



North Yorkshire Care Services Directory

Your guide to adult social care and support **2026/27**

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

In association with



Life Without Limits

At Tao Complex Care, we believe life shouldn't be limited by circumstance. That's why our support goes far beyond physical care.

We create tailored pathways that build communication, social connection, emotional balance, and everyday confidence. Every plan is personal - designed around individual goals and potential, not restrictions. The result? Greater independence, real progress, and a life that feels truly lived.

Get in touch and discover what's possible

 0330 174 2697

 complexcare@tao-ss.co.uk

 taocomplexcare.co.uk

Welcome from North Yorkshire Council	4	Home from Hospital Service	58
Your voice matters – get involved	5	Long-term care and support eligibility	58
The Independent Care Group	5	Paying for care	59
Regions covered by this Directory	6	Paying for non-residential care and support	61
Where to go for trusted information, advice and guidance	6	Paying for residential care and support	62
Finding care in your area	6	Self-funding advice	63
Health and wellbeing	7	Third party payments	64
Cost of living support	7	You're in charge	65
Getting out and about	8	Personal Budgets	65
What's in your community?	10	Direct Payments	65
Community-based support	12	Housing with care	67
Keeping safe – safeguarding adults	17	Extra care housing	67
What does safeguarding adults mean?	17	Sheltered housing	69
Who is at risk of abuse or neglect?	17	Close care housing	70
What constitutes abuse?	18	Housing options for younger adults with additional needs	70
Keeping Safe guides	18	Specialist care	70
Living Well in North Yorkshire	19	Learning disability	70
What is Living Well?	19	Physical disability	71
Living Well Smokefree	20	Sensory services	71
Stay living at home	21	Mental health	72
Assistive Technology	21	Dementia	73
Community equipment	22	Care homes	75
North Yorkshire Integrated Community Equipment Service	22	Types of care home	75
Handyperson and minor adaptations	23	Out of county care	75
Major adaptations	23	Care homes checklist	77
Making life easier at home	24	Residential dementia care checklist	79
Occupational Therapy	23	Essential information	80
Assistive Technology checklist	26	Disclosure and Barring Service (DBS)	80
Access to food and drink services	27	Advocacy	80
Getting help in your home	29	Making a comment, compliment or complaint about care services	80
Home care agency checklist	31	How solicitors can help	81
Home care provider listings	33	Inspecting and regulating care services	82
Support for carers	54	Palliative and end of life care	83
Taking a break from caring	55	Useful contacts	84
What is an assessment?	56	Useful local contacts	84
Your assessment conversation	56	Useful national contacts	84
Intermediate Care Service	57	Libraries	86
Supporting your independence at home	57	Care home and care home with nursing listings	93
What care is available?	57	Index	110
Leaving hospital	57		

For free copies of this Directory, call our **Customer Service Centre** on: **0300 131 2 131**.

Alternative formats

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



Welcome from North Yorkshire Council

Welcome to this year's edition of North Yorkshire's Care Services Directory, a guide that promotes wellbeing and independence. It 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 Directory.

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 Directory is one way of providing information, and we will continue to work with our partners to improve the range of information available. We are working closely with our NHS colleagues to join up health and social care services to give the best community-based care when it is needed.

Links with housing are also increasingly important as all North Yorkshire Council services are now provided by one organisation. We have 28 extra care housing schemes for older people and are looking to develop more, alongside something similar for younger adults.

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: <https://northyorkshireconnect.org.uk>



North Yorkshire Council

Customer Service Centre

Tel: **0300 131 2 131**

Web: 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. 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 Directory provides clear and easy-to-understand guidance so that you can be confident you're making the right decisions.

Councillor Michael Harrison

Executive Member for Health and Adult Services

Abi Barron

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 Directory does not act as an endorsement or recommendation by North Yorkshire Council.

Your voice matters – get involved

Make your voice heard to shape what adult care and support looks like in North Yorkshire.

We want to work with people and communities across North Yorkshire to make sure your support is the best it can be. By sharing your ideas and experiences, you can make a difference for you, your family and the community.

There are lots of different ways to get involved and speak up about what matters to you, from giving feedback about your experiences to taking part in activities and projects.

To find out more, call our Customer Service Centre on: **0300 131 2 131** or email:

hasengagement@northyorks.gov.uk

The Independent Care Group

On behalf of the Independent Care Group (iCG), I am delighted to support this latest edition of the North Yorkshire Care Services Directory and hope that you find the information in it useful.

If you're seeking advice and information about social care or 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 Directory is such an invaluable tool in helping find the care package that is right for your family. It sets out 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 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 23 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 NHS and voluntary sector 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 call: **07956 484754** or visit the iCG's website at: **www.independentcaregroup.co.uk**

The iCG is proud of the care provided by the independent and voluntary care sector in this area and hope that, with the help of this Directory, you will find the support you and your family need.

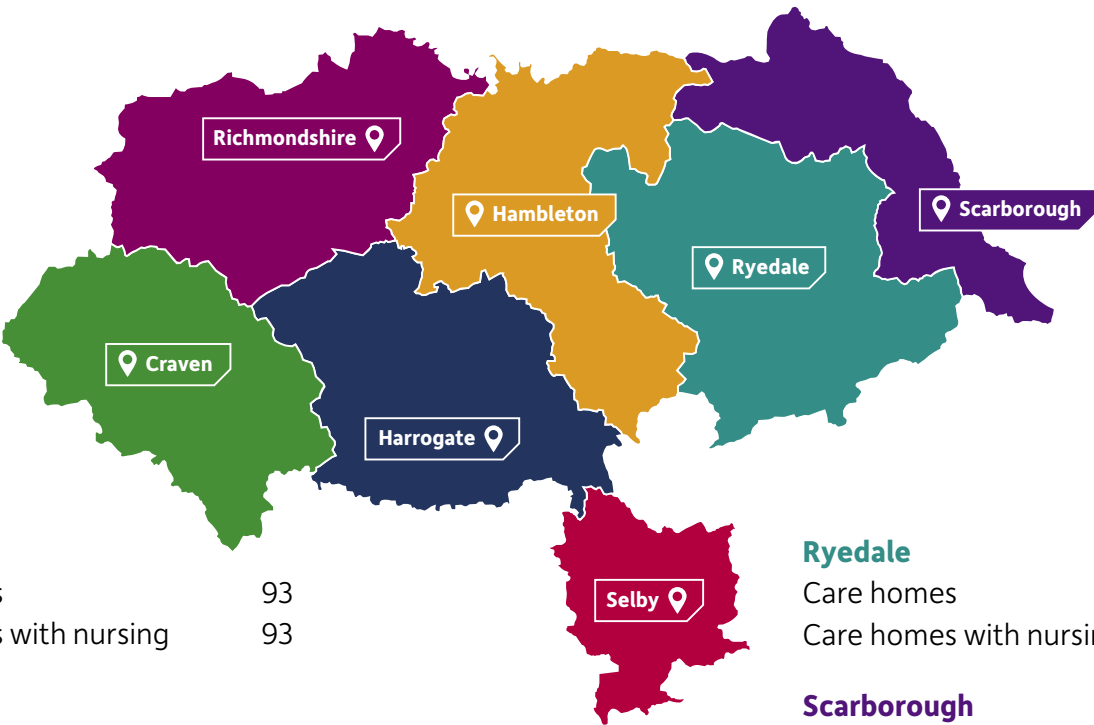
John Pattinson

Chief Executive

Independent Care Group



Regions covered by this Directory



Craven						
Care homes	93					
Care homes with nursing	93					
Hambleton						
Care homes	95					
Care homes with nursing	95					
Harrogate						
Care homes	96					
Care homes with nursing	99					
		Richmondshire				
		Care homes	101			
		Care homes with nursing	101			
				Ryedale		
				Care homes	103	
				Care homes with nursing	103	
				Scarborough		
				Care homes	103	
				Care homes with nursing	106	
						Selby
						Care homes
						Care homes with nursing

Where to go for trusted information, advice and guidance

The information in this Care Services Directory has been compiled in conjunction with the Health and Adult Services Directorate of North Yorkshire Council.

When the words ‘we’ and ‘us’ are used, it means Health and Adult Services. The Directory aims to give an overview of all aspects of adult social care to everyone who picks it up looking for care and support, and information and advice.

If you’re thinking about care and/or support, for yourself or a loved one, it can be a challenging task. Making any change in your life requires major decisions and we aim to provide you with

the basic information and guidance you will need in this Directory, 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, called North Yorkshire Connect, which you may find useful. It offers local information from community and voluntary organisations that can provide advice and support. It also lists activities and things to do. Visit: **<https://northyorkshireconnect.org.uk>**

Finding care in your area

Looking for care in your area? Want to know the quality rating of providers you’re considering? Care Choices, publisher of this Directory, has a website

providing comprehensive details of care providers as well as essential information. You can search by postcode, county or region for care homes, care

homes with nursing and home care providers that meet your needs across the country. Your search can be refined by the type of care you're looking for and the results can be sent to you by email. They can also be saved and emailed to others.

The website includes detailed information for each care provider, including the address, phone

number and the service's latest CQC inspection report and rating (see page 82), indicating the quality of care provided.

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

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 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.
- Healthy families.

- 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**

Useful websites

Better Health – Healthier Families

Web: **www.nhs.uk/healthier-families**

NHS Health Checks

Web: **www.nhs.uk/tests-and-treatments/nhs-health-check**

Cost of living support

There are several support schemes and organisations in North Yorkshire which may be able to help or advise if you're worried about or struggling with the cost of living.

- The North Yorkshire Local Assistance Fund (NYLAF) helps residents in financial crisis with support for essentials - such as food and utilities and household items including furniture and white goods. Visit: **www.northyorks.gov.uk** (search 'Local assistance fund').
- Warm and Well North Yorkshire offers access to emergency funds to those in urgent need, alongside advice on how to save money on

energy costs, switching suppliers, grants and priority services. Call: **01609 767555** or use the online form at:

www.cany.org.uk/warmandwell/referrals

- Council tax reduction and support scheme can help if you're on a low income or claim benefits. Visit: **www.northyorks.gov.uk** (search 'Council Tax reduction scheme').
- Housing benefits can help pay your rent if you're unemployed, on a low income or claiming benefits. Visit: **www.northyorks.gov.uk** (search 'Housing Benefit').

For more details, visit: **www.northyorks.gov.uk** (search 'Cost of living').

Getting out and about

Community transport schemes

There is a range of schemes across North Yorkshire to help you get where you need to be so you can access services in the community. You can find out more about community transport in your area by visiting: **www.golocal-northyorks.community**

Further details regarding transport in North Yorkshire are available at: **www.northyorks.gov.uk** (search 'Community transport').

Demand responsive transport

Pre-booked transport that uses taxis or minibuses to provide transport to areas that aren't served by conventional bus services.

We are working closely with community transport operators to increase the availability of these lifeline services in areas where public transport is not available. Details of the demand-responsive services that operate in the county can be found at: **<https://northyorkstravel.info>** (search 'DR' in 'Search by service number').

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're 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're eligible for a bus pass, and apply or renew your bus pass, at:

www.northyorks.gov.uk
(search '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
(search 'Blue badge parking permits').

You can apply for, or renew, a blue badge online. If you can't use our online form or need assistance, call your local North Yorkshire library where you can make an assisted digital appointment at one of our core libraries. Or contact our Customer Service Centre on: **0300 131 2 131**. A list of libraries in North Yorkshire starts on page 86.



Accelerating Recovery, Reducing Costs

In the Yorkshire and the Humber region Brainkind provides a range of rehabilitation and support options for people with brain injuries.

With over 40 years of experience providing high-quality neurorehabilitation and locations across the UK we understand how a brain injury can challenge every aspect of someone's life.

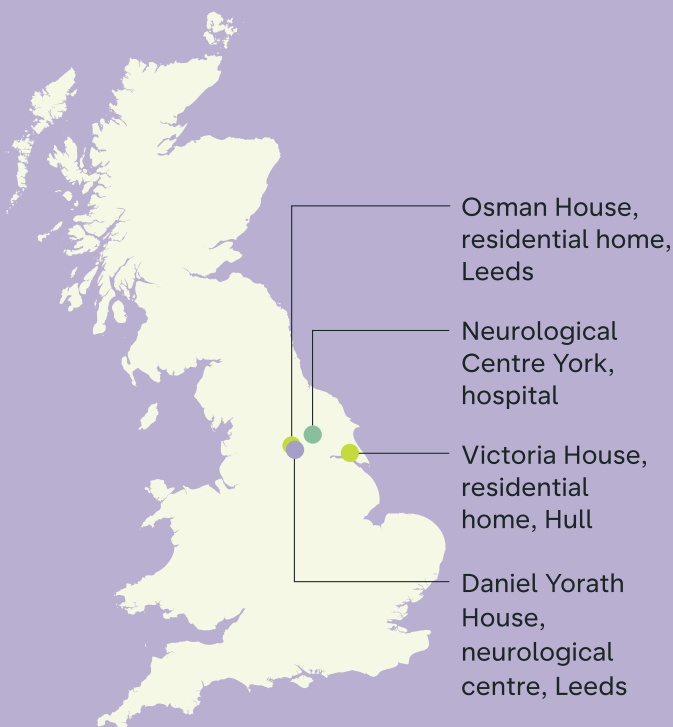
Brainkind collaborates with NHS and Local Authority referral pathways, as well as key partners in the medico-legal, case management, and insurance sectors, to deliver specialist neurorehabilitation that drives better patient outcomes while reducing long-term costs.

Our end-to-end pathway supports individuals with acquired brain injury and other neurological conditions from hospital admission through rehabilitation and back to independent living — helping to:

- ✱ Facilitate timely transitions from acute care, reducing hospital bed pressures
- ✱ Improve long-term recovery, preventing costly re-referrals
- ✱ Deliver cost-effective rehabilitation, aligned with community-based care priorities

Refer with confidence

See our Yorkshire services on the map below.



Proven Outcomes

86% 
rated 'good' or
'outstanding'

87% 
Almost nine in ten people
(87%) move to more
independent accommodation
following our support

82% 
of people needed less
supervision when they were
discharged from our services



Speak to our Referrals Team

Specialist Neurological Care & Rehabilitation

Find out more at brainkind.org Email brainkind.referrals@nhs.net Phone 01904 954146

What's in your community?



There's lots of local support available to help you to stay healthy, independent and connected. See the following organisations and visit the North Yorkshire Connect website

(<https://northyorkshireconnect.org.uk>) for more organisations that can provide support.

