social interaction and mental stimulation, including reminiscence. The dementia support services can help you find local activities. Activity co-ordinators and OTs can provide people with dementia with different therapies or types of support. Approaches that promote understanding of the behaviour of the person with dementia can also be beneficial and trained staff can offer this service within many care establishments.





AMARNA HOUSE CARE HOME

# Live Safe & Well

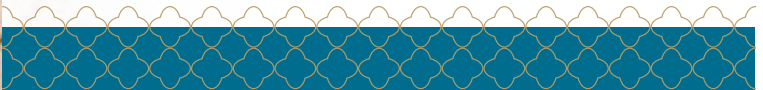
Amarna House Care Home in York offers a safe and supportive environment where residents can flourish, make new friends, maintain contact with their local communities and live a life of possibility.

- Residential, dementia and respite care
- Nutritionally balanced seasonal menus
  - Beautifully decorated bedrooms
- Stimulating schedule of daily activities and entertainment
  - Highly trained staff teams

 01904 376334 | [averyhealthcare.co.uk](https://averyhealthcare.co.uk)



Rosetta Way | York | YO26 5RN



9.8

Townend Close  
Review score 2023  
[carehome.co.uk](https://carehome.co.uk)\*

\*carehome.co.uk scores are based on independent reviews with a maximum score of 10. Rating correct as at 21/03/2023



Read Frank's story



# TRUST US TO GET FRANK A GREAT CUP OF TEA

We found out what Frank was passionate about



Who Cares? We do, and we always will

**Townend Close care home, Victoria Road,  
Cross Hills, Keighley, BD20 8SZ**  
Call 01535 920 253 Visit [anchor.org.uk/TownendClose](https://anchor.org.uk/TownendClose)

Image does not represent face mask guidance followed in our locations



# Care homes

Many people who currently choose to go into a care home could continue to live in their own home with the right level of support. Anyone who feels they need an assessment to find out what their specific needs are can ask us for one. This includes people who may have sufficient money to pay for their own care. We will work with you to ensure that this is the right option for you.

We can provide advice and information on many services, including equipment and adaptations,

Assistive Technology and alarm systems to help you stay in your own home for as long as possible.

If your assessment shows that a care home is the best option, we can give you information about the range of homes available to meet your assessed needs. If you are not eligible for financial assistance from us, you will need to consider which homes you can afford. If you choose an expensive home and use up all your savings, you may then have to move to a different care home.

## Types of care home

### Care homes (personal care only)

If you need someone to look after you 24 hours a day, but don't need nursing care, a care home offering personal care may be the best option. Personal care includes bathing, feeding, dressing and help with moving.

If you are considering a care home, you may wish to speak to us to ensure this is the best option for you. There may be alternative ways that you can be supported to remain independent in your own home.

### Care homes with nursing

If you think you may need nursing care in a home, you will need to be visited by a social care worker or a care manager to work out what care you will need. This visit might be in your own home, or in hospital if you've been ill, or in a care home.

You will be fully involved in planning your care needs. If a care home providing nursing care is the best way to meet your needs, your social care worker will give you information to help you find a home which meets your care requirements. The cost of the nursing care part of your fees is paid by the NHS to the home directly. You can contact the Nurse Care Management Team for your area at your local Integrated Care Board listed on page 79.

All care providers in the country must be registered and inspected by the Care Quality Commission (CQC), which reports on its findings and awards quality ratings. Inspection reports and quality ratings are available from the provider or from the CQC: [www.cqc.org.uk](http://www.cqc.org.uk) along with the quality ratings. Further information about the CQC can be found on page 78.

## Out of county care

Sometimes people choose to live in another area of the country as they want to be closer to friends and family. This can be in different types of accommodation, including supported living or simply renting. Each individual situation is different and, therefore, how it is funded will be assessed differently.

If you do require a care home placement to meet your needs and you qualify for local authority financial assistance, the county you lived in before

you moved to the care home is responsible for arranging your support. The home you choose must be suitable for your assessed needs and comply with the terms and conditions set by the authority.

You can contact the Care Quality Commission through its website: [www.cqc.org.uk](http://www.cqc.org.uk) where you will find details of all registered care homes in the UK. Alternatively, this Guide's website: [www.carechoices.co.uk](http://www.carechoices.co.uk) has details of all registered care providers in England.





# Your care matters with Barchester

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

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

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



**BARCHESTER**  
**in North Yorkshire**

**[barchester.com/nyk](https://barchester.com/nyk)**

# Call to arrange a visit or to find out how we can help.

**N** Nursing Care   **D** Dementia Care   **R** Residential Care   **S** Short Breaks & Respite

## Boroughbridge Manor

Roecliffe Lane,  
Boroughbridge, YO51 9LW

**01423 582 438**

**D R S**

## Leeming Bar Grange

Leeming Lane, Leeming Bar,  
Northallerton, DL7 9AU

**01677 628 301**

**D R S**

## Meadowbeck

1 Meadowbeck Close,  
Osbalwick, York, YO10 3SJ

**01904 569 037**

**N D S**

## Mount Vale

Yafforth Road,  
Northallerton, DL7 8UE

**01609 801 353**

**N D R S**

## Mulberry Court

Clifton Park, Shipton Road,  
York, YO30 5PD

**01904 275 030**

**N R S**

## Ouse View

1 Fordlands Road,  
Fulford, York, YO19 4QT

**01904 275 031**

**D R S**

## Rivermead

123 Scarborough Road,  
Norton, Malton, YO17 8AA

**01653 472 201**

**N D R S**

## Scarborough Hall

Mount View Avenue,  
Scarborough, YO12 4EQ

**01723 821 322**

**D R S**

## Stamford Bridge Beaumont

Buttercrambe Road,  
Stamford Bridge, York, YO41 1AJ

**01759 401 165**

**N D R S**

## The Dales

Draughton,  
Skipton, BD23 6DU

**01745 274 222**

**N D R S**

## Thistle Hill

Thistle Hill,  
Knaresborough, HG5 8LS

**01423 581 197**

**N D S**

## Threshfield Court

Station Road, Threshfield,  
Skipton, BD23 5ET

**01756 611 572**

**N D R S**







Average Group  
Review Score  
carehome.co.uk



## Luxury Nursing, Residential & Dementia Care in North & West Yorkshire

Spellman Care is a family-run business which has been operating nursing and residential homes in the local area for over 30 years.

All four of our homes have dedicated Dementia Care communities, and use recollections, reminiscence, and sensory-based activities to gain an insight into an individual's life stories.

Getting to know our residents is the key to our person-centred approach to care.

We offer a varied calendar of activities ranging from musical entertainment, arts and crafts, table games and coffee mornings, along with seasonal events and entertainment.

Organised outings are planned on a regular basis, with trips out on the minibus being a regular fixture on our activity schedule.

We are proud that all four homes in our group have been rated 'Good' by the Care Quality Commission (CQC).



Tel: 01756 700994



Tel: 01943 870720



Tel: 01535 282424



Tel: 01535 656124

[www.spellmancare.co.uk](http://www.spellmancare.co.uk)

All information correct as at 20.03.2023

**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](http://www.carechoices.co.uk/checklists)

## Staff

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

Are staff respectful, friendly and polite? ☐ ☐ ☐

Do staff have formal training? ☐ ☐ ☐

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 78.





Caring for your family

*Rosedale Care residents are supported to live an active and fulfilled life in a homely setting. Our ensuite bedrooms are furnished to a high standard offering Residents the chance to enjoy comfort and tranquillity. Rosedale's person-centred care ethos puts resident's health and wellbeing central to everything providing a truly holistic care package.*



### Maple Court

Tel: 01723 413413

Email: [info@maplecourt.co.uk](mailto:info@maplecourt.co.uk)

182 Barrowcliff Road, Scarborough, YO12 6EY



### Crystal Court

Tel: 01423 810627

Email: [info@crystalcourt.co.uk](mailto:info@crystalcourt.co.uk)

Pannal Green Pannal, Harrogate HG3 1LH



### Sutton Hall & Lodge

Tel: 01535 635329

Email: [info@suttoncare.co.uk](mailto:info@suttoncare.co.uk)

Corn Mill Walk, Sutton-in-Craven,  
Keighley, BD20 7EN

“This is a very welcoming home. The staff are kind, caring and supportive.

The food is fantastic, and we are given lots of choices. My bedroom is lovely, and I have been able to furnish it to my taste. The management are always on hand for a chat and always listen to me and my family. The activities are excellent and I am spoilt for choice with the schedule. I am extremely happy here!”

Sutton Hall Resident



Call us on **01138 314407** or visit **[www.rosedalecarehomes.co.uk](http://www.rosedalecarehomes.co.uk)**



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

**[www.myfamilyourneeds.co.uk](http://www.myfamilyourneeds.co.uk)**

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

Ask questions

Get involved

Join the family

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

*Subscribe today*

Home 1 .....

Home 2 .....

Home 3 .....

Fees per week	Quality rating*
£	
£	
£	

We suggest that you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 73. You can download and print this checklist at: [www.carechoices.co.uk/checklists](http://www.carechoices.co.uk/checklists)

## Design

- Are there clear signs throughout the home? ☐ ☐ ☐
- Has the home been designed or adapted for people with dementia? ☐ ☐ ☐
- Are the home and grounds secure? ☐ ☐ ☐
- Are there prompts outside the residents' rooms to help people identify their own? ☐ ☐ ☐
- 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 78.

# Essential information

## Disclosure and Barring Service (DBS)

The DBS provides a joined-up, seamless service combining the criminal records checking and barring functions.

The DBS can bar a person unsuitable to work with vulnerable people, including children, from working in regulated activity in the future. If a person is barred, it becomes an offence for an organisation to knowingly engage that person in regulated activity.

Employers and volunteer managers of people working in 'regulated activity' have a legal duty to make referrals to the DBS in certain circumstances.

The local authority also has the power to make a referral and should do so where it is necessary.

Regulated activity is work – both paid and unpaid – with children or vulnerable adults that meets certain criteria.

The full up-to-date guidance and definitions must be referred to when deciding whether to make a DBS referral.

For disclosure information and services, visit the DBS homepage: [www.gov.uk/dbb](http://www.gov.uk/dbb)

## Advocacy

Advocacy services help people to speak for themselves. They offer a confidential, free and independent service provided by trained advocates. Sometimes, you may need an independent advocate to help and support you through a difficult time in your life, or to support you if you feel you are not getting the services or help you need. The type of advocacy service you may receive will depend on your needs and circumstances.

In accordance with the Care Act 2014, local authorities must arrange an independent advocate to support you to be involved in the assessment process, in making your care and support plan, and in the safeguarding process if you meet both of the

following criteria:

- You would have substantial difficulty in being fully involved in these processes.
- There is no appropriate individual available to support and represent your wishes. This person cannot be involved in your care and support in a paid capacity and must be appropriately trained and supported to fulfil this role.

If you meet the above criteria, a referral will be made to our Independent Advocacy Service – Cloverleaf Advocacy. There are two specialist advocacy services in North Yorkshire that you may wish to contact directly – see page 9.

## Making a comment, compliment or complaint about care services

If you use a home care agency or move into a care home, you should feel able to comment on any aspect of your life which affects your happiness or comfort. This might be anything from the way you are treated by staff to the quality of the food you are served. You should also feel free to make suggestions about possible improvements to your surroundings and the services provided.

Making a comment, compliment or complaint

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

A friend or relative can make a comment on your behalf if we have your agreement to the complaint

being made and you give consent for us to share your information with them. Or you can ask someone, for example an independent advocate, to support you to make the complaint yourself.

If you are concerned about the care that you, a friend or a relative are receiving, you should contact the registered manager/owner of the service in the first instance as they have a duty to respond to any complaints made about their service. The problem may be resolved quite easily once they are made aware of it.

If you are unhappy with the response from the service provider and your care has been arranged and funded by the local authority, you should discuss your concerns with your social care worker or contact our Complaints Team using the following details as we may be able to look into your complaint further.

Web: **[www.northyorks.gov.uk/your-council/get-touch/complaints-comments-or-compliments](http://www.northyorks.gov.uk/your-council/get-touch/complaints-comments-or-compliments)**

We aim to resolve complaints as quickly and

informally as possible. If you can talk to the managers who deliver your service, this is often the quickest and best way to get a problem resolved. If you are unhappy with our response to your complaint, you can contact the Local Government and Social Care Ombudsman for further advice.

If you have arranged and funded your care without our involvement and you are unhappy with the response to your complaint by the service provider, you can contact the Local Government and Social Care Ombudsman for advice. The Local Government and Social Care Ombudsman looks at complaints about councils and some other authorities and organisations including adult social care providers (such as care homes and home care providers). Call its helpline on:

**0300 061 0614** or visit: **[www.lgo.org.uk](http://www.lgo.org.uk)**

If you have concerns about a breach of regulations by a registered provider, you can contact your local office of the Care Quality Commission which can use the information when looking at individual services to ensure quality and safety standards are being met. See page 78 for more information.

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## How solicitors can help

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

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

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

An 'advance directive' allows you to communicate your wishes in respect of future medical treatment, but it is not legally binding. You may instead wish to make a living will, properly known as an 'advance decision' setting out treatment that you do not want to receive in specified circumstances, which would legally have to be followed, even if you die as a result.

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

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



## Inspecting and regulating care services



Health and social care services must be registered to show that

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

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

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

easily see where a service is performing well, and where it needs to improve.

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

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

Tel: **0300 061 6161**

Email: **[enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)**

Web: **[www.cqc.org.uk](http://www.cqc.org.uk)**

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

## Palliative and end of life care

### Palliative care

Refers to the services provided for people affected by a life-limiting illness when there is no cure or treatment, to try to make the end of a person's life as comfortable as possible and to provide dignity at this difficult time. This will include relieving pain and other symptoms whilst providing psychological and social support to the person who is ill and to their carers and family.

Patients can receive palliative care in their own home or a preferred place of care (such as a hospice, care home with nursing or hospital). Patients and their carers should talk to their GP, district nurse or hospital doctor about their needs.

### End of life care

An important part of palliative care and usually refers to the care of a person during the last year of their life. Some people who are nearing the end of their life will be eligible for funded healthcare called 'Continuing Healthcare' and there is a fast-track assessment process to provide a quick response to their needs.

### Tell Us Once

Losing a loved one is hard enough without the stress of making endless contacts to inform people. Tell Us Once is a service to make it easier for families to notify some Government departments about the changes to their circumstances.

When you make an appointment to register a death in North Yorkshire, you will be offered this service during the death registration, and it will mean that you can just tell us once and we will notify the organisations that participate in the service.

More information, including the contact details you need for our registration offices in North Yorkshire, can be found at: **[www.northyorks.gov.uk/births-deaths-marriages/death](http://www.northyorks.gov.uk/births-deaths-marriages/death)** or you can contact our Customer Services Centre on: **0300 131 2 131**.



# Useful contacts

## Useful local contacts

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**North Yorkshire Council**  
**Customer Service Centre**  
Tel: **0300 131 2 131**

**Adult Social Care Complaints**  
Tel: **01609 532638**  
Email: **social.complaints@northyorks.gov.uk**

**Emergency Duty Team**  
Tel: **0300 131 2 131**  
Email: **edt@northyorks.gov.uk**

**Humber and North Yorkshire Health and Care Partnership – Integrated Care Board (ICB)**  
Health House, Grange Park Lane, Willerby HU10 6DT  
Email: **hnyicb-hull.hnycontactus@nhs.net**  
Web: **www.humberandnorthyorkshire.icb.nhs.uk**

**North Yorkshire**  
Patient Relations, 1 Grimbald Crag Court, St James Business Park, Knaresborough HG5 8QB  
Tel: **01609 767607**  
Email: **hnyicb-ny.patientrelations@nhs.net**

**York**  
NHS Patient Relations, West Offices, Station Rise YO1 6GA  
Tel: **01904 555999**  
Email: **hnyicb-voy.patientrelations@nhs.net**

## Useful national contacts

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**Al-Anon Family Groups**  
Worried about someone's drinking? Help and hope for families and friends of alcoholics.  
Helpline: **0800 008 6811** (10.00am to 10.00pm). • Email: **helpline@al-anonuk.org.uk**  
Web: **www.al-anonuk.org.uk**