Advocacy

Cloverleaf Advocacy

Tel: **01924 454875**

Email: referrals@cloverleaf-advocacy.co.uk

Web: <https://cloverleaf-advocacy.co.uk>

Help Hub Yorkshire

Tel: **01723 363910**

Email: office@helphubyorkshire.org.uk

Web: www.helphubyorkshire.org.uk

Autism

Specialist Autism Services

Tel: **01274 789789**

Email: info@specialistautismservices.org

Web: www.specialistautismservices.org

Carers' services

For more information about carers' services in North Yorkshire including contact details, see page 54.

Dementia support

For more information about dementia and local services, see page 73.

Dementia Forward

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

Email: info@dementiaforward.org.uk

Web: www.dementiaforward.org.uk

Age UK North Yorkshire and Darlington

Tel: **0300 302 0100**

Web: www.ageuk.org.uk/northyorkshiredarlington

Stay healthy, independent and connected

Age UK North Craven

Tel: **01729 823066**

Email: info@ageuknorthcraven.org

Web: www.ageuk.org.uk/northcraven

Age UK North Yorkshire Coast and Moors

Tel: **01723 379058**

Email: enquiries@ageuknycm.org.uk

Web: www.ageuk.org.uk/northyorkshirecoastmoors

Boroughbridge Community Charity

Tel: **01423 324504**

Email: admin@bcccharity.co.uk

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

Community Works (Thirsk)

Tel: **01845 524494**

Email: info@communityworks.uk

Web: <https://communityworks.uk>

Easingwold District Community Care Association

Tel: **01347 822875**

Email: info@edcca.org.uk

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

Grassington Hub

Tel: **01756 752222**

Web: <https://grassingtonhub.com>

Hambleton Community Action

Tel: **01609 780458**

Email: reception@hambletoncommunityaction.org

Web: www.hambletoncommunityaction.org

Harrogate & District Community Action

Tel: **01423 504074**

Email: hadca@hadca.org.uk

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

Knaresborough Connectors

Email:

paul.forster@knaresboroughconnectors.org.uk

Web: www.knaresboroughconnectors.org.uk

Leyburn Arts and Community Centre

Tel: **01969 624510**

Email: **admin@leyburnartscentre.com**

Web: **www.leyburnartscentre.com**

Nidderdale Plus Community Hub

Tel: **01423 714953**

Email: **admin@nidderdaleplus.org.uk**

Web: **www.nidderdaleplus.org.uk**

Revival North Yorkshire (Esk Valley)

Tel: **07970 955407**

Email: **debbie@revivalnorthyorkshire.com**

Web: **www.revivalnorthyorkshire.com**

Sherburn and Villages Community Trust

Tel: **01609 536033**

Email: **info@siect.uk**

Web: **https://savct.uk**

Skipton Step into Action

Tel: **01756 802098**

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

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

Stokesley & District Community Care Association

Tel: **01642 710085**

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

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

Supporting Older People (Harrogate)

Tel: **01423 531490**

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 (Selby area)

Tel: **01757 291111**

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

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

Upper Dales Community Partnership (Hawes)

Tel: **01969 667400**

Web: **https://udcp.co.uk**

Other contacts

Healthwatch North Yorkshire

Tel: **01423 788128**

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

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

Independent Care Group (ICG)

See page 5 for more information.

Tel: **07956 484754**

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

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

Independent Domestic Abuse Services (IDAS)

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

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

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

Medequip

See page 22 for more information.

Web:

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

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**

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

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



Scan to search now

CareChoices

www.carechoices.co.uk



Community-based support

The wider community (including those organisations listed in the 'What's in Your Community' section, pages 10 and above) offers a variety of options. This can include learning new skills, taking part in activities, joining social groups, volunteering or exploring your own interests. Where needed, additional support may be available to enable involvement.

The following organisations have been approved to feature on North Yorkshire's Community-based support approved provider list.

Acorn Community Care – Norton

Activities and support based on eight acres of farmland – offering a range of projects, including animal care, gardening, woodwork, welding, cookery and music.

Tel: **01653 699922**

Web: <https://acorncommunity.care>

Artizan International – Harrogate

Supported roles available in Artizan's friendly central Harrogate café or with an arts and craft focus.

Tel: **01423 509251**

Web: www.artizaninternational.org

Autism Plus – Knaresborough

A social enterprise offering training and work placements for young adults with autism, learning disabilities and mental health conditions.

Tel: **01423 227070**

Web: <https://autismplus.co.uk/social-enterprises/the-hub-at-knaresborough>

Avalon – Northallerton and Skipton

Golden Days dementia day service offers a variety of sociable and engaging activities, while the Out and About Group supports adults to take part in local activities of their choice.

Tel: **01609 783883** (Northallerton).

Tel: **01756 793129** (Skipton).

Web: www.avalongroup.org.uk

Basics Plus – Scarborough

A wide variety of activities are available at Betton Farm, including animal care, woodwork, arts and crafts, baking or getting involved in the

shop and café.

Tel: **01723 863143**

Web: www.bettonfarm.org.uk

Bee-Able – Riccall

The Bee Hive provides a social activity hub to develop independence and life skills – cooking, travel training, trips out, gardening and more. Community outreach is also available.

Tel: **07706 161977**

Web: www.bee-able.co.uk

Beyond Boundaries – Comondale

Based at Fowl Green Farm, the service offers day services to individuals with learning disabilities and mental health issues.

Email: kay@beyondboundariesnorthyorkshire.co.uk

Web:

www.facebook.com/beyondboundariesNYorks

Bland Close Farm – Ripon

A family-run farm offering the opportunity for individuals over 16 with learning disabilities and/or autism to take part in everyday and seasonal farming activities, such as egg collecting, growing vegetables, caring for animals and more.

Tel: **07983 448727**

Web: www.blandclosefarm.com



Brant Howe – Kirby Lonsdale Craven
Day care service for older people in a care home setting.
Tel: **01524 271832**
Web: **<https://branthowe.co.uk>**

Blueberry Academy – Scarborough
Offers individualised job coach support into paid employment and arts and crafts workshops which can include enterprise, retail and customer service experience.
Tel: **01723 384500**
Web: **www.blueberryacademy.co.uk**

Boot Shop, The – York
Hosts workshops in arts and crafts, drama, furniture restoration, cooking and offers community outreach.
Tel: **01904 791795**
Web: **www.unitedresponse.org.uk**

Bridge, The – Catterick Garrison
Supports older people to come together in a warm and welcoming environment, offering meaningful social activities, lunch and occasional afternoons out.
Tel: **01748 832271**
Web: **www.thebridge-richmondshire.com**

Brightening Lives – Scarborough
Offers services to enable individuals to engage in community opportunities and home-based activities that align with their personal goals.
Tel: **07468 381539**
Web: **<https://brighteninglives.co.uk>**

Brunswick Organic Nurseries Ltd
Charitable day service offering meaningful work for adults with learning disabilities through plant production, organic growing, contract gardening, crafts, woodwork and retail work. Helps to build skills, confidence and community connections.
Tel: **01904 701869**
Web: **www.brunswickyork.org.uk**

Camphill Village Trust
Botton Village – Danby
Offers a variety of activities at Botton Farm, including animal care, woodwork, arts and crafts, baking or working in the shop and café.

Tel: **01287 661238**
Email: **botton@cvt.org.uk**
Web: **www.camphillvillagetrust.org.uk/our-locations/botton-village**

Larchfield – Middlesbrough
Nature-based day opportunities and supported living for adults with learning disabilities and autism on a working farm and gardens, with workshops in arts and woodwork plus catering, retail and animal care to develop skills and independence.
Tel: **01642 044949**
Web: **www.camphillvillagetrust.org.uk/our-locations/larchfield-community**

The Croft – Malton
Offers support to adults with learning or physical disabilities, mental health issues, older people and individuals with Autism. The service offers a range of activities; from arts and crafts to working in the shop and café.
Tel: **01653 602721**
Email: **croft.enquiries@cvt.org.uk**
Web: **www.camphillvillagetrust.org.uk/our-locations/croft-community**

Carers Plus Yorkshire – North Yorkshire
Offers a range of activities to support carers across North Yorkshire, including young carers.
Tel: **01723 850155** (Scarborough) or **01609 780872** (Hambleton & Richmondshire).
Web: **www.carersplus.net**

Carleton Court – Skipton
Supports older people, including individuals with dementia, in an engaging and supportive care home setting. Offers the opportunity to socialise and participate in activities whilst being cared for by the support team.
Tel: **01756 340208**
Web: **www.carletoncourtskipton.co.uk**

Catholic Care – Skipton
Supports older people to come together in a welcoming environment, offering meaningful social activities, lunch and also occasional afternoons out.
Tel: **01133 885400**
Web: **<https://catholic-care.org.uk>**

➔ **Chopsticks** – Northallerton

Supported workshop producing kindling. Chopsticks also offers opportunities in gardening, upcycling furniture, glass craft and community outreach.

Tel: **01609 761661**

Web: **www.chopsticksnorthyorkshire.co.uk**

Claro Enterprises – Harrogate

Supported woodworking to provide mental health support, structure and social connection. Support towards finding employment is also available.

Tel: **01423 885879**

Web: **www.claroenterprises.co.uk**

Clervaux Trust – Darlington

Residential and day support with vocational training for young people and adults with complex learning disabilities and behavioural needs.

Tel: **01325 729860**

Web: **<https://rmt.org/schools/clervaux>**

Clover Group – Middlesbrough

An education and social hub where individuals can learn new skills and establish friendships. The hub operates a programme of activities, chosen by the members and facilitated by staff. The service also offers trips out and one-to-one or group support to access the community.

Tel: **01642 249148**

Web: **<https://clover-group.org>**

Continued Care – Harrogate

Day club for people aged 65 years and above aiming to improve health and wellbeing through activities, social interaction and practical services.

Tel: **01423 871003**

Web: **www.continued-care.co.uk**

Cornforth Care – Whitby

Day service aiming to improve health and wellbeing through social interactions, activities and practical services.

Tel: **07773 477049**

Craft and Social – Knaresborough

Offers a range of arts and crafts workshops, trips out and one-to-one or group support to follow interests in the local area.

Tel: **01423 864007**

Web: **www.craftandsocial.co.uk**

Creative Days – Scarborough

Offers a wide range of arts-based skills development workshops.

Tel: **01723 679525**

Web: **<https://creativedaycare.co.uk>**

Dalewood Trust – Whitby

Offers a range of services, such as support to access community activities, supported roles in the café, shopping and laundry services, arts and crafts workshops, an allotment and sensory unit.

Tel: **01947 600583**

Web: **www.dalewoodtrust.org**

Darlington Mind – Northallerton

Local mental health charity offering counselling, wellbeing activities, emotional resilience classes, carer support, supported living and community-based programmes for adults, young people and carers across Darlington, Hambleton and Richmondshire.

Tel: **01609 780758**

Web: **www.darlingtonmind.com**

Dementia Forward – Craven and Harrogate

Dementia Forward's 'Hub Clubs' are a day service for people with dementia. It offers engaging activities in a safe and sociable environment. There are 10 Hub Clubs across North Yorkshire.

Tel: **03300 578592**

Web: **www.dementiaforward.org.uk**

Disability Action Yorkshire – Harrogate

Bespoke skills development working towards employment – accredited vocational training, functional skills, workplace preparation and support.

Tel: **01423 855410**

Web: **www.disabilityactionyorkshire.org.uk**

Empowered Living – Harrogate

Offering one-to-one support to pursue interests and goals in the local area, and a weekly musical empowerment performance workshop.

Tel: **07708 925930**

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

Goddards Care Limited – Goole

Residential and home care support and day service for people with learning disabilities, providing life skills development, short breaks and personalised community-based assistance.

Tel: **01405 860247**
Web: **www.goddardscare.co.uk**

Greenfield Court

(Harrogate Neighbours) – Harrogate

Provides individuals aged 65 and above with an inclusive day of making friends and doing recreational activities both inside and out in the garden. Day trips are also offered.

Web: **www.harrogateneighbours.co.uk**

Happy 2 Help Community Care – Filey

An afternoon day service with cooked lunch and afternoon tea. A wide range of sociable, engaging and meaningful activities to promote dexterity and independence are available.

Tel: **01723 518032**

Happy Days – Whitby

Day opportunity for older people; offering a wide range of activities.

Tel: **01947 600779**

Harbour Lights Community Support – Whitby

Flexible and individualised support to enable safe and enjoyable involvement in local activities.

Tel: **07884 261614**

Web: **www.hlcso.co.uk**

Harrogate Skills 4 Living – Harrogate

Courses and activities building skills, interests and local connections.

Tel: **01423 593719**

Web: **https://hs4lc.org.uk**

Henshaws Arts and Crafts – Knaresborough

Wide range of workshops available in a variety of arts and crafts activities, and opportunities to gain retail skills.

Tel: **01423 541888**

Web: **www.henshaws.org.uk/arts-crafts-centre**

Hilltop Manor Care Home – Sherburn-In-Elmet

Day Service held in a residential care home for people aged 65 and above. Aims to improve health and wellbeing through activities, social interaction, music events and day trips.

Tel: **01977 683898**

Web: **https://hilltopmanorcare.co.uk**

Horticap Ltd – Harrogate

At the Bluecoat Wood Nurseries site, training in horticulture, allied crafts and rural skills are offered. Additional tearoom and retail experiences are available.

Tel: **01423 522876**

Web: **www.horticap.org**

Jenny Ruth Workshops – Ripon

Offers workshop to develop crafting, design, selling, office and life skills.

Tel: **01765 606620**

Web: **www.jennyruth.co.uk**

Just The Job Environmental Enterprise

Offers a range of skill development opportunities in horticulture, woodwork and arts and crafts. With a community orchard and plant nursery.

Tel: **01748 822815**

Web: **www.just-the-job.org.uk**

Knaresborough & Harrogate Community Support Services

Day care offering social interaction and structured activities to maintain independence, along with personalised support to enjoy activities.

Tel: **01423 864956**

Web: **www.khcss.org.uk**

Living Potential Care Farming - Harrogate

Nature-based care farm on a working farm near Wetherby, supporting people through meaningful activities such as gardening and animal care to build skills, confidence and wellbeing.