**Alcoholics Anonymous (AA)**  
AA is concerned solely with the personal recovery and continued sobriety of individual alcoholics who turn to the Fellowship for help.  
Tel: **0800 917 7650**  
Web: **www.alcoholics-anonymous.org.uk**

**Alzheimer's Society**  
The charity provides support for anyone concerned about someone experiencing memory loss or dementia.  
Dementia Connect support line: **0333 150 3456**  
Web: **www.alzheimers.org.uk**

**Care Quality Commission**  
The independent health and adult social care regulator. Its job is to make sure health and social care services provide people with safe, effective, compassionate, high-quality care and encourage them to improve.  
Tel: **0300 061 6161**  
Web: **www.cqc.org.uk**

**Care Choices**  
A website service allowing you to search by postcode or region for care homes, care homes with nursing and home care providers that meet your requirements across the country.  
Web: **www.carechoices.co.uk**

**Cruse Bereavement Care**  
This is a national organisation providing information and bereavement support.  
Tel: **0808 808 1677**  
Web: **www.cruse.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 and friends, professionals and organisations.  
Tel: **01245 237548**  
Email: **info@dementiaadventure.co.uk**  
Web: **www.dementiaadventure.org**

**FirstStop Advice**  
An independent, impartial and free service offering advice and information to older people, their families and carers about housing and care options for later life. • Tel: **0800 377 7070**  
Email: **info@firststopadvice.org.uk**  
Web: **www.firststopadvice.org.uk** →

### → Mankind

This is a national organisation providing information and support to men suffering from domestic abuse.

Tel: **01823 334244**

Web: **www.mankind.org.uk**

### Mind

A confidential mental health information service. It will be able to advise you of your nearest local Mind, run by local people, for local people. The service provides support like counselling, advocacy, housing and more.

Tel: **0300 123 3393** (info line).

Web: **www.mind.org.uk**

### My Family, Our Needs

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

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

### National Drugs Helpline

A confidential helpline for anyone in the UK concerned about drug use.

Tel: **0300 123 6600**

Web: **www.talktofrank.com**

### NHS website, The

Information about local health services and health conditions. • Web: **www.nhs.uk**

### Playlist for Life

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

Tel: **0141 404 0683**

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

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

### Refuge (National Domestic Violence Helpline)

The national charity for women and children working to end domestic abuse.

Tel: **0808 200 0247**

Web: **www.womensaid.org.uk**

### Relate

Relationship counselling.

Web: **www.relate.org.uk**

### Samaritans

Tel: **116 123**

Web: **www.samaritans.org**

### SANE

A telephone helpline for people affected by mental illness. • Tel: **0300 304 7000** (4.00pm to 10.00pm, 365 days a year). • Web: **www.sane.org.uk**

### Shelter

Produces a number of guides on housing issues, covering topics such as housing rights, housing benefits, private tenants' rights, tenancy agreements etc. Shelter also runs a free housing advice helpline.

Tel: **0808 800 4444**

Web: **www.shelter.org.uk**

### Silver Line, The

The Silver Line is the only free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year. The Silver Line aims to combat loneliness in over-65s by providing friendship, information and advice through calls to trained volunteers.

Tel: **0800 470 8090**

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

### Stroke Association Helpline

The Stroke Association supports stroke survivors and their family members, friends and work colleagues or people who want to know how to prevent a stroke.

Tel: **0303 303 3100**

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

Web: **www.stroke.org.uk**

### Veterans' Gateway

Support for you and your family if you are a veteran. Includes seeking support in healthcare, housing, employability, finances, personal relationships and more.

Tel: **0808 802 1212** • Text: **81212**

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

## Day care centres

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This list is a selection of venues offering day care services across the county. Due to COVID-19, many centres have had to adapt their services, such as moving online. In some cases, centres have temporarily or permanently closed.

Every effort has been made to check the accuracy of the following information. However, it is subject to change during the lifetime of this Guide. For the latest information, costs and opening times, please contact services individually.

### **Abbey Residential Home, The**

Malton Tel: **01653 531432**

### **Basics Plus**

Scarborough Tel: **01723 863143**

### **Boot Shop, The**

Easingwold Tel: **01347 823242**

### **Bridge, The**

Catterick Garrison Tel: **01748 832271**

### **Claro Enterprises**

Harrogate Tel: **01423 885879**

### **Dales Centre**

Bedale Tel: **01677 425806**

### **Dalewood Trust**

Whitby Tel: **01947 600583**

### **Gift People, The**

Knaresborough Tel: **01423 864007**

### **Glusburn Institute Community and Arts Centre**

Glusburn Tel: **01535 630223**

### **Harrogate Skills 4 Living**

Harrogate Tel: **01423 593719**

### **Henshaws Arts and Crafts**

Knaresborough Tel: **01423 541888**

### **Horticap Ltd**

Harrogate Tel: **01423 522876**

### **Jennyruth Workshops**

Ripon Tel: **01765 606620**

### **Just The Job Environmental Enterprise**

Richmond Tel: **01748 822815**

### **Lister House**

Ripon Tel: **01765 694740**

### **Mencap**

Scarborough Tel: **01723 374819**

### **Mind**

Harrogate Tel: **01423 503335**

### **Northdale Horticulture**

Northallerton Tel: **01609 770269**

### **Open Arms**

Selby Tel: **01757 211214**

### **Open Country PD/LD Activities**

Harrogate Tel: **01423 507227**

### **Orb Community Enterprise**

Knaresborough Tel: **01423 202028**

### **Orchard House**

Scarborough Tel: **01723 378220**

### **Purple Patch Arts**

Leeds Tel: **07510 330105**

### **Ripon Community Link Ltd (Ripon Walled Garden)**

Ripon Tel: **01765 609229**

### **Skipton and Craven Action for Disability (SCAD)**

Tel: **01756 701005**

### **Saint Cecilia's**

Scarborough Tel: **01723 502411**

### **Town and Country Care – Happy Days**

Whitby Tel: **01947 606187**

### **Yatton House Society**

Great Ayton Tel: **01642 722380**



## Libraries

North Yorkshire Council's Libraries offer a range of services and events. visit:

**[www.northyorks.gov.uk/libraries](http://www.northyorks.gov.uk/libraries)** to find out more information about a library in your area.

### Home library service

We deliver books, audiobooks, music CDs, DVDs and information to the homes of people who find it difficult to get to their local library.

Teams of volunteers deliver the books once a fortnight. You can also arrange for your own volunteer to collect your books from the library, or we can choose books to suit your tastes and keep them ready for collection.

You may be eligible for the free home delivery service if you cannot visit the library or carry books because of ill health or disability, or if you are a carer. We deliver to people who live in residential and nursing homes, too. All delivery volunteers have been checked by the Disclosure and Barring Service (DBS).

You can email: **[libraries@northyorks.gov.uk](mailto:libraries@northyorks.gov.uk)**, phone: **0300 131 2 131** or contact your local library to join. You may use the service on a temporary basis, such as only in winter or when recovering from an illness or operation.

### Local libraries

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#### Barlby Library and Community Hub

Howden Road, Barlby, Selby YO8 5JE

Tel: **01757 705458**

Email: **[barlbylibraryvolunteers@yahoo.co.uk](mailto:barlbylibraryvolunteers@yahoo.co.uk)**

#### Bedale Community Library

2 North End, Bedale, DL8 1AA

Tel: **01609 534573**

Email: **[library@bedalecommunitylibrary.org.uk](mailto:library@bedalecommunitylibrary.org.uk)**

Web: **[www.bedalecommunitylibrary.org.uk](http://www.bedalecommunitylibrary.org.uk)**

#### Bentham Community Library

Pioneer Projects, Looking Well Studios, King Street, High Bentham LA2 7HG

Tel: **01609 534533**

Email: **[library@pioneerprojects.org.uk](mailto:library@pioneerprojects.org.uk)**

#### Bilton and Woodfield Community Library

Woodfield Road (in the grounds of Woodfield Primary School), Harrogate HG1 4HZ

Tel: **01423 564630**

Email: **[info@biltonandwoodfield.org.uk](mailto:info@biltonandwoodfield.org.uk)**

Web: **[www.biltonandwoodfield.org.uk](http://www.biltonandwoodfield.org.uk)**

#### Boroughbridge Community Library and Resource Centre

17 St James Square, Boroughbridge, York YO51 9AR

Tel: **01609 536629**

Email: **[contact@boroughbridgelibrary.org.uk](mailto:contact@boroughbridgelibrary.org.uk)**

#### Catterick Community Library

Gough Road, Catterick Garrison DL9 3EL

Tel: **01609 534595**

Email: **[catterick@craccl.org](mailto:catterick@craccl.org)**

Web: **[www.craccl.org](http://www.craccl.org)**

#### Colburn Community Library

The Broadway, Colburn, Catterick Garrison DL9 4RF

Tel: **01609 534592**

Email: **[colburn@craccl.org](mailto:colburn@craccl.org)**

Web: **[www.craccl.org](http://www.craccl.org)**

#### Crosshills – South Craven Community Library

Main Street, Crosshills, Keighley BD20 8TQ

Tel: **01609 534502**

Email: **[enquiries@sccls.org.uk](mailto:enquiries@sccls.org.uk)**

Web: **[www.sccls.org.uk](http://www.sccls.org.uk)**

#### Derwent Valley Bridge Community Library

3 Pickering Road, West Ayton, Scarborough YO13 9JE

Tel: **01723 863052**

Email: **[derwentvalleybridge@gmail.com](mailto:derwentvalleybridge@gmail.com)**

Web: **[www.derwentvalleybridge.co.uk](http://www.derwentvalleybridge.co.uk)**

#### Easingwold Community Library

Market Place, Easingwold, York YO61 3AN

Tel: **01609 534584**

Email: **[ecl.generalenquiries@gmail.com](mailto:ecl.generalenquiries@gmail.com)**

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

#### Eastfield Community Library

##### – More Than Books

High Street, Eastfield, Scarborough YO11 3LL

Tel: **01609 536133**

Email: **[morethanbooks10@gmail.com](mailto:morethanbooks10@gmail.com)**

### **Embsay-with-Eastby Community Library**

The Institute, Main Street, Embsay-with-Eastby,  
Skipton BD23 6RE

Tel: **01765 700367**

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

Web: **www.embsaylibrary.org.uk**

### **Filey Library**

Station Avenue, Filey YO14 9AE

Tel: **01609 536608**

Email: **filey.library@northyorks.gov.uk**

### **Gargrave and Malhamdale Community Library**

Gargrave Village Hall, West Street, Gargrave, Skipton  
BD23 3RD

Tel: **01609 536547**

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

Web: **www.gargravelibrary.co.uk**

### **Grassington Hub and Community Library**

Garrs Lane, Grassington, Skipton BD23 5AT

Tel: **01756 752222**

Email: **enquiries@grassingtonhub.com**

### **Great Ayton Discovery Centre**

105b High Street, Great Ayton, Middlesbrough  
TS9 6NB

Tel: **01642 723268**

Email: **gadc-library@outlook.com**

### **Harrogate Library**

Victoria Avenue, Harrogate HG1 1EG

Tel: **01609 536658**

Email: **harrogate.library@northyorks.gov.uk**

### **Hawes Library and Customer Service Centre**

The Neukin, Marketplace, Hawes DL8 3RA

Tel: **01609 534597**

Email: **hawes.library@outlook.com**

### **Helmsley Community Library**

Town Hall, Helmsley YO62 5BL

Tel: **01609 534553**

Email: **helmsleylibrary@gmail.com**

### **Ingleton Community Library**

Ingleborough Community Centre, Main Street,  
Ingleton, Carnforth LA6 3HG

Tel: **01609 534504**

Email: **ingletonlibrary@gmail.com**

### **Kirkbymoorside Library – CLIC @ Kirkbymoorside**

Church House, 7 High Marketplace, Kirkbymoorside,  
York YO62 6AT

Tel: **01069 534557**

Email: **kirkbylibrary@outlook.com**

Web: **www.kirkbymoorsidelibrary.org**

### **Knaresborough Library**

Marketplace, Knaresborough HG5 8AG

Tel: **01609 533610**

Email: **knaresborough.library@northyorks.gov.uk**

### **Leyburn Community Library**

Thornborough Hall, Leyburn DL8 5AB

Tel: **01609 535971**

Email: **contact@leyburntowncouncil.co.uk**

### **Malton Library**

St. Michael Street, Malton YO17 7LJ

Tel: **01609 534565**

Email: **malton.library@northyorks.gov.uk**

### **Mashamshire Community Library**

Mashamshire Community Office, Little Market  
Place, Masham HG4 4DY

Tel: **01765 680204**

Email: **library@visitmasham.com**

Web: **www.visitmasham.com**

### **Newby and Scalby Library and Information Centre**

450 Scalby Road, Newby, Scarborough YO12 6EE

Tel: **01609 534059**

Email: **snltrustees@gmail.com**

Web: **www.newbyandscalbylibrary.co.uk**

### **Nidderdale Plus Community Library**

Station Square, King Street, Pateley Bridge HG3 5AT

Tel: **01423 714953**

Email: **admin@nidderdaleplus.org.uk**

### **Northallerton Library**

1 Thirsk Road, Northallerton DL6 1PT

Tel: **01609 533832**

Email: **northallerton.library@northyorks.gov.uk**

### **Norton HIVE and Community Hub**

Commercial Street, Norton, Malton YO17 9ES

Tel: **01609 534552**

Email: **nortoncommunitylibrary@gmail.com**

Web: **www.nortonhivelibrary.org**

### ➔ **Pickering Library**

The Ropery, Pickering YO18 8DY

Tel: **01609 533624**

Email: **[pickering.library@northyorks.gov.uk](mailto:pickering.library@northyorks.gov.uk)**

### **Richmond Community Library**

10A Queen's Road, Richmond DL10 4AE

Tel: **01609 534580**

Email: **[richmond@craccl.org](mailto:richmond@craccl.org)**

Web: **[www.craccl.org](http://www.craccl.org)**

### **Ripon Library**

The Arcade, Ripon HG4 1AG

Tel: **01609 536623**

Email: **[ripon.library@northyorks.gov.uk](mailto:ripon.library@northyorks.gov.uk)**

### **Scarborough Library**

Vernon Road, Scarborough YO11 2NN

### **Selby Library**

52 Micklegate, Selby YO8 4EQ

Tel: **01609 534521**

Email: **[selby.library@northyorks.gov.uk](mailto:selby.library@northyorks.gov.uk)**

### **Settle Community Library**

Limestone View, Lower Greenfoot, Settle BD24 9RB

Tel: **01609 534535**

Email: **[settlelibrary@outlook.com](mailto:settlelibrary@outlook.com)**

### **Sherburn And Villages Community Library**

Finkle Hill, Sherburn-in-Elmet LS25 6EA

Tel: **01609 536033**

Email: **[sherburn.library@siect.uk](mailto:sherburn.library@siect.uk)**

### **Skipton Library**

High Street, Skipton BD23 1JX

Tel: **01609 534548**

Email: **[skipton.library@northyorks.gov.uk](mailto:skipton.library@northyorks.gov.uk)**

### **Starbeck Community Library**

Starbeck Central, 68A High Street, Starbeck,

Harrogate HG2 7LW

Tel: **01609 536662**

Email: **[info.starbeckcl@gmail.com](mailto:info.starbeckcl@gmail.com)**

### **Stokesley Community Library**

#### **– The Globe**

Town Close, North Road, Stokesley TS9 5DH

Tel: **01609 533461**

Email: **[library.theglobe@gmail.com](mailto:library.theglobe@gmail.com)**

Web: **[www.theglobelibrarystokesley.org](http://www.theglobelibrarystokesley.org)**

### **Tadcaster Community Library**

Station Road, Tadcaster LS24 9JG

Tel: **01609 534525**

Email: **[tadcastercommunitylibrary@gmail.com](mailto:tadcastercommunitylibrary@gmail.com)**

### **Thirsk Community Library**

Meadowfields, Chapel Street, Thirsk YO7 1TH

Tel: **01609 534589**

Email: **[library@thirskcommunitylibrary.org.uk](mailto:library@thirskcommunitylibrary.org.uk)**

Web: **[www.thirskcommunitylibrary.org.uk](http://www.thirskcommunitylibrary.org.uk)**

### **Whitby Library**

Windsor Terrace, Whitby YO21 1EY

Tel: **01609 534350**

Email: **[whitby.library@northyorks.gov.uk](mailto:whitby.library@northyorks.gov.uk)**



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## Currergate Nursing Home Skipton Road (Directly opposite Airedale General Hospital) Steeton



Located directly opposite Airedale General Hospital and set within acres of beautiful grounds Currergate is a former Restaurant and Hotel which has been extended with a Nursing Care wing. It has features such as a restaurant, bar, outside terrace and is furnished to a high standard. The rooms are tastefully decorated and Residents are encouraged to bring their own personal items such as small items of furniture, photographs, ornaments and other treasured mementos to help make their room their own. A number of ground floor rooms have patio doors which open out on to terraces and gardens with beautiful views in the distance. Permanent or respite places are available. The home has a dedicated nursing and care team who are accredited with Investors in People and Gold Standards Framework awards.