Tel: **079871 424067**

Web: **www.livingpotentialcarefarming.org.uk**

Meadowcroft Ugthorpe Ltd – Whitby

Specialist day centre for adults (16+) with SEN offering personalised indoor and outdoor programmes that develop life skills and promote independence in a supportive environment.

Tel: **07876 535624**

Web: **https://meadowcroftugthorpe.co.uk**

Mencap (Scarborough & District) – Scarborough

A wide range of activities on offer including arts and crafts, sports, digital skills, independent living skills, outings and multi-sensory activities, such

as interactive plasma screen activities and a sensory garden.

Tel: **01723 374819**

Web: **www.scarboroughmencap.org.uk**

Northdale Horticulture – Northallerton

Offering work-based activities, including horticulture, landscape gardening, arts and crafts, catering, drama, a flat to develop independent living skills and a sensory room.

Tel: **01609 770269**

Web: **www.northdale.org.uk**

Northernline Arts

(Maria Clare Dawbarn) – Knaresborough

A workshop space giving people with care and support needs the opportunity to engage in a range of arts and crafts sessions.

Tel: **07752 054619**

Web: **www.northernlinearts.co.uk**

Open Arms – Selby

A dementia and/or learning disability support day service, offering a range of meaningful activities to build skills and independence. Community outreach support is also available.

Tel: **01757 211214**

Web: **<https://openarmsselby.co.uk>**

OICE Support Services – Northallerton

A dementia support day service providing optional continence support. Offers a variety of activities, such as arts and crafts, exercise sessions and walking groups.

Tel: **07437 409404**

Web: **<https://oicesupportservices.co.uk>**

Orb Community Enterprise – Knaresborough

Supporting positive mental health with a wide range of activities, from arts and crafts to sports.

Tel: **01423 202028**

Web: **<https://orb-arts.org>**

Orchard House – Scarborough

Activity and day care hub promoting health, independence and wellbeing. Offers a hot meal and wide range of engaging activities, with hairdressing and wet room facilities.

Tel: **01723 378220**

Web: **www.orchardhouse.care**

Pioneer Projects – Bentham

Promoting wellbeing through creative arts, including mental health activity hubs, a community art shed, dementia group, women's group and wellbeing cafés.

Tel: **01524 262672**

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

Purple Patch Arts – Skipton and Harrogate

Life-long learning programme, using creative methods and multi-sensory activities to support learning disabled and autistic adults to engage with new experiences.

Tel: **07510 330105**

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

Rainbow Care Group, The – Harrogate

A range of dementia day care clubs, offering a variety of activities, including sports and a farm-based club.

Tel: **01423 223454**

Web: **<https://therainbowcaregroup.com>**

Revival – Danby and Slights

Promotes wellbeing for older people through a range of activities, such as arts and crafts, music and social activities.

Tel: **07970 955407**

Web: **www.revivalnorthyorkshire.com**

Ripon Community Link Ltd

(Ripon Walled Garden) – Ripon

A wide range of work-related experiences, learning and social opportunities, including horticulture, IT, sports, arts and crafts, retail and conservation, among others.

Tel: **01765 609229**

Web: **www.riponcommunitylink.org**

Ryedale Special Families – Malton

Working with adults aged 18-25 offering bespoke, flexible support.

Tel: **01653 699000**

Web: **www.ryedalespecialfamilies.org.uk**

Saint Cecilia's Day Care – Pickering and Scarborough

Day service for older people with a wide range of meaningful and engaging activities; a hot meal is available.

Tel: **01723 502411** • Web: **www.stcecilias.co.uk**

The Bridge – Catterick Garrison

Community day service for older people and people living with dementia, providing meals, activities, wellbeing support and practical help including assisted bathing and laundry.

Tel: **01748 832271**

Web: **www.thebridge-richmondshire.com**

The Join Project – Keighley

Membership support service helping local people stay independent and connected through tailored wellbeing support, day-to-day practical help and social activities, with respite options for carers.

Tel: **07421 178713** • Web: **<https://joinproject.org.uk>**

The Learning Sanctuary – Harrogate

Day service programme offering hands-on animal care and nature-based activities that build employment skills, confidence and personal growth for people with additional needs.

Tel: **07939 506345** or **07841 206217**

Web: **<https://thelearningsanctuary.co.uk>**

Time Together – Harrogate

Person-centred support to live life well. Focused on independence, health and wellbeing and community life.

Tel: **01423 883992**

Web: **<https://timetogether.info>**

Wellspring Therapy and Training – Starbeck

Counselling and training charity providing affordable, confidential therapy for adults, children and young people. Also offers mental health education and training to build resilience and improve wellbeing.

Tel: **01423 881881**

Web: **<https://wellspringtherapy.co.uk>**

Yatton House Society – Great Ayton

A range of activities for adults with learning or physical disabilities.

Tel: **01642 722380**

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

Keeping safe – safeguarding adults

What does safeguarding adults mean?

Safeguarding adults means protecting a person's health, wellbeing and human rights; enabling them to live a life free from harm, abuse and/or neglect.

Everyone has the right to live a life that is free from abuse and neglect.

Who is at risk of abuse or neglect?

Anyone could be at risk of abuse or neglect. A person may be vulnerable at different times in their life. People with care and support needs, may be especially at risk of abuse or neglect.

An adult at risk of abuse or neglect is an adult who:

- Has care and support needs (whether or not the local authority is meeting any of the care and support needs).
- Is experiencing, or is at risk of, abuse or neglect.
- As a result of their care and support needs, is unable to protect themselves from either the risk, or experience, of abuse or neglect.



What constitutes abuse?

Abuse can be an incident that:

- Happens once.
- Happens several times.
- Happens anywhere, at any time.
- Is done deliberately.
- Is unintentional.
- Is a crime.

There are lots of different types of abuse; these include:

- **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 aren't able to give consent.
- **Emotional or psychological abuse** – someone being shouted at, bullied, being made to feel frightened or pressured 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 (this is not an exhaustive list).

- **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** – 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 is always wrong

No one should live with abuse in North Yorkshire. We have zero tolerance of all forms of abuse. We always respond promptly when we are made aware of suspected abuse. By reporting abuse, you can help bring it to an end.

Raising a safeguarding concern if someone is in immediate danger

If you or the person you're concerned about is in danger and immediate action is required, call the **Emergency Services** on: **999**.

Raising a non-emergency safeguarding concern

If it is not an emergency, you can report a safeguarding concern to North Yorkshire Council. If you or someone you know is at risk of abuse or neglect, call **North Yorkshire Council** on: **0300 131 2 131**. This phoneline is available 24 hours a day.

Professionals raising a safeguarding concern should complete the online safeguarding form, available at: **www.northyorks.gov.uk** (search 'Report adult abuse').

Keeping Safe guides

It is important for everyone to have the information they need to be and feel safe.

The Safeguarding Adults Board worked with the North Yorkshire Learning Disability Partnership Board and Inclusion North to write three easy-read books about keeping safe. These are available to read at:

<https://safeguardingadults.co.uk/keeping-safe/easy-read-guides>

North Yorkshire Safeguarding Adults Board works to protect adults who may be at risk from abuse and promotes co-operation and effective working practices between different agencies. For more information visit: **<https://safeguardingadults.co.uk>**

Living Well in North Yorkshire

What is Living Well?

This is a free service to improve the health, wellbeing and independence of adults.

We work with people who are isolated, vulnerable, bereaved, lacking confidence or perhaps on the borderline of needing health and social care services.

Living Well helps people become:

- More independent.
- More involved in their community.
- Less lonely and isolated.

We help people to access their local community and support them to reach their own health and wellbeing goals. This helps to reduce loneliness and isolation which can enable people to continue living healthy, independent lives in their community.



Who can benefit?

Living Well can support adults who aren't 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.
- Care for a family member or friend.

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.

Some types of support that Living Well 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. Alternatively, you can complete the online self-referral form on the North Yorkshire Council website.

For more information, call our **Customer Service Centre** on: **0300 131 2 131** or visit: **www.northyorks.gov.uk** (search 'Living well').

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 or online support.

Interventions include behavioural and motivational support, and access to stop smoking medications such as Nicotine Replacement Therapy and stop-smoking tools such as e-cigarettes (subject to availability).

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, works 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.

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.

- 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're coughing and wheezing less.
- One year after your last cigarette – your risk of a heart attack has halved compared to a smoker.
- Ten 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're 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 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**

Web: **www.northyorks.gov.uk/healthy-living/stopping-smoking**

Stay living at home

We want people to stay living at home, where they are surrounded by their possessions, friends and family, for as long as possible. 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.

Assistive Technology

Assistive Technology or Technology Enabled Care (TEC) uses a range of assistive devices and technologies to help you live as independently and safely as possible.

TEC can be used in and around your home to help prevent, reduce and delay the need for traditional social care support such as home care or moving into a care home, and to prevent unnecessary hospital admissions.

Some examples of commonly used assistive devices and technologies are:

- Pendant alarms to call for help in an emergency.
- GPS trackers.
- Sensors that can alert to environmental changes (for example, smoke, heat, flooding) and alert to falls.
- Chair or bed sensors.
- Door sensors.
- Epilepsy sensors.
- Apps that support you to manage your daily routine.

These devices send alerts to a responder when you need assistance in an emergency. This can be family and friends of your choosing, or you can use the Medequip Connect (our Assistive Technology provider) responder service.

Assistive Technology is used in a variety of circumstances to help people with a range of needs.



Different types of 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 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:

- As part of our Intermediate Care Service for up to 10 weeks. This will help plan for long-term provision, if needed.
- As part of your long-term support plan and Personal Budget, depending on assessment and eligibility.
- A private pay offer is available, where Assistive Technology can be purchased directly with Medequip Connect on: **01423 396281**.



➔ 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 24/7 throughout the year to provide real-time alerts or calls when equipment is activated.

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** (search 'Assistive technology').

Alternatively, to arrange Assistive Technology privately, please contact **Medequip Connect**, who deliver the service in partnership with North Yorkshire Council, on **01423 396281** or visit **www.medequip-connect.com**

Community Equipment

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 buying 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.

North Yorkshire Integrated Community Equipment Service

Medequip provides the North Yorkshire Integrated Community Equipment Loan Service commissioned by local NHS Integrated Care Boards (ICBs) and North Yorkshire Council.

The service loans community equipment such as walking frames, perching stools, raised toilet seats and pressure cushions that have been prescribed by

occupational therapists, physiotherapists, hospitals and community nurses.

All loaned equipment with a Medequip sticker on it, that you're no longer using, can be returned to any North Yorkshire Council household waste site where it will be collected by Medequip to be recycled.

Medequip also offers a self-purchase service (purchasing products before, or in addition to, those provided by health and social care).



Manage@Home

Part of

MEDeQUIP®

Rollators • Bath Lifts • Riser Recliner Chairs • Wheelchairs
Profiling Beds & Mattresses • Key Safes • Walking Sticks



Call us on **0800 910 1864** or visit our website to request a free catalogue



@ManageAtHome

Shop for Independent Living Products

www.manageathome.co.uk

Medequip North Yorkshire

You can find out more about returning equipment and 'Manage at Home,' their online store, on the Medequip website.

Tel: **01423 226240**

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

Web:

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

Handyperson and minor adaptations

If you require minor adaptations, such as grab rails and external handrails, or a second banister, you may

qualify for funding for some, or all, of the adaptation work dependent on assessment.

Major adaptations

If you or a member of your household are having difficulties getting in or around your home, bathing or getting upstairs, then we may be able to help you adapt your home if you qualify for a Disabled Facilities Grant (DFG).

A DFG is a means-tested grant to assist with the costs incurred in adapting your home to allow access to normal household facilities and remain living independently.

The adaptations must be necessary to meet the needs of the disabled person as well as reasonable and practical given the age and condition of the property.

Before you can apply for a Disabled Facilities Grant, you must first have an assessment with an Occupational Therapist who will recommend what

adaptations or aids are needed to enable you to continue living independently.

Adaptations might include the following:

- Taking a bath out and installing a level access shower.
- Installing a stair-lift or through floor lift to help you access facilities in your house.
- Widening doorways and putting in ramps.

Further information about the DFG and housing assistance policy can be found at:

www.northyorks.gov.uk (search 'Disabled Facilities Grants'). Further information about DFGs can be found at: **www-foundations.uk.com** and via: **0300 124 0315**.

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: **https://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.

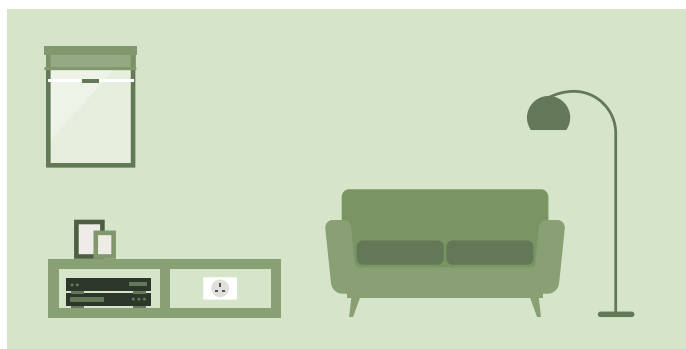
Local council Occupational Therapy

An occupational therapist (OT) from North Yorkshire Council can work with you to understand what matters to you, such as getting around at home and outside, washing and dressing and preparing meals. They focus on what you can do and what might help make things easier.



Making life easier at home

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



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

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

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

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

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



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

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

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

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

Having tap turners fitted can make **using taps** easier. You could also consider changing to lever-style taps, which might be easier for you to use.



Handled plug



Chair raisers



Chopping board



Level indicator



Teapot tipper

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



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

Is it becoming **difficult to get dressed**? If so, specially adapted clothing is available, or you could buy a long-handled shoe horn, a dressing stick or a button hook. If you are having a lot of difficulty, consider home support – see page 29.

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, call our **Customer Service Centre** on: **0300 131 2 131** or email: **social.care@northyorks.gov.uk**

If you would like advice and guidance to help you make informed choices about how to meet your care and support needs, visit: **www.northyorks.gov.uk** (search 'Adult eligibility for social care services').