**Tel: 01535 653 204**



## Brookfield Residential Care Home Nab Wood, Shipley

Brookfields offers residential care on a permanent or a respite placement. All residents, guests and families have free access to our on site Clubhouse with its range of leisure facilities including restaurant, bar, swimming pool, jacuzzi and steam room, full sized snooker table, gym and crown green bowling and putting greens.

**Tel: 01274 583 950**



## Staveley Birkleas Nursing Home Nab Wood, Shipley

Staveley Birkleas Nursing Home: Young adults with physical disabilities. Staveley Birkleas is a specialist Nursing Home providing care and support with an active lifestyle, rehabilitation and atmosphere for adults from the age of 18 upwards.

**Tel: 01274 588 288**

**Czajka Care Group** began in 1983 with a philosophy of care which recognised residents' rights to independence, choice, privacy and dignity. Today, all of our staff undergo a programme of comprehensive and ongoing training at our dedicated Training Centre to ensure that the same philosophy remains at the forefront of our care provision. Our longevity is based around this philosophy, our investment in training and our continued commitment to providing the best possible care and attaining quality standards such as Investors in People and the Gold Standard Framework awards. We understand that making the decision to come into care can be a difficult one and therefore providing peace of mind to Residents and loved ones is of paramount importance. We can offer placements on both a Permanent and Respite basis.

**To find out more visit [www.czajka.co.uk](http://www.czajka.co.uk)**

Head office: Victoria House, 66-70 Bingley Road, Saltaire, Shipley BD18 4DJ Telephone: 01274 599564

## Craven care homes

Advertisers are highlighted

### Ashfield (Skipton) (North Yorkshire County Council)

Carleton Road, Skipton BD23 2BG

Tel: 01609 534539

OP D YA

### Beech Grove

Main Street, Sutton-in-Craven, Keighley BD20 7JS

Tel: 0208 327 1800

OP MH YA

### Carleton Court Residential Home Ltd

Carleton Road, Skipton BD23 2BE

Tel: 01756 701220

OP D

### Cragmere – UBU

Colne Road, Glusburn BD20 8RB

Tel: 01535 635678

LDA

### Daleholme – St Anne's Community Services

Station Road, Settle, Craven BD24 9BN

Tel: 01729 825769

LDA

### Gills Top

Scar Street, Grassington, Skipton BD23 5AF

Tel: 01756 752699

OP D

### Hurstfield

Keighley Road, Cowling, Keighley BD22 0LA

Tel: 01535 634313

OP MH YA

### Jenkin Lodge – St Anne's Community Services

New Road, Ingleton, Carnforth LA6 3JL

Tel: 01524 241745

LDA

### Jubilee Lodge

Carleton Road, Skipton BD23 2BE

Tel: 01609 535569

OP PD LDA MH SI YA

### Malsis Hall

– Mental Health Rehabilitation Service

Malsis Drive, Glusburn, Keighley BD20 8FH

Tel: 01535 286240

OP MH YA

### Neville House

Neville Crescent, Gargrave, Skipton BD23 3RH

Tel: 01609 797438

OP

### Thornton Hill

Church Road, Thornton-in-Craven, Skipton BD23 3TR

Tel: 01282 842023

OP D

### Townend Close

Victoria Road, Crosshills,

Keighley BD20 8SZ

Tel: 01535 920253 Advert page 68

OP D

## Craven care homes with nursing

### Anley Hall Nursing Home

Skipton Road, Settle BD24 9JU

Tel: 01729 822268

OP D PD MH YA

### Beanlands Nursing Home

Colne Road, Cross Hills,

Keighley BD20 8PL

Tel: 01535 633 312

OP D PD SI

### Craven Nursing Home Ltd

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Tel: 01756 700994 Advert page 72

OP D

### Dales, The

Advert pages 70 & 71

Draughton, Skipton BD23 6DU

Tel: 01745 274 222

OP D PD MH YA

### Ingleborough Nursing Home

1 High Street, Ingleton, Carnforth LA6 3AB

Tel: 01524 241593

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### Malsis Hall – Mental Health Rehabilitation Service

Malsis Drive, Glusburn,

Keighley BD20 8FH

Tel: 01535 286240

OP MH YA

### Milton House Nursing and Residential Home

Marton Road, Gargrave, Skipton BD23 3NN

Tel: 01756 748141

OP YA

### Sutton Hall and Lodge

Cornmill Walk off Sutton Lane,

Sutton-in-Craven, Keighley BD20 7EN

Tel: 01535 635329 Advert page 74

OP D SI

### Threshfield Court

Advert pages 70 & 71

Station Road, Threshfield,

Skipton BD23 5ET

Tel: 01756 611 572

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





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Tel: 01302 866906

LDA YA

### Hambleton Grange

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OP D

### Leeming Bar Grange Care Home

Leeming Lane, Leeming Bar, Northallerton DL7 9AU  
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### Millings, The

5 North End, Bedale DL8 1AF  
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OP

### Northfield House

Stockton Road, Knayton, Thirsk YO7 4AN  
Tel: 01845 537964

LDA YA

### Oaklands

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Northallerton DL7 9RR  
Tel: 01677 988010

LDA YA

### Royal Mencap Society – 2 Conroy Close

Easingwold, York YO61 3NS  
Tel: 01347 821488

LDA

### Sowerby House

Front Street, Sowerby, Thirsk YO7 1JP  
Tel: 01845 525986

OP D PD YA

### St Catherine's Care Home

1 East Lane, Shipton by Beningborough,  
York YO30 1AH  
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**User Bands** MH Mental health SI Sensory impairment YA Younger adults AD People who misuse alcohol or drugs



### Alne Hall

#### – Care Home with Nursing Physical Disabilities

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Tel: 01347 838295

OP D PD LDA YA

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OP

### Beechwood Care Home

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OP D

### Greenwell House Care Home

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OP

### Kensington Care Home

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Tel: 07766 143110

OP LDA D PD MH SI YA

### Leeming Garth

Leeming Bar, Northallerton DL7 9RT

Tel: 01677 424014

OP PD YA

### Mount Vale

Yafforth Road, Northallerton DL7 8UE

Tel: 01609 801 353 Advert pages 70 & 71 OP D MH YA

### Oak Trees Care Home

Main Street, Alne, York YO61 1TB

Tel: 01347 838262

OP

### Peacock Manor Nursing Home

Brotes Lane, Boroughbridge Road, Whixley,

York YO26 8BA

Tel: 01423 330345

Advert below  
OP D PD MH SI YA

### Southwoods Nursing Home

28 Thirsk Road, Northallerton DL6 1PH

Tel: 01609 258288

OP D



Peacock Manor Nursing Home  
Caring With a Heart

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- Dementia and Complex behaviour care



Tel: **01423 330345**

Email: [manager@peacockmanornursinghome.com](mailto:manager@peacockmanornursinghome.com)

Web: [www.peacockmanornursinghome.com](http://www.peacockmanornursinghome.com)

Brotes Ln, Whixley, York YO26 8BA

## Aire House

6 Westcliffe Grove, Harrogate HG2 0PL  
Tel: 01423 509285

OP LDA MH YA

## Avenue Knaresborough, 1 The

1 The Avenue, Knaresborough HG5 0NL  
Tel: 01423 546326

PD LDA SI YA

## Avon Lodge and Avon Lodge Annex

24-25 Harlow Moor Drive,  
Harrogate HG2 0JW  
Tel: 01423 562625

OP LDA MH YA

## Bethany House

3 Margarets Road, Harrogate HG2 0JZ  
Tel: 01423 505401

LDA MH

## Boroughbridge Manor and Lodge Care Home

Roecliffe Lane, Boroughbridge YO51 9LW  
Tel: 01423 582 438 **Advert pages 70 & 71** OP D PD YA

## Boroughbridge Road – St Anne's Community Services

67 Boroughbridge Road, Knaresborough HG5 0ND  
Tel: 01423 869343

LDA

## Borrage House

8 Borrage Lane, Ripon HG4 2PZ  
Tel: 01765 690919

OP D

## Brackenley

33 Forest Lane Head, Harrogate HG2 7TE  
Tel: 01423 862230

OP D PD LDA MH SI YA

## Briardene

63 East Parade, Harrogate HG1 5LP  
Tel: 01423 562667

OP LDA YA

## Caxton Lodge

10 North Road, Ripon HG4 1JP  
Tel: 01765 604418

PD LDA SI YA

## Church Avenue Harrogate, 12

12 Church Avenue, Harrogate HG1 4HE  
Tel: 01423 546326

PD LDA SI YA

## Crescent, The – St Anne's Community Services

1 The Crescent, Green Hammerton YO26 8BW  
Tel: 01423 331440

LDA

## Crest Care Home, The

32 Rutland Drive, Harrogate HG1 2NS  
Tel: 01423 563113

OP D PD MH YA

## Disability Action Yorkshire – 34 Claro Road

Harrogate HG1 4AU  
Tel: 01423 561911

PD YA

## Doublegates Green, 47 – United Response

Ripon HG4 2TS  
Tel: 01765 607381

PD LDA

## East Park Road Harrogate 2

2 East Park Road, Harrogate HG1 5QT  
Tel: 01423 546326

OP PD LDA SI YA

## Ellershaw House Ltd

Bramley Grange, Grewelthorpe, Ripon HG4 3DJ  
Tel: 01765 658381

LDA

## Emmaus House

115 Valley Drive, Harrogate HG2 0JS  
Tel: 0300 303 8450

OP D

## Gables, The

Starbeck, Harrogate HG2 7NW  
Tel: 01423 546326

OP D PD LDA SI YA

## Gatehouse, The

9 Manor Road, Harrogate HG2 0HP  
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 CareChoices

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**User Bands** MH Mental health SI Sensory impairment YA Younger adults AD People who misuse alcohol or drugs

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Image does not represent face mask guidance followed in our locations



## Greenacres – St Anne's Community Services

62 Harrogate Road, Ripon HG4 1SZ  
Tel: 01765 606151

LDA

## Harcourt Gardens Care Home

6 Harcourt Road, Harrogate HG1 5NL  
Tel: 01423 800349

OP D PD SI YA

## Heath Lodge

6 Pannal Ash Road, Harrogate HG2 9AB  
Tel: 01423 882970

OP D MH

## Highgate Park, 4 – United Response

Harrogate HG1 4PA  
Tel: 01423 504506

PD LDA

## Hookstone Chase Harrogate, 66

66 Hookstone Chase, Harrogate HG2 7HS  
Tel: 01423 546326

PD LDA SI YA

## Hyde Park House

10-12 Hyde Park Road, Harrogate HG1 5NR  
Tel: 01423 509267

LDA YA

## Kings Road Harrogate, 61

61 Kings Road, Harrogate HG1 5HJ  
Tel: 01423 546326

PD LDA SI YA

## Knaresborough Two Group

17 Park Way, 21 Farfield Avenue, Knaresborough HG5 9DP  
Tel: 01423 868555

PD LDA SI YA

## Larchfield Manor

Leadhall Grove, Leadhall Lane, Harrogate HG2 9NN  
Tel: 01423 871077

OP D PD MH SI

## Leeds Road, 66 – Foresight Residential Ltd

Harrogate HG2 8BG  
Tel: 01423 815555

OP D PD LDA SI YA

## Long Meadow Care Home

60 Harrogate Road, Ripon HG4 1SZ  
Tel: 01765 607210

OP D MH YA

## Manor House Harrogate, The

60 Cornwall Road, Harrogate HG1 2NE  
Tel: 01423 393167 **Advert page 92**

OP D

## Manor House Knaresborough, The

1 Hambleton Grove, Knaresborough HG5 0DB  
Tel: 01423 205453 **Advert page 92**

OP D

## Norfolk Road – St Anne's Community Services

28 Norfolk Road, Harrogate HG2 8DA  
Tel: 01423 871288

LDA

## Otley Road, 14

### – Foresight Residential Ltd

Harrogate HG2 0DN  
Tel: 01423 500700

PD LDA SI YA

## Riverside Court

Bridge Street, Boroughbridge, York YO51 9LA  
Tel: 01423 322935

OP D PD

## Robert Street, 12

12 Robert Street, Harrogate HG1 1HP  
Tel: 01423 546326

PD LDA SI YA

## Sherburn House

Chain Lane, Knaresborough HG5 0AS  
Tel: 01423 789790

OP D PD LDA SI YA

## Shieling, The

58 Harlow Moor Drive, Harrogate HG2 0LE  
Tel: 01423 508948

OP LDA MH SI YA

## Skell Lodge

South Crescent, Ripon HG4 1SN  
Tel: 01765 602530

OP

## Spring Mount Harrogate, 8

8 Spring Mount, Harrogate HG1 2HX  
Tel: 01423 546326

PD LDA SI YA

## Spring Mount Harrogate, 16

16 Spring Mount, Harrogate HG1 2HX  
Tel: 01423 546326

PD LDA SI YA

## St Johns House

Parker Lane, Kirk Hammerton YO26 8BT  
Tel: 01423 330480

OP

## Station View

16 Station View, Harrogate HG2 7JB  
Tel: 01609 533003

OP D PD MH SI YA

## Sunningdale House

103-105 Franklin Road, Harrogate HG1 5EN  
Tel: 01423 569191

LDA MH

## Westfield House Care Home

Ripon Road, Killinghall,  
Harrogate HG3 2AY  
Tel: 01423 506344

OP D PD MH SI YA

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





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## Why not come and see for yourself?

If you would like to book an appointment please contact:

**Jane Hooren, our General Manager,**

Call: **01423 209049** or email: [enquiries.hampdenhouse@efhl.co.uk](mailto:enquiries.hampdenhouse@efhl.co.uk)



## Apley Grange

35 Oatlands Drive, Harrogate HG2 8JT  
Tel: 01423 885101

OP D PD SI YA

## Ashfield Court – Harrogate

3 Tewit Well Road, Harrogate HG2 8JG  
Tel: 01423 560175

OP PD

## Belmont House Care Home

High Street, Starbeck, Harrogate HG2 7LW  
Tel: 01423 580884 **Advert below**

OP D YA

## Berwick Grange

14 Wetherby Road, Harrogate HG2 7SA  
Tel: 01423 880194

OP D

## Bilton Hall Nursing Home

Bilton Hall Drive, Harrogate HG1 4DW  
Tel: 01423 869131

OP D YA

## Coach House Nursing Home, The

Dishforth Road, Sharow, Ripon HG4 5BQ  
Tel: 01765 600541

OP

## Crystal Court

Pannal Green, Pannal, Harrogate HG3 1LH  
Tel: 01423 810627 **Advert page 74**

OP D

## Granby Rose SDU

Highgate Park, Harrogate HG1 4PA  
Tel: 01423 505533

OP D

## Granby, The

Granby Road, Harrogate HG1 4SR  
Tel: 01423 505511

OP PD

## Grosvenor House Care Home

39 Duchy Road, Harrogate HG1 2HA  
Tel: 01423 523447

OP D PD MH SI YA

## Hampden House

120 Duchy Road, Harrogate HG1 2HE  
Tel: 01423 566964 **Advert page 94**

OP

## Henshaws Specialist College

Bogs Lane, Harrogate HG1 4ED  
Tel: 01423 886451

PD LDA SI YA

## Lister House

Southgate, Ripon HG4 1PG  
Tel: 01765 694740

**Advert page 96**

OP D YA

## Moors Care Centre, The

155 Harrogate Road, Ripon HG4 2SB  
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### Minster Grange

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



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OP D YA

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OP YA

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OP D

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Tel: 01423 581 197 **Advert pages 70 & 71** OP D PD YA