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

It's a good idea to consider the following questions before buying any Assistive Technology. If you are unsure about what technology might help meet your needs, you can contact your council or visit:

<https://livingmadeeasy.org.uk>

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

Suitability

Does the equipment support your specific needs? ☐

Are you willing to use it? ☐

Will it fit into your everyday life and routine? ☐

Have you tried a demo of the equipment? ☐

Do you understand what the equipment is for? ☐

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

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

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

Usability

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

Does the equipment need a plug socket and will any wires cause a trip hazard? ☐

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

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

Notes

Will it need to be installed by a professional? ☐

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

Reliability

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

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

Can you speak to someone who already uses it? ☐

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

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

Cost

Do you know how much it costs? ☐

Will you need to pay a monthly charge? ☐

Are there alternative solutions that might be free? ☐

Is there a cost associated with servicing the equipment? ☐

➔ Support may include:

- Advice and practical solutions to help you manage daily activities.
- Recommendations for equipment or adaptations to your home.
- Guidance on moving safely and reducing the risk of falls.
- Support to maintain independence and wellbeing including for family and carers.

Occupational therapists take a person-centred approach, working with you, your family or carers, and other professionals where needed, to find solutions that suit you. Support is provided following an assessment of your needs which can be accessed via our Customer Service Centre on: **0300 131 2 131** or complete the online assessment form at: **www.northyorks.gov.uk** (search 'Request care and support from adult social care').

You can also use the AskSARA online self-assessment tool (**<https://northyorks.livingmadeeasy.org.uk>**) to explore the ways you can help yourself through accessible daily activities.

Private Occupational Therapy

If you don't 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:

<https://rcotss-ip.org.uk/find>

Only healthcare professionals who are registered with the HCPC can use the title of 'occupational therapist'. You can check your OT's registration by checking the HCPC online register: **www.hcpc-uk.org**

An OT can carry out an assessment to identify what areas of your everyday life you may need additional support with. 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: **<https://northyorkshireconnect.org.uk>** for community and voluntary organisations that can provide advice and support.

Access to food and drink services

We have identified several organisations across the county which can provide a meal delivery service. You can discuss 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, 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**

Web: **www.oakhousefoods.co.uk**

Parsley Box

Tel: **0131 326 0131**

Email: **customersupport@parsleybox.com**

Web: **www.parsleybox.com**

Wiltshire Farm Foods

Tel: **0800 077 3100**

Web: **www.wiltshirefarmfoods.com**



Search for care in **your area**

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

You, a friend or family member may be looking to stay living independently at home, with support from a home care or live-in care provider, or perhaps a care home would be more suitable. The Care Choices website has been designed to help your search for care.



Find care providers quickly and easily



Search by location and care need



Information on care quality



Links to inspection reports

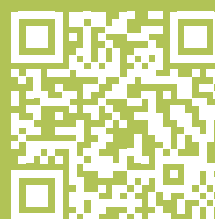


Additional information, photos and web links



Brochure requests

www.carechoices.co.uk



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** or call: **0300 061 6161**.

Getting help at home can take many forms. The list of local providers beginning on page 33 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.



Visiting and live-in care at home

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

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

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

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

Contact your local branch today for a free assessment:

Knaresborough – 01423 393 549

York – 01904 282 137





Provide
**React
Homecare**

North Yorkshire



Your care, your choice



When **living at home** starts to become a **little harder**, we are **here to help**.

Our friendly carers support you to **live safely** and **comfortably** in your **own home**. Whether you need daily visits, help with personal care, or companionship, our care plans can be **fully tailored** to suit **your needs**.

‘Because care should feel like family’

excellence in **homecare** provision
reacthomecare.co.uk | 01723 282 888



Part of Provide Community, an **employee owned community interest company**, Provide React Homecare is committed to **reinvesting** in **local services, people** and **community** wellbeing.

Agency 1

Agency 2

Agency 3

Fees per week	Quality rating*
£	
£	
£	

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

About the agency

- How long has the agency been operating? ☐ ☐ ☐
- How long are staff allocated per visit? ☐ ☐ ☐
- Can you contact the agency in an emergency or outside office hours? ☐ ☐ ☐
- Does the agency have experience with your specific needs? ☐ ☐ ☐

Staff

- Are you likely to be visited by different staff each day? ☐ ☐ ☐
- Are all staff checked with the Disclosure and Barring Service? ☐ ☐ ☐
- Will you be notified in advance if your care worker is on holiday or sick? ☐ ☐ ☐
- Are staff matched to you specifically, based on your needs and preferences? ☐ ☐ ☐
- Can you meet your care worker(s) before they start? ☐ ☐ ☐
- Does the agency have both male and female staff? ☐ ☐ ☐

Accommodating your needs

- Can the agency accommodate your needs if they increase? Ask about the process for this. ☐ ☐ ☐
- Does the agency have a training scheme in place? ☐ ☐ ☐
- Are all staff trained to a certain level? ☐ ☐ ☐
- Are staff able to help with administering medication if required? ☐ ☐ ☐
- Is there a way for staff to communicate with each other about the support they provide when they visit you? How? ☐ ☐ ☐

Regulation

- Will your support plan be reviewed at regular intervals? ☐ ☐ ☐
- Can you see the agency's contract terms? ☐ ☐ ☐
- Can you lodge a complaint easily? ☐ ☐ ☐
- Are complaints dealt with quickly? ☐ ☐ ☐
- Can you see a copy of the agency's CQC registration certificate and quality rating? ☐ ☐ ☐

Notes

.....

.....

.....

.....

.....

*See page 82.



Outstanding care at home

Carefound Home Care offers families **highly personalised** home care, enabling you to live comfortably at home, whatever your needs.

- Hourly home care
- Live-in care
- Respite care
- Personal care
- Dementia care
- Specialist care



Harrogate
 **01423 774070**

York
 **01904 215920**



www.carefound.co.uk

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

Acorn Community Care

Malton

Tel: 01653 699922

OP LDA YA

Affinity Care Solutions Ltd

Selby

Tel: 07852 543478

OP D PD LDA YA

Agincare UK – Orchid House EC

Thirsk

Tel: 01423 462291

Advert page 35

OP YA

AJEB Healthcare Ltd

Harrogate

Tel: 07871 780882

OP YA

Alive Healthcare Solutions Ltd

Northallerton

Tel: 07828 854391

OP D PD MH SI YA

Asters Specialist Care

(Yorkshire) Ltd

Scarborough

Tel: 01723 256682

OP LDA MH YA

Avalon Services

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

Bee Better Care

Selby

Tel: 01757 212853

OP D PD LDA MH SI YA

Blossom Home Care Harrogate & Ripon

Harrogate

Tel: 01423 457022

OP D PD LDA MH SI YA

Blossom Home Care Ltd

Northallerton

Tel: 01609 751644

OP D PD LDA MH SI YA

Bluebird Care Northallerton,

Thirsk & Catterick

Northallerton

Tel: 01845 440271

Advert outside back cover

OP D PD LDA SI YA AD

Bluebird Care Scarborough and Bridlington

Scarborough

Tel: 01723 588004

OP D PD MH YA

BPJ Case Management Ltd

Middlesbrough

Tel: 01642 989886

OP D PD LDA MH SI YA AD

Brightening Lives Ltd

Harrogate

Tel: 01423 642989

OP PD LDA SI YA

Care and Support Group North Yorkshire, The

Ripon

Tel: 01765 530778

OP D PD LDA MH SI YA

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 D PD MH YA

Care Legacy Richmond and Hambleton

Northallerton

Tel: 01524 298230

OP D PD MH SI YA

Care Services Thirsk Ltd

Thirsk

Tel: 07587 091422

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



Home care in Harrogate, Knaresborough, Ripon, Boroughbridge and Thirsk



Caring for the people you care about

Family run Outstanding rated CQC homecare service provided by our award winning caring and kind team.

- Personalised quality care and support tailored to your care needs.
- Support to administer your medication.
- Cleaning, shopping and companionship calls.
- 24 hour live care provided within your own home tailored to meet your needs.
- Overnight care (sleep-in or waking carer, 10pm-7am, one-off or multiple nights).
- Stay connected with your loved ones care via our family + friends app.
- Support to return home from hospital.

Harrogate/ Knaresborough:
01423 871003

Ripon/Thirsk:
01765 699086

info@continued-care.co.uk

For more information about our services or to book a free assessment of your needs, visit
www.continued-care.co.uk

SOCIAL DAY CLUB

Every Monday & Wednesday
10am - 3pm

-  Companionship and Social Engagement
-  Home Cooked, Nutritional Two-Course Meal
-  Packed Tea to Take Home
-  Arts, Crafts, Bingo & Games
-  Exercise Therapy Session
-  Hair & Nails

**Free Taster Session
in Harrogate**



Carefound Home Care (Harrogate)

Harrogate

Tel: 01423 774070

Advert page 32

OP D MH SI YA

Caremark (Harrogate)

Harrogate

Tel: 01423 521289

OP D PD LDA MH SI YA AD

Castle Care Teesdale Ltd

Richmond

Tel: 01833 690415

OP D PD SI YA

Cedar Court

Scarborough

Tel: 01723 372570

OP D PD LDA MH SI YA

Continued Care from**Oakville Ltd**

Harrogate

Tel: 01423 871003

Advert page 34

OP D PD LDA MH SI YA

Core Case Management Ltd

York

Tel: 07984 350098

OP D PD LDA MH SI YA AD

Cornforth Care Ltd

Saltburn-by-the-Sea

Tel: 07773 477049

OP D PD LDA MH SI YA

Craven Intermediate Care Service

Skipton

Tel: 01609 535431

OP D PD LDA MH SI YA

**Creative Support –
North Yorkshire Services**

Whitby

Tel: 01947 825091

LDA

CRM Healthcare Solutions Ltd

Selby

Tel: 07770 236761

Advert pages 36 & 37

OP D PD SI YA



Est. 1986

Agincare

Caring in your community

Trusted Live-in Care

from a family company

Discover why thousands of families have trusted us to provide high-quality care at home for over 35 years.

- > Flexible or 24 hour care
- > Immediate starts
- > Trial period included
- > No lengthy contracts
- > Dedicated support team

Talk to an expert care advisor today for free, no-obligation advice

08082 319449

Visit our website



Our People, Our Pride

Our team is carefully selected caregivers you can trust, compassionate at heart, expertly trained, and well dedicated to delivering exceptional care right for you. Well-trained to treat with respect, empathy, and genuine care.



Here's what sets us apart:

At CRM Healthcare Solutions, our goal is to ensure that you receive the highest quality care that meets your unique requirements, allowing you to live comfortably and independently in your own home.

01. Relationship-focussed care
02. Open Communication
03. Trust and Respect
04. Holistic Approach



Revolutionising Home Care

At CRM Healthcare Solutions, we provide a wide range of compassionate and innovative care services tailored to meet your unique needs. Whether you require live-in care, domiciliary care, or complex care management, we empower you to live life to the fullest in the comfort of your own home.

Chat for support

07770236761 or 01757600373

Send us an email on

info@crmhealthcaresolutions.com



Your **Comfort**, Our **Commitment**: Bringing Care, Home.

Live-in Care

Our Assisted Living services are designed to empower individuals by providing personalised support with daily activities. Our compassionate team is dedicated to fostering independence and ensuring a comfortable and familiar environment for our clients.

Domiciliary Care

CRM Healthcare Solutions' Domiciliary care services allows you to receive the best support you need while remaining in the familiar and comfortable environment of your own home. Our dedicated and experienced team of carers provides a wide range of services to help you maintain your independence and well-being.

Complex Care

Are you living with a complex health condition such as long-term, progressive illnesses or injuries that require specialised care and support? We offer a range of specialised care services to manage various long-term conditions.

Regulated by



I cannot thank CRM Healthcare enough for the exceptional care they have provided for my mother. The caregivers are not only professional but also genuinely compassionate. They treat my mum like family, ensuring she feels comfortable and respected. Knowing she is in such good hands gives me peace of mind. I highly recommend their services to anyone looking for quality home care!



JW, Wistow YO8



DIVINE RIGHTEOUS
Health Care Solutions

www.divinecaresolutions.co.uk
07435 735070 | 0203 989 7802
info@divinecaresolutions.co.uk

Divine Righteous Healthcare Solutions is a provider of domiciliary care services that specialises in delivering person-centred care and support to individuals in the familiarity and comfort of their own homes. We pride ourselves on our compassionate team of carers who are deeply committed to enabling individuals to lead their lives according to their preferences and choices. At Divine Righteous Healthcare Solutions, we strongly emphasise upholding the independence, dignity, and freedom of choice of the individuals accustomed to our care.

Providing High Quality Home Care Services

Personal Care

Light House Chores

Social Activities

Meal Planning & Preparation

Financial Correspondence



Regulated by



Other Contacts:

0772 138 6764 | 0786 136 0388

Domiciliary Care

We provide fully trained carers to assist with daily activities like eating, bathing, toileting, and light housekeeping. Providing tailored support, within the comfort of your own home.

Live-in Care

We offer you or your loved one a dedicated carer who moves in to stay within your own home to provide personalised care and companionship. Providing around-the-clock care and supervision.

Daisies Care Consultants

Skipton

Tel: 01729 840841

OP D PD LDA MH SI YA

Dales Community Care Ltd

Skipton

Tel: 01756 753303

OP D MH SI YA AD

Dales Reablement Service

Catterick Garrison

Tel: 01609 536682

OP D PD LDA SI

DayByDay Care Ltd

Catterick Garrison

Tel: 07598 683291

OP D PD LDA YA

Deansfield Court

Malton

Tel: 01653 604492

OP D PD LDA MH SI YA

**Disability Action
Yorkshire**

Harrogate

Tel: 01423 855410

OP PD SI YA

Duke Street

Settle

Tel: 01609 535431

OP D PD LDA MH SI YA

Eldercare

Malton

Tel: 01653 695549

OP D PD LDA MH SI YA AD

Pickering

Tel: 01751 475128

OP D PD SI YA

Advert below left

Elderflower Homecare

Boroughbridge

Tel: 01423 324325

OP D PD LDA SI YA

Ellie Sunrise Healthcare Ltd

Harrogate

Tel: 01423 608720

OP D PD YA

Emmaculate Care Services Selby Office

Selby

Tel: 01757 335158

OP D PD LDA MH SI YA AD

Empowered Living Ltd

Harrogate

Tel: 07708 925930

OP D PD LDA MH SI YA

Providing quality home-care throughout Ryedale for over 25 years.

ELDER CARE
Reliable & Caring

Inspected and rated
Good
Care Quality Commission

We are CQC registered **GOOD**.

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.