## Vida Court

Beckwith Head Road, Beckwith, Harrogate HG3 1RB

Tel: 01423 276400

OP D PD MH YA

## Vida Grange

Thirkill Drive, Pannal, Harrogate HG3 1FE

Tel: 01423 788770

OP D YA

## Vida Hall

Station View, Starbeck, Harrogate HG2 7JA

Tel: 01423 885702

OP D

**For more information about care homes with nursing, see page 69.**

## Richmondshire care homes

See page 99 for the Service User Bands key

### Ashfield (Malton)

(North Yorkshire County Council)

Old Malton Road,

Malton YO17 7EY

Tel: 01653 692371

OP D PD SI YA

### Balmaclellan

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### Terrace, The

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OP D PD LDA MH YA



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**Southlands Care Home, 9 Ripon Road, Harrogate HG1 2JA**



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**All types of funding welcome**



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Q122061 MAR22 CS 02469



## Richmondshire care homes with nursing

Advertisers are highlighted

### Maple Lodge Care Home

Low Hall Lane, Scotton, Richmond DL9 4LJ  
Tel: 01748 831000

OP D MH YA

### Scorton Care Village

Scorton, Richmond DL10 6EB  
Tel: 01748 811971

OP D PD MH SI YA

### Rosedale Nursing Home

The Old Vicarage, Catterick Road,  
Catterick Garrison DL9 4DD  
Tel: 01748 841315 **Advert page 95**

OP D PD

**For more information about care homes with nursing, see page 69.**

## Ryedale care homes

See page 99 for the Service User Bands key

### Abbey Residential Home, The

Town Street, Old Malton, Malton YO17 7HB  
Tel: 01653 531432

OP

### Isabella Court

72a Westgate, Pickering YO18 8AU  
Tel: 01751 475787

PD LDA YA

### Alba Rose

Keld Head Hall, Middleton Road,  
Pickering YO18 8NR  
Tel: 01751 472754

OP D

### North Yorkshire County Council – 5 Whitby Road

5 Whitby Road, Pickering YO18 7HD  
Tel: 01751 473369

OP D PD SI YA

### Arden House Residential Home

Recreation Road, Pickering YO18 7ET  
Tel: 01751 473569

OP

### Omega Oak Barn

High Lane, Beadlam, York YO62 7SY  
Tel: 01439 771254

OP D

### Grayling

Back Lane South, Middleton,  
Pickering YO18 8NU  
Tel: 01751 477209

PD LDA

### Prospect House Care Home

Gate Helmsley, York YO41 1JS  
Tel: 01759 373607

OP

### Hall Residential Home, The

Chestnut Avenue, Thornton-le-Dale,  
Pickering YO18 7RR  
Tel: 01751 474789

OP D YA

### Rockingham House

22 The Mount, Malton YO17 7ND  
Tel: 01653 697872

OP D PD MH SI YA

### Wintofts Residential Home

Lendales Lane, Pickering YO18 8ED  
Tel: 01751 475233

OP LDA

## Ryedale care homes with nursing

### Beechwood Place Nursing Home

50-52 Welham Road, Norton,  
Malton YO17 9DP  
Tel: 01653 692641

OP D YA

### Rivermead

123 Scarborough Road, Norton-on-Derwent,  
Malton YO17 8AA  
Tel: 01653 472 201 **Advert pages 70 & 71**

OP D PD YA



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

[www.myfamilyourneeds.co.uk](http://www.myfamilyourneeds.co.uk)

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## Scarborough care homes

### Aelred Wing at St Hilda's Priory, The

Castle Road, Whitby YO21 3SL

Tel: 01947 899560

OP D PD SI YA

### Ashurst Residential and Care Home

36-38 Westbourne Park, Scarborough YO12 4AT

Tel: 01723 360392

OP MH YA

### Briar Dene Residential Care Home

75 Burniston Road, Scarborough YO12 6PH

Tel: 01723 361157

OP

### Caedmon House

2 Crescent Avenue, Whitby YO21 3EQ

Tel: 01947 600430

LDA

### Castle Grange

16a Dean Road, Scarborough YO12 7SN

Tel: 01723 413164

OP D YA

### Derwent Cottage

27 Eastgate, Seamer, Scarborough YO12 4RB

Tel: 01723 866146

OP LDA YA

### Dulverton House

9 Granville Square, Scarborough YO11 2QZ

Tel: 01723 352227

OP D

### Eagle View Care Home

Phoenix Drive, Scarborough YO12 4AZ

Tel: 01723 366236

OP D PD YA

### Eden House

14 Station Road, Filey YO14 9AR

Tel: 01723 512790

OP LDA YA

### Esk Hall Care Home

Coach Road, Sleights, Whitby YO22 5EG

Tel: 01947 810482

OP

### George Edward Smart Homes

Combe Hay House, Stepney Drive,

Scarborough YO12 5DJ

Tel: 01723 375709

OP

### Gladstone House

28 West Street, Scarborough YO11 2QP

Tel: 01723 373638

MH YA

### Holt Retirement Home, The

Main Street, Hutton Buscel, Scarborough YO13 9LN

Tel: 01723 862045

OP D

### Hudson Street

24-25 Hudson Street, Whitby YO21 3EP

Tel: 01947 603367

LDA

### Hylands Retirement Home, The

23-26 The Crescent, Filey YO14 9JR

Tel: 01723 515213

OP D YA

### Larpool Lane

1 Larpool Lane, Whitby YO22 4JE

Tel: 01947 603582

OP PD LDA MH SI YA

### Lodge, The

Westbourne Road, Scarborough YO11 2SP

Tel: 01723 374800

OP

### Marina Lodge

46 Victoria Avenue, Scarborough YO11 2QT

Tel: 01723 361262

MH YA

### Milestone House

Milestone House, Eastgate, Seamer,

Scarborough YO12 4RB

Tel: 01609 533059

OP PD LDA SI YA

### Moorview House

Station Road, Robin Hood's Bay, Whitby YO22 4RA

Tel: 01947 880490

LDA

### Muston Road

70 Muston Road, Filey YO14 0AL

Tel: 01723 514292

PD LDA

### Normanby House

6 Belgrave Crescent, Scarborough YO11 1UB

Tel: 01723 501638

OP D PD SI YA

### Norwood House

12 Westbourne Grove, Scarborough YO11 2DJ

Tel: 01723 360360

D

### Orchard House Care Home

290 Scalby Road, Scarborough YO12 6EA

Tel: 01723 378220

OP D YA

### Park View

61 Northstead Manor Drive, Scarborough YO12 6AF

Tel: 01723 361555

LDA

### Peregrine House

48-52 Upgang Lane, Whitby YO21 3HZ

Tel: 01947 603886

OP D YA

#### Service

OP

Older people (65+)

D Dementia

PD

Physical disability

LDA

Learning disability, autism

#### User Bands

MH

Mental health

SI

Sensory impairment

YA

Younger adults

AD

People who misuse alcohol or drugs

**Priceholme**

Givendale Road, Scarborough YO12 6LE  
Tel: 01723 361022

OP

**Ravensworth Lodge**

3 Belgrave Crescent, Scarborough YO11 1UB  
Tel: 01723 362361

OP

**Respite and Recovery Centre**

St Hildas Business Centre, The Ropery, Whitby YO22 4ET  
Tel: 01947 600779

D PD SI

**Rockfield Residential**

22-24 New Queen Street, Scarborough YO12 7HJ  
Tel: 01723 361019

MH YA

**Rowan House**

128 Columbus Ravine, Scarborough YO12 7QZ  
Tel: 01425 485520

LDA MH

**Sabre Court**

4 Lonsdale Road, Scarborough YO11 2QY  
Tel: 01723 361256

OP MH YA

**Scarborough Hall and Lodge Care Home**

Mount View Avenue, off Seamer Road,  
Scarborough YO12 4EQ

Tel: 01723 821 322 **Advert pages 70 & 71**

OP D PD

**Silver Birches**

Station Avenue, Filey YO14 9AH  
Tel: 01723 513563

OP

**St Cecilia's Care Home**

19-21 Stepney Road,  
Scarborough YO12 5BN  
Tel: 01723 503111

OP D

**Stakesby Road**

89 Stakesby Road, Whitby YO21 1JF  
Tel: 01947 602452

PD LDA

**Whitby Scheme, The**

14-15 Crescent Avenue and 2-5 North  
Promenade, Whitby YO21 3JX  
Tel: 01947 821722