- Assist to get up and/or go to bed
- Dress/undress
- Washing and all aspects of personal care
- Make meals and assist with feeding
- Shopping and banking/pension collection
- Assistance with, or management of medication
- Services for the support of Dementia at home & more

01751 475128

info@eldercareryedale.co.uk

www.eldercareryedale.co.uk

Pickering House, Eastgate Square
Pickering, North Yorkshire, HG4 4LW

**Homecare, Personal Care & Support**

Our dedicated, experienced, friendly care givers have offered the highest standards of care in the comfort of people's homes for over 16 years.

We tailor your care package to meet your identified needs and choices, whilst supporting you to maintain independence, dignity and respect. We are able to provide visits from 15 minute pop ins to 24 hour care.



- Personal Care
- Specialist Care
- Dementia Care
- Complex Care
- Respite Care
- Domestic Duties

Contact us to discuss your care requirements

Call: 01943818274

info@dignicare.co.uk

Holiday House, Valley Drive, Ilkley, LS29 8PB



dignicare.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
www.gacarers.co.uk/york



Domestic
Cleaning



Companionship
and Shopping



Tech-enabled
Care



Visiting
Care



Overnight
Care



Live-in
Care



Tailor your care today: **01944 319147** or **01377 255005** • info@hshca.co.uk

Live Independently in North Yorkshire and East Riding

We deliver a range of services that include help with getting out of bed in the morning, washing and dressing to assistance with your night time routine and everything in between. All of our services are based on dignity and respect for your privacy, meaning that you have total control over the services you receive.



Meal Preparation



Social Outings



Domestic Services



Personal Care



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

SEND guides • Ask the Experts • Directory
Real-life blogs & experience • Practical advice



www.myfamilyourneeds.co.uk

Got a question? We're here to help!



**Harrogate
Homecare**

66 King Edwards Drive, Harrogate, HG1 4HN

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

- Domestic duties
- Dressing / Undressing
- Activities of daily living
- Meal preparation
- Rising and Retiring
- Shopping and Errands
- 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



Esk Moors Caring Ltd

Whitby

Tel: 01287 669357

OP D PD YA

Gladstone Care Ltd

Scarborough

Tel: 01723 501683

OP D PD LDA MH SI

EverKind Services

Harrogate

Tel: 0330 223 7123

OP D PD LDA MH SI YA AD

Goshen Social Care Ltd

Whitby

Tel: 07534 245361

OP D PD SI YA

Exclusive Therapies Ltd

Saltburn-by-the-Sea

Tel: 07791 621359

OP D PD LDA MH SI YA AD

Greenfield Court Care

Harrogate

Tel: 01423 888777

OP YA

Fernbank Court

Selby

Tel: 01757 241145

OP D PD LDA MH SI

Greyfriars Lodge**Extra Care Housing**

Richmond

Tel: 01609 536403

OP D PD LDA MH SI YA

Filey Home Care Ltd

Filey

Tel: 07342 351358

OP D PD MH SI YA AD

Guardian Angel Carers York

York

Tel: 01347 487555

Advert page 40

OP D PD SI YA

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

Scarborough

Tel: 01723 585215

OP D PD LDA MH SI YA

Guardian Care & Support Ltd

Tadcaster

Tel: 01937 833514

OP LDA MH SI YA



happy futures
support specialists



The Award Winning Support Specialists

A Collaborative Approach To Care

Outstanding care for complex needs across North Yorkshire & The Humber

An award-winning, CQC 'Outstanding' rated team, passionate about empowering adults with learning disabilities, neurodiversity, and diverse support needs. We support our individuals to develop new skills, and enhance their quality of life, working in partnership with each person to achieve what matters most to them.



01723 586 633

info@hfss.org.uk

www.happyfutures.net



National
Autistic
Society

Autism Specialist
Award
2023

Hambleton and Richmond Intermediate Care Service

Northallerton
Tel: 01609 535738

OP D PD MH SI YA

Hambleton South Reablement Service

Thirsk
Tel: 01609 536586

OP D PD LDA MH SI YA

Happy 2 Help Community Care Ltd

Filey
Tel: 01723 518032

OP D PD MH SI YA AD

Happy Futures Support Specialists Ltd

Scarborough
Tel: 01723 586633

Advert page 41

OP D PD LDA MH SI YA AD

HARA Intermediate Care Service

Harrogate
Tel: 01423 500600

OP D PD LDA MH SI YA

Harbour Lights Community Support

Whitby
Tel: 07784 261614

OP D PD LDA MH YA

Harrogate District Hospital

Harrogate
Tel: 01423 554444

OP D PD LDA MH SI YA AD

Harrogate Homecare Ltd

Harrogate
Tel: 01423 560903

Advert page 40

OP D PD MH SI

Hearts at Home Homecare Ltd – North Yorkshire

Scarborough
Tel: 01733 844096

OP D PD LDA MH SI YA

Helping Hand Homecare

Northallerton
Tel: 07507 259565

OP D PD YA

Helping Hands Knaresborough

Knaresborough
Tel: 01423 393 549

Advert page 29

OP D PD SI YA

Heritage Homecare Ltd

Selby
Tel: 01757 701341

OP D PD MH SI YA

You may not be able to be there, but we can.

JC Home Care

Home care enables you to stay in the comfort of your own home, maintaining your freedom and independence while also helping you avoid the often high costs of a care home.

With our home care support workers available 24/7, staying at home while receiving high-quality care has never been easier. Home care offers numerous benefits and is often much more affordable than a care home, allowing you to continue enjoying the comfort and independence of your own home.

• Home Care Services • Specialist Home Care • Local Independent Company

Get in touch with us to explore your care options and learn more about our services.

📞 01677 460341 ✉ info@jchomecare.co.uk 🌐 www.jchomecare.co.uk



“ J C Home Care have been providing care for my mother for about a year now and I am very thankful that I have found such a professional and caring company for her. All aspects of the service are efficient, the carers are always kind and respectful, reliable and responsive to my requests and mum's needs. The administration staff are very responsive and positive in their approach. I would highly recommend J C Home Care. ”

HIGH QUALITY HOME CARE IN MASHAM AND THE SURROUNDING AREAS



KINGS CARE
AT HOME

COMPASSIONATE

HOME CARE

**in Harrogate and
surrounding areas**

**Providing care with
dignity and respect.**

*Helping people feel safe,
valued, and confident in
their own home.*



Why families trust us

- Carefully matched carers
- Local, friendly team
- Flexible care to suit you
- Fully trained and DBS checked
- Always here when needed

Reach out today



01423 611 533
01937 206 206
07805 044 957



enquiries@kingscareathome.com
www.kingscareathome.com

How we can help



Personal Care

Daily support and friendly
companionship



Specialist Support

Dementia, respite and
end-of-life care



24/7 Home Care

Local home care and
hospital-to-home support



Live-in Care

Round-the-clock care
at home



YOUR CARE YOUR CHOICE YOUR INDEPENDENCE

From short-term recovery to ongoing support, we help individuals stay independent, comfortable, and in control in their own homes.

YOUR CARE IS OUR CONCERN

MOONRISE
www.moonrise24hr.co.uk

01642 230083
Marlborough House,
York, YO26 6RW

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
Tel: 01423 774490
Ryedale & Scarborough
Tel: 01723 263263

OP D MH YA

OP D PD MH SI YA

Home Sweet Home Care Agency Ltd

North Yorkshire

Advert page 40

Malton
Tel: 01944 319147

OP D PD LDA MH SI

Home-Well Homocare Ltd

Pickering
Tel: 07403 386790

OP D PD MH SI YA

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

Springhill Court – York
Tel: 0370 192 4640

OP D PD LDA MH SI YA AD

Howardian Care Company, The

Malton
Tel: 07939 936496

OP D MH YA

Independent Living Care Company Ltd

Selby
Tel: 07515 761328

OP LDA YA

IntegraCare (Supported Living)

Harrogate
Tel: 01423 541698

PD LDA YA

JC Homocare

Ripon
Tel: 01677 460341

Advert page 42

OP D PD LDA MH YA

JL Care Services

Filey
Tel: 07792 766075

OP D PD LDA SI YA

Julie's Home Help Ltd

Thirsk
Tel: 07980 359626

OP D PD

Just Ask Care and Support Community Interest Company

Skipton
Tel: 01756 792834

OP D PD MH SI YA

Kings Care At Home

Harrogate
Tel: 01423 611533

Advert page 43

OP D PD YA

Kirkwood Hall

Leyburn
Tel: 01609 533217

OP D PD LDA MH SI YA

KP Premier Care

Northallerton
Tel: 07877 001653

OP D PD LDA YA

Majesty Healthcare Ltd

Richmond
Tel: 07562 339691

OP D PD LDA MH YA AD

Martin Grange

Harrogate
Tel: 01423 532960

OP D PD LDA MH SI YA

Mickle Hill

Pickering
Tel: 01751 467430

OP D PD MH SI YA

Monarchy Care Services

Knaresborough
Tel: 07426 723917

OP D PD YA

Montpellier Care Company Ltd

Harrogate
Tel: 01423 500797

OP D PD LDA MH YA

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

Care and support all in the comfort of your own home

We're here for you

Operating across North Yorkshire, we're here to help you live an independent life, providing 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 experienced staff tailor the care to match your needs, whether that's with mobility, illness or just the slowing down of age. Just ask for HELP.

Our care

- **Personal care:** including help with bathing or medication
- **Complex and physical:** including support with disabilities
- **Enabling:** with shopping, companionship, and outings
- **Dementia:** support from early diagnosis to more serious conditions

Our areas

- Catterick - Bedale - Leyburn
- Richmond - Northallerton

Call our care team on:

T: 01748 352 124

E: info@nulivinghomecare.co.uk

www.nulivinghomecare.co.uk



Care for a life you love

Trusted Care and Support

Personalised to your needs.

Visiting Care

- Companionship
- Dementia Care
- Personal Care
- Hospital-to-home Service
- Transportation & Errands

Clinical Care & Monitoring Services

- PEG Care
- Stoma Care
- Catheter Care
- Advanced Home Monitoring

Live-in Care

- Holiday Cover & Respite Care
- Post-operative Rehabilitation
- Support for Couples

*"Right at Home
make a difference
every day."*



SCAN ME



Scan the QR code
to find your local
Right at Home

Ilkley, Keighley, Skipton
& North Yorkshire Office

01943 603794

✉ ilkley@rightathome.co.uk

🌐 rightathome.co.uk/ilkley-keighley-skipton

Harrogate, Knaresborough,
Ripon & North Yorkshire

01423 225750

✉ care@rahharrogate.co.uk

🌐 rightathome.co.uk/harrogate



Radfield
Home Care



Personalised, award-winning care in your own home

"All of their staff were, without fail, kind, considerate, timely and helpful. We'd have no hesitation recommending them to others in our position."

-Mr AH (Clients Son)



Visiting care

Bespoke home support



Live-in care

Consistent home support



Day care

Socialise and relax

Call us for a chat about care

Harrogate, Wetherby &
North Yorkshire Office

01423 202 250

York, Thirsk &
Ryedale Office

01904 395 137



Moor and Coast Care Ltd

Whitby

Tel: 07867 790487

OP D PD SI YA

Moorview Care (North Yorks)

Scarborough

Tel: 01904 501222

OP D LDA MH YA

Motherly Love Domiciliary Care Ltd

York

Tel: 07507 644181

OP 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

North Yorkshire Hospice Care

Harrogate

Tel: 01423 879687

OP YA

Nuliving Homecare

Catterick Garrison

Tel: 01748 352124

Advert page 46

OP D PD SI YA

On The Spot Homecare Service

Skipton

Tel: 01756 703715

OP D PD MH SI YA

Orchards, The

Northallerton

Tel: 01609 535751

OP D PD LDA MH SI YA

Partners In Care Yorkshire

Scarborough

Tel: 07909 627156

OP D PD LDA SI YA

Pathways Supported Living (IntegraCare)

Harrogate

Tel: 01423 509267

PD LDA MH YA

Popplewell Springs

Tadcaster

Tel: 01937 530933

OP D PD LDA MH SI

Premiere Care

Leyburn

Tel: 01969 622499

OP D PD LDA YA

Premiere Care International Ltd

Leyburn

Tel: 01969 622918

OP D PD YA

Priory Supported Living North Yorkshire

Harrogate

Tel: 01423 509285

OP PD LDA MH YA

Priory Supported Living Whitby & Scarborough

Scarborough

Tel: 07900 266054

OP PD LDA MH YA

Radfield Home Care

Advert page 48

Harrogate, Wetherby & North Yorkshire

Tel: 01423 202250

OP D PD SI YA

York, Thirsk & Ryedale

Tel: 01904 395137

OP D PD MH SI YA

React Homecare – North Yorkshire

Scarborough

Tel: 01723 282888

Advert page 30

OP D PD LDA MH SI YA AD

Right at Home

Advert page 47

Ilkley, Keighley & Skipton

Tel: 01943 603794

OP D PD SI YA

Harrogate, Knaresborough & Ripon

Tel: 01423 225750

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 YA

Rydale Community Care

Pickering

Tel: 01751 473021

OP D PD SI

Ryedale Homecare

Malton

Tel: 01653 699360

OP D PD LDA YA

Ryedale Special Families

Malton

Tel: 01653 699000

PD LDA SI YA

Safehands Homecare

Scarborough

Tel: 01723 376215

OP 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

Scarborough & District Mencap

Scarborough

Tel: 01723 374819

OP LDA YA

Scarborough Central and South Reablement

Scarborough

Tel: 01609 536117

OP D PD LDA MH SI YA

Scarborough Home Support

Scarborough

Tel: 01609 536246

OP D PD LDA MH SI YA

Selby Reablement Service

Selby

Tel: 01609 533522

OP D PD LDA SI

Select Choice Community Support Ltd

Harrogate

Tel: 0113 831 3663

OP D PD LDA MH YA

SNE Care Services Ltd

Northallerton

Tel: 01609 751623

OP D PD LDA SI YA

Sova Healthcare Harrogate

Harrogate

Tel: 01423 813595

Advert page 51

OP D PD LDA MH SI YA AD

Spring Hill Court

York

Tel: 01609 535314

OP D PD LDA MH SI YA

Springboard Business Centre

Cleveland

Tel: 07736 109161

OP YA

St Cecilia's Nursing Home

Scarborough

Tel: 01723 353884

OP D PD LDA SI

St Margaret's Homecare

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: 01723 480032

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

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

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

UK Health Kits Ltd – North East

Scarborough

Tel: 0161 554 0113

OP D PD LDA YA

Vale of York Intermediate Care Service

Malton

Tel: 01609 536586

OP D PD LDA MH SI YA

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

WHO ARE WE?

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.

We pride ourselves in the continuity of care, so you will have a small consistent team providing you with an outstanding service. We are happy to support with a simple pop in visit to 24 hour care.

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



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**





**WEST PARK
CARE**

**You shouldn't have to leave the
comfort of your own home to
receive excellent personal care.**

Home Care Services

Home care allows your loved one to remain in his or her home, while ensuring safety and promoting optimal well-being. In addition, caregivers offer a much more personalised plan of care with one-to-one support tailored to the status, conditions, preferences, hobbies and lifestyle of the individual.

Specialist Home Care

In circumstances where an individual requires specialist care and support because of their health condition but wish to remain in their own home, we work together with the individual and their support network to put in place an individual care and support package bespoke to their individual needs and circumstance.

01423 594142

info@westparkcare.co.uk

www.westparkcare.co.uk

38 Freemans Way, Harrogate, HG3 1DH



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

Got a question? We're here to help!

@weareMFON

@weareMFON

@wearemfon

@My-Family-Our-Needs



www.myfamilyourneeds.co.uk



hello@myfamilyourneeds.co.uk



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

**Check out our new SEND
guide for the South East!**

Vermuyden Care

Selby

Tel: 01757 290227

OP D PD LDA MH SI YA

Visiting Angels North Yorkshire and West

Harrogate

Tel: 01423 608209

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 52

OP D PD LDA MH SI YA AD

Whitby & Scarborough Intermediate Care Service

Whitby

Tel: 01609 536509

OP D PD LDA MH SI YA

Wilf Ward Family Trust Complex Care North, The

Pickering

Tel: 01751 474740

OP D PD LDA MH SI YA

Wilf Ward Family Trust Supported Living East, The

Tel: 01723 588030

OP PD LDA MH SI YA

Wishes Care and Support Yorkshire Ltd

Richmond

Tel: 01748 470100

OP D PD MH SI YA

WrightChoiceCare

Selby

Tel: 07723 368518

OP D PD LDA MH SI YA

Your Life (Northallerton)

Northallerton

Tel: 01609 779393

OP PD SI YA

Your Ryedale Care Ltd

York

Tel: 07969 273357

OP D PD MH SI YA

YourCare Yorkshire Ltd

Knaresborough

Tel: 07545 978996

PD LDA SI YA

YourLife (Harrogate)

Harrogate

Tel: 01423 888271

OP D PD SI YA

Yourlife (Scarborough)

Scarborough

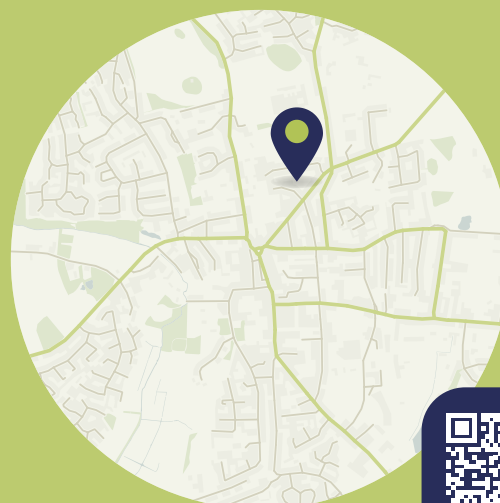
Tel: 01723 367540

OP D PD SI YA

Search for care in your area

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

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



Scan to search now

www.carechoices.co.uk

Support for carers

Do you help look after a relative, neighbour or friend? Perhaps you look after your sick or disabled spouse, partner, parent or child. You may not be the only person who helps to care, but if you offer necessary help, and aren't employed to provide care, then you're a carer.

You may be caring at home, or in the home of the person you care for. Some carers help for just a few hours a week, others offer support every day. Some may live with the person they care for, but others may be at a distance.

We work with carers' organisations across the county to offer information, advice and other services to support carers. Our Customer Service Centre can help you decide what you may need and who to contact. We can put you in touch with a carers' centre, other helpful organisations or our social care staff.

We may also be able to support carers with:

- A carers' assessment, which 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 58 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.
- Preparing a back-up plan in case you're not able to care for any reason.

- Information about ways for carers to have a break from their caring role.

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 following organisations provide carers' support services in North Yorkshire.

Carers Plus Yorkshire

Email: admin@carersplus.net

Web: www.carersplus.net

Hambleton and Richmondshire

Suite 17 Evolution Business Centre,
6 County Business Park,
Darlington Road,
Northallerton DL6 2NQ
Tel: **01609 780872**

Scarborough, Whitby and Ryedale

96 High Street, Snainton YO13 9AJ
Tel: **01723 850155**

Carers' Resource

Web: www.carersresource.org

Harrogate and Selby

Unit 3, Grove Park Court,
Grove Park Terrace,
Harrogate
HG1 4DP
Tel: **01423 500555**

Craven

Ronaldsway House, 36 Brook Street,
Skipton BD23 1PP
Tel: **01756 700888**

Bradford

15 Park View Court, St Paul's Road,
Shipley BD18 3DZ
Tel: **01274 449660**

Taking a break from caring

Being a carer is often a rewarding role, but it can also be physically and emotionally tiring. Which is why taking time for yourself is important.

Taking a break can be very beneficial. It offers carers a chance to switch off and recharge, helping to reduce anxiety and restore patience. Giving yourself a break from caring is good for you and the person you care for.

If the person you care for needs support during your break, here are some options to consider:

- Carers Break Service – a volunteer is matched with the person you care for, usually for two to three hours a week.
- Community-based support – the person you care for joins an organised group; see page 12.
- PA Support – you, or the person you support, employs a personal assistant (PA). PAs provide tailored one-to-one support for the person you care for when needed.
- Home-based support – an employee of a home care agency spends time with the person you care for as needed. They can help with housework, personal care, companionship at home or in the community.
- Live-in care – a care worker lives in your home to provide care and support to the person you care for.
- Shared Lives – the person you care for visits the home of a trained 'Shared Lives' carer. This could be for as long as needed, on a one-off or repeat basis.
- Care home – offers short stays, often called respite care, to the person you care for.

The option you choose will depend on your needs, circumstance and urgency. Please contact us, so we can help you find the best option for you.

We can offer carers breaks for individuals who meet the eligibility criteria. Both you and the person you care for will need to have a care and support assessment. The assessment will take your wishes into account, as well as the needs of the person you care for. See page 56 for information about assessments.

If you prefer to arrange support for the person you care for independently, the following pages may help. See page 12 for community-based support; page 33 for home care providers and page 93 for care homes and care homes with nursing.

For more information or to request a carers' assessment call: **0300 131 2 131**, email: social.care@northyorks.gov.uk or visit: www.northyorks.gov.uk (search 'Carers').



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 and provides guidance about meeting your care and support needs. It recommends whether a full assessment of your needs might be helpful.

The most convenient way to do this is online or, if you're unable to go online, you can contact

our 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.

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 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.

Anyone can request an assessment which is free of charge, even if you're 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** (search 'Request involvement').

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 80 for information about advocacy.

Will there be a charge for services provided?

While an assessment is free of charge, there may be a charge for any services that are provided; for a full description about charging for services, see the information titled 'Paying for care' beginning on page 59.

You can start the assessment process by completing the care and support initial assessment online at: **<https://myaccount.northyorks.gov.uk>** or, if you're unable to go online, contact our Customer Service Centre on: **0300 131 2 131**.

Intermediate Care Service

Supporting your independence at home

North Yorkshire's Intermediate Care Service helps individuals regain or maintain independence at home. Whether you're recovering from a hospital stay or finding daily tasks more challenging, our team provides short-term, tailored support to help you relearn essential skills such as personal care and meal preparation.

What to expect

- Support is typically provided for a few days to a few weeks.
- Each care plan is personalised to help you achieve your goals.
- Many people regain independence and require little to no social care support moving forward.

Equipment and adaptations

- Staff may recommend alternative ways to carry out tasks to promote independence.
- Equipment may be suggested to support daily living – some items may be provided, while others may need to be purchased.
- We encourage the use of Assistive Technology and Lifelines (see page 21).

Planning for ongoing support

- We will help co-ordinate any long-term care needs and advise on potential costs.
- For details on financial assessments and care charges, see page 59.

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

In North Yorkshire, we work closely with the NHS to ensure that people in hospital are discharged safely and can return to home life as quickly as possible. Our Intermediate Care Hub can help with information and advice when you're ready to be discharged from hospital.

No matter which hospital you're in, you can request an assessment of your needs to help you stay independent and confident when you return home. This initial assessment for a time-limited service is relatively short; a more detailed assessment will be completed once you're home. We support a home first ethos and want you to return home for your recovery wherever possible; however, sometimes a short stay in a care home is needed and will be arranged for discharge.

The initial assessment involves a discussion about your needs, the outcomes you want to achieve and the support you may require to maximise your independence to help you live safely at home.

Where a service is chargeable, the exact amount you're charged will be determined based on a financial assessment.

If prior to admission, you already had 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. Where possible, we will aim to restart your previous package of care, to speed up the discharge process.



→ 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 signpost 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 can help those leaving hospital to be more confident and comfortable when returning home.

Support can be provided for up to four weeks, depending on an eligibility assessment. Over this

period, the team can assist in re-building confidence and independence, helping ease the return home.

The team can make an initial home visit to discuss any immediate concerns. The short-term support provided will vary according to individual circumstance and need

For more information, visit: **www.carersresource.org/hospital-related/home-from-hospital** (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. 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 your wellbeing.

After your assessment, we will explain whether you're 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're eligible for social care support from us

We will complete a financial assessment to understand whether you will need to pay some or all of the cost of the support. This will depend on your income and any savings you may have. See page 59 for more information on financial assessments.

If your level of needs means that you're not eligible for support from us

We will offer free advice and information and connect you with other organisations and services in your community that may be able to help. This could be face-to-face, over the phone, in writing or a combination: whichever suits you best.

You may find useful services and organisations at: **<https://northyorkshireconnect.org.uk>**



Carers' eligibility

A carer is someone who, without payment, provides help and support to a friend, neighbour or relative who cannot manage without their help due to frailty, illness or disability. Carers can have an assessment to see whether they are eligible for local authority support. Visit: **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?

If a carer does not meet the eligibility criteria, we will offer free advice and information and connect them 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, whichever suits them best.

The Care Act 2014

The Care Act 2014 helps improve people's independence and wellbeing. It requires local authorities (in this case North Yorkshire Council) to provide or arrange services that help prevent people developing needs for care and support or delay the need for ongoing care and support.

The Care Act 2014 outlines in one place, local authorities' duties in relation to assessing people's needs and their eligibility for publicly funded care and support. For more information about the Care Act, see the Department of Health and Social Care's guidance at: **www.gov.uk** (search 'Care and support statutory guidance').

If your needs change

You can always ask for a reassessment. Speak to your social care worker or contact our Customer Service Centre by calling: **0300 131 2 131** or emailing: **social.care@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 56 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're thinking about the care options that are right for you or the person you care for.

In most cases, if you're eligible for our support, we will provide you with a short period of care and support in your own home. This is the Intermediate Care Service which is discussed in more detail on page 57. 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 62 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 aren't 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're receiving all the welfare benefits to which you may be entitled; they will help you to claim these if appropriate.



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** (search 'Paying for care').

This will give you an indication of any contribution. However, please don't 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're 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, 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 don't receive services for a while?

You will only pay for services you receive. If you

don't receive any services for a while, for example, if you're in hospital, then you don't pay. It is important that you notify your social care worker if you're not receiving a service to ensure you're 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're being charged for on your invoice.

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 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're assessed if you're 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're under State Pension age).
- Pension Credit (if you're over State Pension age).
- Savings Credit (if you're over State Pension age).
- Attendance Allowance (if you're over State Pension age).
- Disability Living Allowance or Personal Independence Payment (if you're under State Pension age).

As part of your financial assessment, the Benefits, Assessment and Charging Team will help you to claim these, if you're 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 64. 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're 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're 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're 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, visit: **www.moneyhelper.org.uk/en**

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: **<https://societyoflaterlifeadvisers.co.uk>**

If you're thinking about care options, you may be entitled to some of the following financial assistance and support, subject to a needs assessment.

12-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 12-week property disregard period.

Deferred Payment Agreements

After the 12-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** (search 'Disability Living Allowance' or 'Personal Independence Payment').



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

Whether you're 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. A decision about eligibility should usually be made within 28 days of a referral being made to the NHS Integrated Care Board (ICB). Whilst this process is ongoing, you may receive four-weekly invoices from North Yorkshire Council Health and Adult Services. Until you're found eligible for NHS CHC,

the invoices issued must be paid. If you're found to be eligible, you will be refunded.

If you're already receiving support from us, your social care worker will be able to give you more information about NHS CHC. Your GP or community nursing service should be able to give you advice or make a referral with you if you're not currently receiving support from us.

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 63.

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 63). 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 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.

You may need to make a financial contribution towards your Personal Budget depending on your circumstances; see page 59. 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. See the following section for more information.

Direct Payments

If you're assessed by our social care assessment team and need support with daily tasks, you can choose to take some, or all, of your Personal Budget as a Direct Payment.

This is an amount of money we will give you on a regular basis. We will pay the money into a dedicated bank account, in your name, for the sole purpose of using this money to pay for your care and support. You can manage this bank account yourself or, if you prefer, we will support you to open a managed bank account.

When you receive the Direct Payment, you can then decide yourself which services you want to use and buy, how they will support you and when. This gives you more flexibility and control to employ someone you like and trust to support you rather than us arranging the services for you.

The amount of money you receive will depend on the assessment of your social care needs.

Unlike healthcare, social care for adults is not free and you will be asked to complete a financial assessment to calculate what you can afford to pay towards the cost of your care and support. This is called a contribution. For more details on financial assessments, see page 59.

When your care and support plan and the amount of money you need to buy care and support is agreed, we will ask you to sign a Direct Payment agreement. The money will then be paid directly to your dedicated bank account less the amount you may be financially assessed to contribute. This does not affect any other benefits you may receive. →



➔ What you can buy with Direct Payments

The Direct Payment money you receive can only be spent on services and equipment which are lawful, keep you safe and help you with your agreed social care needs.

You can use Direct Payments to pay for:

- Employing your own staff – sometimes called personal assistants – to help with personal care, social activities, maintaining relationships and support around the home.
- Services from a care and support agency.
- Services from voluntary and community organisations.
- Arranging short breaks.
- Assistive equipment for your home.
- Support to live a healthy lifestyle.