LDA MH YA

## Scarborough care homes with nursing

**Beechwood Nursing Home**

41-43 Esplanade Road,  
Scarborough YO11 2AT  
Tel: 01723 374260

OP

**Dunollie Residential and Nursing Home**

31 Filey Road, Scarborough YO11 2TP  
Tel: 01723 372836

OP D PD MH SI YA

**Horizon House**

120-122 Columbus Ravine,  
Scarborough YO12 7QZ  
Tel: 07738 897316

OP MH YA

**Jubilee House**

White Point Road, Whitby YO21 3JR  
Tel: 01947 602400

OP D PD SI YA

**Maple Court**

182 Barrowcliff Road, Scarborough YO12 6EY  
Tel: 01723 413413 **Advert page 74**

OP D

**Pinfold Lodge Nursing Home**

6 Sheep Dyke Lane, Hunmanby YO14 OPS  
Tel: 01723 891069 **Advert page 101**

OP D PD

**Rambla Nursing Home**

374 Scalby Road, Scarborough YO12 6ED  
Tel: 01723 500136 **Advert page 101**

OP D PD YA

**St Bernadette's Nursing Home**

25-27 Trinity Road,  
Scarborough YO11 2TD  
Tel: 01723 366522 **Advert page 101**

OP D PD YA

**St Cecilia's Nursing Home**

19 Filey Road, Scarborough YO11 2SE  
Tel: 01723 353884

OP D PD LDA SI

**Treetops Nursing Home**

12 Ryndleside, Scarborough YO12 6AD  
Tel: 01723 372729 **Advert page 101**

D MH

**Whitby Court Care Home**

Waterstead Lane, Whitby YO21 1PX  
Tel: 01423 276245

OP D PD SI

**Woodlands Nursing Home**

8-14 Primrose Valley Road, Filey YO14 9QR  
Tel: 01723 513545

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

### Abbey Lea Care Home

York Road, Barlby, Selby YO8 5JP  
Tel: 01757 213811 **Advert page 102**

OP D

### Carentan House

Brook Street, Selby YO8 4AU  
Tel: 01757 702815

OP D

### Denison House Care Home

3 Denison Road, Selby YO8 8DA  
Tel: 01757 703884

OP D PD

### Firth House

18 Firth Mews, Millgate,  
Selby YO8 3FZ  
Tel: 01757 213546

OP D

### Grange, The

28 Leeds Road, Selby YO8 4HX  
Tel: 01757 210221

OP D PD MH YA

### Hambleton Court Care Home

19-21 Station Road, Hambleton,  
Selby YO8 9HS  
Tel: 01845 523837

OP D

### Garmsway

Garmsway, Doncaster Road, Whitley,  
Goole DN14 0HY  
Tel: 01977 663591

PD LDA MH SI YA

### Hilltop Manor Care Home Ltd

15 Finkle Hill, Sherburn-in-Elmet, Leeds LS25 6EB  
Tel: 01977 683898

OP D

### Lodge, The

Landing Lane, Hemingbrough, Selby YO8 6RA  
Tel: 01757 428131

PD LDA SI YA

### Lodge, The

Milford Lodge, Westfield Lane, South Milford,  
Leeds LS25 5AW  
Tel: 01977 235080

LDA YA

### Meadow Lodge Care Home

Broach Lane, Kellington, Goole DN14 0ND  
Tel: 01977 662899

OP D

### Orchard, The

Garman Carr Lane, Wistow, Selby YO8 3UW  
Tel: 01757 268646

LDA

## COMPLETE CARE HOMES LTD

Complete Care Homes has **four locations** which include Rambla Nursing Home, Treetops Nursing Home, St Bernadette's Nursing Home in Scarborough and Pinfold Lodge Nursing Home in Hunmanby near Filey.

We provide General and Specialised Nursing Care for those that need both **physical** and **psychological** intervention, including Dementia and Alzheimer's.

Our highly trained caring and **compassionate** Nurses (RGN/RNMH) and NVQ level carers ensure that we offer a bespoke, client centred approach focussing on the delivery of the highest quality nursing care interventions.

We provide an open and transparent environment, promoting **independence** but ensuring support, privacy, dignity and respect in all aspects of client care in an environment conducive to their **wellbeing**.

PLEASE CALL OUR CENTRAL OFFICE FOR FURTHER INFORMATION

**01723 500136**

E: [info@completecarehomes.com](mailto:info@completecarehomes.com)  
W: [www.completecarehomes.net](http://www.completecarehomes.net)

Complete Care Homes Ltd  
374 Scalby Rd,  
Scarborough, YO12 6ED



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01723366522

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01723891069



**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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Abbey Lea and Westwood Care Homes are warm and welcoming places to live with dedicated teams who take pride in providing personalised care to each resident.

Each home has a cosy, family atmosphere with lovely home cooked food, comfortable furnishings, and plenty of greenery. Our friendly staff are always on hand and residents are encouraged to pursue their hobbies and interests and take part in group activities at the homes.

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Care Home

  
**Westwood**  
Care Home

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[www.abbeylea.co.uk](http://www.abbeylea.co.uk)

01757 709 901  
[www.westwoodcarehome.co.uk](http://www.westwoodcarehome.co.uk)



### Selby care homes continued

See page 101 for the Service User Bands key

Advertisers are highlighted

#### Preceptory Lodge

Temple Hirst, Selby YO8 8QN  
Tel: 01757 270095

OP LDA YA

#### Temple Manor

Temple Hirst, Selby YO8 8QN  
Tel: 01757 270377

OP D

#### Riccall House Care Home

78 Main Street, Riccall,  
York YO19 6QD  
Tel: 01757 248586

OP D

#### Vicarage, The

21 Church Avenue, Selby YO8 4PG  
Tel: 01757 702626

LDA YA

#### Sunnyborough

Weeland Road, Eggborough,  
Goole DN14 0RX  
Tel: 01977 661717

LDA MH YA

#### Westwood Care Home

21 Doncaster Road, Selby YO8 9BT  
Tel: 01757 709901 **Advert above**

OP D

#### Tawny Lodge

Brook Street, Selby YO8 4AL  
Tel: 01609 534393

OP D PD LDA SI YA

#### Whitley Farm

Whitley Farm Cottages, Doncaster Road,  
Whitley Bridge DN14 0HZ  
Tel: 01977 663476

PD LDA MH SI YA

### Selby care homes with nursing

#### Mansion House

164 Main Road, Drax,  
Selby YO8 8NJ  
Tel: 01757 618659

OP D PD

#### Tudor House

12 Leeds Road, Selby YO8 4HX  
Tel: 01757 701922

OP D PD

#### Osborne House

Union Lane,  
Selby YO8 4AU  
Tel: 01757 212217

OP D PD LDA MH YA



## Home care providers

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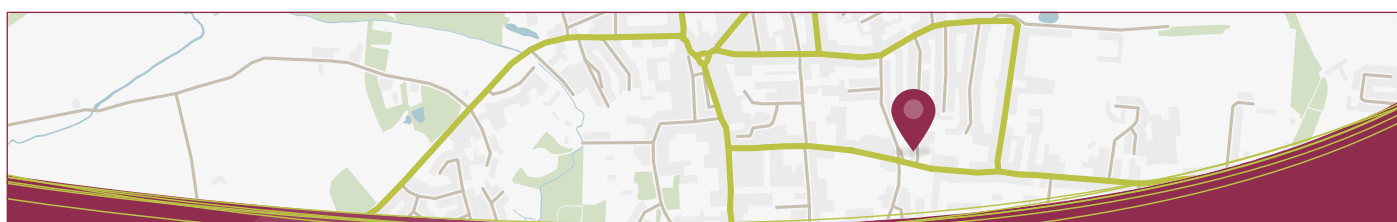
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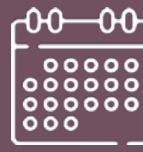
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