You cannot use Direct Payments to pay for:

- Permanent residential and nursing care.
- NHS services or health equipment.
- Employing someone living in the same household as you.
- Services provided by North Yorkshire Council.
- Personal household items.
- Accommodation and housing costs.
- Alcohol, drugs and gambling.
- Drinks, food items and meals.

Your social worker will provide more information about what you can and cannot spend your Direct Payment on, depending on your individual circumstances.

Using your Direct Payment

Direct Payments give you more choice and control, but you, or the person you choose to manage your Direct Payments, are still accountable to us for how the money is spent. You will need to keep records of how your Direct Payment is spent and share these records with us on a regular basis.

If you choose to receive a Direct Payment, you're taking on the responsibility of buying and arranging your own support. This might include responsibilities as an employer.

If you're financially assessed to pay a contribution, you will need to arrange to pay this into your Direct Payment bank account either weekly or four-weekly. Setting up a standing order from your personal account is usually the easiest way.

Request a Direct Payment

You can get a Direct Payment if:

- You have assessed eligible social care needs.
- You can make decisions for yourself.
- You can manage a Direct Payment alone or with help.
- It will help you to meet your assessed eligible needs.

If you, or a child you care for, already receive care and support services, you can speak to your social worker who can explain how a Direct Payment may work for you.

If you're requesting services for the first time, your social worker should discuss Direct Payments with you when they assess your social care needs. To request a new assessment, contact our Customer Service Centre on: **0300 131 2 131**.

You will need to work out a care support plan with your social worker to show how your support needs will be met.

A dark blue banner with a large green checkmark on the right side. The text 'Tell us what you think' is in white, with a small green checkmark icon next to it. Below this, 'Share your feedback' is in green, followed by 'Take our five minute survey' in white. On the right, two survey questions are listed: 'What have you found useful?' and 'What could we do better?'. At the bottom, the CareChoices logo and website URL are displayed.

Tell us what you think 

Share your feedback
Take our five minute survey

⊙ What have you found useful?
⊙ What could we do better?

 **www.carechoices.co.uk/reader-survey**

Additional support

If you choose to receive a Direct Payment, you will be allocated a direct payments adviser to help you manage your payments. They will offer you support, information and advice about all aspects of your Direct Payment, including:

- Costing your care and support.
- Recruiting personal assistants.
- Employer responsibilities and contracts.
- Registering with a payroll provider.
- Buying services from agencies.
- Setting up a dedicated bank account.

- Connecting you to other Direct Payment users.
- Submitting information to show us how your Direct Payment is spent.
- Reviews to discuss how your Direct Payment is working for you.

At any time, you can decide to stop receiving Direct Payments and ask to receive support in a different way. You should discuss this with your social worker or your direct payments adviser.

What do I do next?

If you're interested in Direct Payments, call our Customer Service Centre on: **0300 131 2 131** or email: **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'. Extra care housing are usually purpose-built schemes which offer a choice of accommodation such as flats or bungalows for rent, shared ownership or sale.

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 social care and support needs assessed. An allocations panel decides who is offered accommodation.

Extra care listings

There are 28 schemes across North Yorkshire which are owned and managed by a number of housing associations. All schemes are home to a mix of residents requiring various levels of support. For more information about extra care housing and the most up-to-date list, visit: **www.northyorks.gov.uk** (search 'Extra care housing schemes').

Scarborough, Whitby and Ryedale Bransdale View

Ashwood Close, Helmsley YO62 5FE
Tel: **0370 192 4224**

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

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

Filey Fields Court

2 North Cliff Drive, Filey YO14 9BX
Tel: **0345 608 4021**

Jazz Court

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

Mickle Hill

Malton Road, Pickering YO18 7NB
Tel: **01751 440970**

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: **0300 131 7937**

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, 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
Tel: **01524 884552**

Eller Beck Court

Raikes Road, Skipton BD23 1NZ
Tel: **0370 192 4669**

Limestone View

Lower Greenfoot, Settle BD24 9RB
Tel: **0370 192 4662**

Woodlands

Woodlands Drive,
Skipton BD23 1QU
Tel: **01756 791860**

Hambleton

Fry Court, Newton Road,
Great Ayton TS9 6BQ
Tel: **0370 192 4255**

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 767900**

Springhill Court

Manor Road, Easingwold YO61 3AS
Tel: **0370 192 4640**

Town Close

North Road, Stokesley TS9 5DH
Tel: **01642 717730**

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**

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. Typically, these are the following.

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 63 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

Close care housing is 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). Visit <https://eac.org.uk>

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 is 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're 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 65.
- 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 be thinking about moving out of your family home. You could live on your own with support or share a home with others where everyone has support. This support can help you learn skills like cooking, cleaning, travelling and money management as well as how to take care of your health.

Moving into your own home can give you more independence and choice. We want to help more people access these options. There are other choices too, such as Adult Placement or Shared Ownership schemes 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 65.

Our social care workers and NHS community nurses who specialise in learning disabilities can 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

After assessing your needs, you might 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** (search 'Supported employment service').

The support you need 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.

If eligible for our 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 29 for more information.

Sensory services

The countywide Sensory Service comprises sensory social workers, communicator guides for people with dual sensory impairment and rehabilitation officers for people who are visually impaired. 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 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 support considered will depend on the individual, their desired outcome and the eligibility 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 before we consider any need for long-term support.

Mental health

We work in partnership with health trusts and other organisations throughout the county to provide specialist mental health services to support people with mental-wellbeing needs.

Mental wellbeing and 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.

NHS mental health support

Your GP surgery should be your first point of contact if you are worried about your mental health. They will be able to offer you advice and/or treatment, such as prescribing medication that could be helpful. Many surgeries have First Contact Mental Health Practitioners available to book an appointment with, and Social Prescribers who can help to link you with community services.

You can self-refer to NHS North Yorkshire Talking Therapies for access to short-term talking therapies for mild to moderate common mental health problems. Visit:

www.northyorkshiretalkingtherapies.co.uk

In Craven, visit: **www.bdctalkingtherapies.nhs.uk** or call: **01274 221234**.

In some circumstances you may require onwards referral to more specialist community mental health teams, which usually requires a referral by your GP.

Further information on local NHS services can be found via your local NHS Trust. Visit:

www.tewv.nhs.uk/services/mental-health-support

In Craven, visit: **www.healthyminds.services**

Urgent support

If you're experiencing urgent difficulties with your mental health and would like some support, refer to the following services.

NHS 111

In a mental health crisis, call: **111** and select option two, available 24/7.

First Response

In Craven you can access First Response for urgent mental health support by calling: **0800 952 1181**.

Samaritans

If you need urgent support or feel suicidal, call the Samaritans. Open 24/7.

Tel: **116 123**

Web: **www.samaritans.org/how-we-can-help**

Shout

Shout offers a confidential 24/7 text service providing support if you're in crisis and need immediate help.
Text SHOUT to: **85258**.

Other Support

Hear to Help

Helpline for those struggling with emotional wellbeing.

Tel: **01423 814480**

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

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

Papyrus

Provides support for younger people struggling with suicidal thoughts via its HOPELINE247.

Tel: **0800 068 4141**

Text: **88247**

Email: **pat@papyrus-uk.org**

Web: **www.papyrus-uk.org**

Campaign Against Living Miserably (CALM)

Suicide Prevention helpline with a webchat service. Open from 5.00pm to midnight.

Tel: **0800 585858**

Visit: **www.thecalmzone.net**

For more details about local mental health support visit: **www.northyorks.gov.uk** (search 'Local mental health').

There are lots of national support organisations and charities that can also help people with mental ill health, for example, Mind; contact details are on page 85.



If someone's mental health is significantly affecting their ability to live independently, they may require further assessment by a Social Worker under the Care Act (2014). Also, if you're caring for someone who is struggling with their mental health, you may be entitled to a Carers' Assessment.

Dementia

Dementia affects everyone differently and can cause a wide range of symptoms, such as 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. You should contact your GP first if you're experiencing problems with your memory. The GP may refer you to the memory assessment service for a formal diagnosis.

After 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.

A range of services are available to support a person with a diagnosis of dementia living in their own home. Dementia support services 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, eating and drinking, carer-breaks services, advice on technology, equipment and adaptations, among others.

Our dementia support services are provided by Dementia Forward across North Yorkshire. For further information about services that could

help you, visit: **www.dementiaforward.org.uk**

These services can be provided directly by registered providers to those people who aren't 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're thinking about moving 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 67.

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 actions of the person with dementia can also be beneficial and trained staff can offer this service within many care establishments.

See the residential dementia care checklist on page 79 for a list of useful questions to ask when looking at care homes for people with dementia.



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

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

Boroughbridge Manor
Boroughbridge, YO51 9LW
01423 582438

Leeming Bar Grange
Northallerton, DL7 9AU
01677 628301

Meadowbeck
Osbalwick, York, YO10 3SJ
01904 569037

Mulberry Court
Sipton Road, YO30 5PD
01904 275030

Mount Vale
Northallerton, DL7 8UE
01609 801353

Ouse View
Fulford, York, YO19 4QT
01904 275031

Residential care • Nursing care • Dementia care • Respite care and short breaks
Hair & beauty salon • En-suite bedrooms • Landscaped gardens • Café

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're 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're 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, 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 84.

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** along with the quality ratings. Further information about the CQC can be found on page 82.

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** where you will find details of all registered care homes in the UK.

Alternatively, this Directory's website: **www.carechoices.co.uk** has details of all registered care providers in England.



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. Currergate has a new 15 bed extension opened in 2024. All rooms are spacious and with ensuite facilities.

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

Head office: Victoria House, 66-70 Bingley Road, Saltaire, Shipley BD18 4DJ Telephone: 01274 599564

Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

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

Staff

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

Are staff respectful, friendly and polite? ☐ ☐ ☐

Do staff have formal training? ☐ ☐ ☐

Are the staff engaging with residents? ☐ ☐ ☐

Activities

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

Is there an activities co-ordinator? ☐ ☐ ☐

Does the home organise any outings? ☐ ☐ ☐

Are residents escorted to appointments? ☐ ☐ ☐

Do the residents seem entertained? ☐ ☐ ☐

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

Life in the home

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

Can you bring your own furniture? ☐ ☐ ☐

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

Are there restrictions on going out? ☐ ☐ ☐

Is there public transport nearby? ☐ ☐ ☐

Does the home provide any transport? ☐ ☐ ☐

Can you make/receive calls privately? ☐ ☐ ☐

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

Does the home allow pets? ☐ ☐ ☐

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

Personal preferences

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

Is the décor to your taste? ☐ ☐ ☐

Are there restricted visiting hours? ☐ ☐ ☐

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

Does the home feel welcoming? ☐ ☐ ☐

Catering

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

Does the menu change regularly? ☐ ☐ ☐

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

Can you have food in your room? ☐ ☐ ☐

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

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

Can visitors join you for meals? ☐ ☐ ☐

Fees

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

Are fees likely to change regularly? ☐ ☐ ☐

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

Could you have a trial period? ☐ ☐ ☐

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

Can you handle your own money? ☐ ☐ ☐

*See page 82.

9.7

Anchor average
review score
carehome.co.uk*

"She has made many good friends and enjoys all the great and varied activities on offer. Mill House staff are friendly and professional and like family. The building is spacious and clean - feels like home."

R W | Daughter of The Mill House
Resident | Feb 26

"She has made many good friends"

Simple acts of kindness reflect the personalised care we offer, where every resident is treated not just with dignity, but with warmth and affection.

Considering care?

visit www.MillHouseSkipton.org.uk

The Mill House care home | Sackville Street, Skipton, BD23 2PR | 01756 340 275

visit www.ManorHouseKnaresborough.org.uk

The Manor House Knaresborough care home | 1 Hambleton Grove, Knaresborough,
HG5 0DB | 01423 205 453

*carehome.co.uk score correct as at 30.03.26.

The
Mill House
SKIPTON | YORKSHIRE

The
Manor House
KNARESBOROUGH | YORKSHIRE

Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

We suggest you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 77. You can download and print this checklist at: www.carechoices.co.uk/checklists

Design

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

Choices

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

Activities

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

Health

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

Staff

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

Approach to care

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

*See page 82.

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/db**](https://www.gov.uk/db)

Advocacy

Advocacy gives people a voice when they find it hard to express their views, but moreover, an advocate will make sure that decisions are about you.

North Yorkshire Independent Advocacy Service is delivered by Cloverleaf. It offers 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're 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 – see page 10. If you're not eligible for independent advocacy, Cloverleaf can help you find alternative sources of support, information and advice.

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're treated by staff to the quality of the food you're 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're 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're 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 Customer Feedback Team at: **HAS.Feedback@northyorks.gov.uk**.

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're unhappy with our response to your complaint, you can contact the Local Government and Social Care Ombudsman (LGSCO) for further advice.

If you have arranged and funded your care without our involvement and you're unhappy with the response to your complaint by the service provider, you can contact the LGSCO for advice. The LGSCO 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**

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 you provide when looking at individual services to ensure quality and safety standards are being met. See page 82 for more information.

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. Some charities offer free wills in return for a donation at the time or in the will.

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 in advance 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 don't 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**

Inspecting and regulating care services



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

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

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

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

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

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

www.cqc.org.uk/give-feedback-on-care

CQC assurance

The CQC assurance framework for adult social

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

The CQC assessment

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

- Working with people.
- Providing support.
- Ensuring safety.
- Leadership.

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

Tel: **0300 061 6161**

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

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

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

North Yorkshire Council has created a series of approved-provider lists for residential and nursing care homes, home-based support, community-based support and supported living. The latest information can be found at: **www.northyorks.gov.uk** (search 'Adult social care service providers').

We have, with input from the independent, voluntary and community service sectors, developed quality-assurance frameworks, which allow us to see how providers are performing during quality assurance visits.

These visits assess the work care providers do on a day-to-day basis and aim to complement, rather than duplicate, other organisations such as the

CQC. These frameworks are also a useful tool for providers to self-audit and make improvements themselves.

Palliative and end of life care

Palliative care

Refers to 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 means that you just tell us once and we'll 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 or you can contact our Customer Services Centre on: **0300 131 2 131**.



Search for care in your area

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

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



www.carechoices.co.uk



 CareChoices

Useful contacts

Useful local contacts

North Yorkshire Council

Customer Service Centre

Tel: **0300 131 2 131**

Adult Social Care Complaints

Tel: **01609 532638**

Email: **HAS.Feedback@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

Web: **<https://humberandnorthyorkshire.icb.nhs.uk>**

Patient queries, comments and complaints

The Experience Team, Humber and North Yorkshire
ICB, Health Place, Wrawby Road, Brigg DN20 8GS

Tel: **01482 957750**

Email: **hnyicb.experience@nhs.net**

Useful national contacts

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: **<https://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**

Email: **help@aamail.org**

Web: **www.alcoholics-anonymous.org.uk**

Alzheimer's Society

The charity provides support for anyone concerned about someone experiencing memory loss or dementia.

Tel: **0333 150 3456** (Dementia support line).

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

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

Tel: **01245 237548**

Email: **info@dementiaadventure.org**

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

FirstStop Care 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@firststopcareadvice.org.uk**

Web: **www.firststopcareadvice.org.uk**

Mankind

This is a national organisation providing information and support to men suffering from domestic abuse.

Tel: **0808 800 1170**

Web: **https://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 aiming 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: **https://refuge.org.uk**

Relate

Relationship counselling.

Web: **www.relate.org.uk**

Royal British Legion (RBL), The

The RBL helpline can provide information and referral support to veterans, and their friends and family. There is also an online chat available to those in need. The helpline, online chat and email is open Monday to Sunday, 8.00am to 8.00pm.

Tel: **0808 802 8080**

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

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

Samaritans

Tel: **116 123** • Web: **www.samaritans.org**

SANE

A telephone helpline for people affected by mental illness.

Tel: **0300 304 7000**

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

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: **https://england.shelter.org.uk**

Silver Line, The

The Silver Line is a free confidential helpline providing information, friendship and advice to older people, open 24/7. 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**



➔ **Support for veterans directory**

A directory listing organisations that provide support to veterans of the UK armed forces and their families.

Tel: **0808 802 1212**

(open Monday to Sunday, 8.00am to 8.00pm).

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

Libraries

North Yorkshire Council's Libraries offer a range of services and events, visit: **www.northyorks.gov.uk/leisure-tourism-and-culture/libraries** to find out more information about a library in your area. Our libraries help people to help themselves by providing access to:

- Accredited health information.
- Health signposting.
- Social and recreational activities.
- Volunteering opportunities that keep people active.

Home library service

We deliver books, audiobooks, DVDs and information to the homes of people who find it difficult to get to their local library.

Teams of volunteers deliver the books, based on your interests, once a fortnight. You can also arrange for your own volunteer to collect your books from the library.

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're a carer. We deliver to people who live in residential and nursing homes, too.

You can email: **libraries@northyorks.gov.uk**, call: **01609 533800** 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.

Memory bags

The bags include books and activities to encourage conversations between people with memory loss and their family and friends, and can be reserved from any of the libraries in North Yorkshire. Each bag is slightly different, but includes books from the Reading Well for Dementia collection, fidget toys, memory activities, painting, games and information on support organisations.

Memory Bags can be borrowed free of charge for three weeks, using a North Yorkshire library card.

Mobile Library

North Yorkshire's mobile library carries around 1,500 items, including books and audiobooks. It offers free wi-fi and the team are always happy to help. The mobile library hosts outreach sessions in partnership with public health, early years' teams and other council services. Follow the mobile library on Facebook for updates.

Tel: **10609 533878**

Email: **mobilelibrary@northyorks.gov.uk**

Facebook: **www.facebook.com/NYMobileLibrary**

Local libraries

Barlby Library and Community Hub

Howden Road, Barlby, Selby YO8 5JE

Tel: **01757 705458**

Email: **barlbylibraryvolunteers@yahoo.co.uk**

Bedale Community Library

2 North End, Bedale DL8 1AA

Tel: **01609 534573**

Email: **library@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**

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**

Boroughbridge Community Library and Resource Centre

17 St James Square, Boroughbridge,
York YO51 9AR

Tel: **01609 536629**

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

Catterick Community Library

Gough Road, Catterick Garrison DL9 3EL

Tel: **01609 534595**

Email: **catterick@craccl.org**

Colburn Community Library

The Broadway, Colburn, Catterick

Garrison DL9 4RF

Tel: **01609 534592**

Email: **colburn@craccl.org**

Crosshills – South Craven Community Library

Main Street, Crosshills,

Keighley BD20 8TQ

Tel: **01609 534502**

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

Derwent Valley Bridge Community Library

3 Pickering Road, West Ayton,

Scarborough YO13 9JE

Tel: **01609 536155**

Email: **derwentvalleybridge@gmail.com**

Easingwold Community Library

Market Place, Easingwold, York YO61 3AN

Tel: **01609 534584**

Email: **ecl.generalenquiries@gmail.com**

Eastfield Community Library – More Than Books

High Street, Eastfield,

Scarborough YO11 3LL

Tel: **01609 536133**

Email: **morethanbooks10@gmail.com**

Embsay-with-Eastby Community Library

The Institute, Main Street,

Embsay-with-Eastby, Skipton BD23 6RE

Tel: **01609 532129**

Email: **embsaylibrary@outlook.com**

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**

Grassington Hub and Community Library

Garrs Lane, Grassington,

Skipton BD23 5AT

Tel: **01756 752222**

Email: **libraries@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: **communitylibraryingleton@outlook.com**

Kirkbymoorside Library – CLIC @

Kirkbymoorside

Church House, 7 High Marketplace,

Kirkbymoorside, York YO62 6AT

Tel: **01609 534557**

Email: **kirkbylibrary@outlook.com**

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: **clerk@leyburntowncouncil.gov.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**

Newby and Scalby Library and Information Centre

450 Scalby Road, Newby, Scarborough YO12 6EE

Tel: **01609 534059**

Email: **snltrustees@gmail.com**

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**

Pickering Library

The Ropery, Pickering YO18 8DY

Tel: **01609 533624**

Email: **pickering.library@northyorks.gov.uk**

Richmond Community Library

10A Queen's Road, Richmond DL10 4AE

Tel: **01609 534580** • Email: **richmond@craccl.org**

Ripon Library

The Arcade, Ripon HG4 1AG

Tel: **01609 536623**

Email: **ripn.library@northyorks.gov.uk**

Scarborough Library

Vernon Road, Scarborough YO11 2NN

Tel: **01609 536602**

Email: **scarborough.library@northyorks.gov.uk**

Selby Library

52 Micklegate, Selby YO8 4EQ

Tel: **01609 534521**

Email: **selby.library@northyorks.gov.uk**

Settle Community Library

Limestone View, Lower Greenfoot, Settle BD24 9RB

Tel: **01609 534535**

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

Sherburn And Villages Community Library

Finkle Hill, Sherburn-in-Elmet LS25 6EA

Tel: **01609 536033**

Email: **sherburn.library@siect.uk**

Skipton Library

High Street, Skipton BD23 1JX

Tel: **01609 534548**

Email: **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**

Stokesley Community Library – The Globe

Town Close, North Road, Stokesley TS9 5DH

Tel: **01609 533461**

Email: **library.theglobe@gmail.com**

Tadcaster Community Library

Station Road, Tadcaster LS24 9JG

Tel: **01609 534525**

Email: **tadcastercommunitylibrary@gmail.com**

Thirsk Community Library

Meadowfields, Chapel Street, Thirsk YO7 1TH

Tel: **01609 534589**

Whitby Library

Windsor Terrace, Whitby YO21 1EY

Tel: **01609 534350**

Email: **whitby.library@northyorks.gov.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



70k+

people in the UK have been diagnosed with young onset dementia. It has been estimated that many people are still awaiting a diagnosis.

2-5

is the average number of consultants a person will have to see before a young onset dementia diagnosis is made.

4.4 years

is the average time it takes in the UK to receive a young onset dementia diagnosis.

"When dementia was first mentioned, I didn't want to believe it. Dad's only 48."

From misdiagnosis and lengthy wait times to an absence of support and a lack of understanding, those living with young onset dementia deserve better.

The Manor at St Catherine's in York is the only dedicated young onset dementia home in our region, and one of only a handful nationwide, providing vital and much needed age-appropriate care in our state-of-the-art home. Here at The Manor, we have a deep understanding of how to tailor the care and social needs of those living with young onset dementia, as well as offering individuals and their loved ones advice and support, every step of the way.

To find out what The Manor could offer you or a loved one, or to order our enquiry pack full of useful resources and information, scan the QR code or contact our friendly New Care Enquiries Team on:

0191 694 1052

enquiries@wellburncare.co.uk

The Manor.

Or explore more at:

dementia-wellburncare.co.uk

And follow us at:

@ dementia_wellburncare

Follow us:

f @WellburnCare

Call our
New Care Enquiry
Team today!

Are you or a loved one considering a care home?

Here at family-run Wellburn, we curate homes that offer our residents luxury, comfort and a real 'home from home' feeling.



Scan the QR code to find out more about our care homes based in Yorkshire.



Grimston Court
Hull Road, York,
YO19 5LE



Riverhead Hall
Beechwood Lane, Driffeld,
YO25 6NU



Nightingale Hall
Seagrim Crescent, Richmond,
DL10 4UB



St Catherine's
1 East Lane, Shipton, York
YO30 1AH

For all of this and so much more, look no further than our care homes based in Yorkshire, each set in beautiful surroundings and designed to offer comfort and care.

Located on your doorstep, we're here to help you mark the start of an exciting new chapter in yours or your loved one's life. And with so many care options, including permanent, respite and day care, as well as a six-week trial period package, we'll always find the right level of care, tailored to suit your needs. Discover what our care homes can offer you or a loved one.

Discover more about us at:

wellburncare.co.uk

Or call our New Care Enquiry Team on:

0191 694 1052

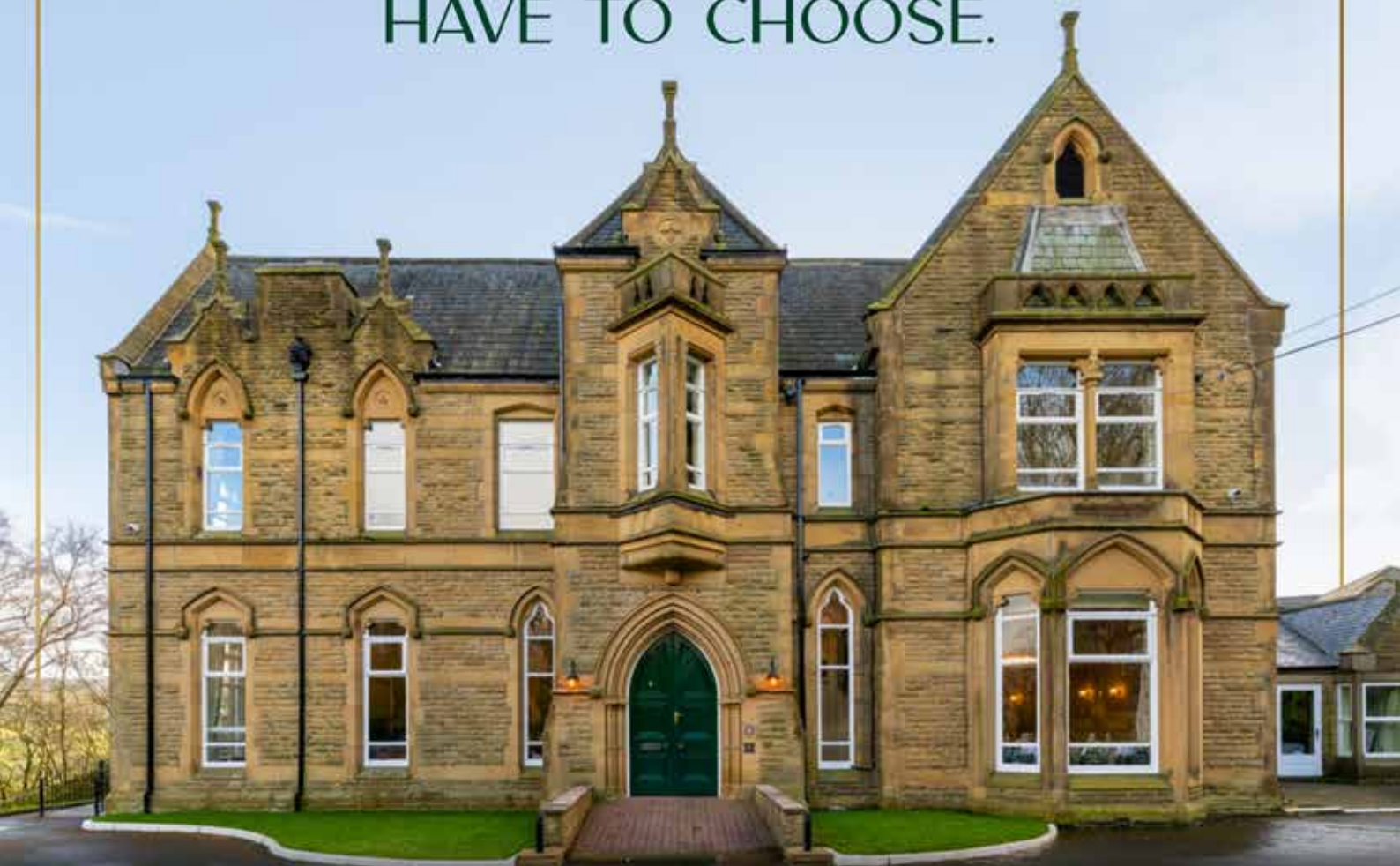
Your kind of home


WELLBURN
CARE HOMES

SOME RESIDENCES OFFER LUXURY.

SOME PROVIDERS OFFER
AWARD-WINNING CARE.

WE BELIEVE YOU SHOULDN'T
HAVE TO CHOOSE.



THORNTON HILL
CARE HOME

FOR THOSE WHO WANT THE
BEST FOR THEIR LOVED ONE.

Thornton Hill Care Home is a newly opened luxury care home,
created by an **award-winning** independent care provider.

FIND US

Church Road, Thornton-in-Craven
Skipton, BD23 3TN

CONTACT US

office@thorntonhill.co.uk
01756 634125

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: 01535 286830

OP MH YA

Carleton Court Residential Home Ltd

Carleton Road, Skipton BD23 2BE

Tel: 01756 701220

OP D YA

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 340138

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

Mill House, The

Sackville Street, Skipton BD23 2PR

Tel: 1756 340 275 **Advert page 78**

OP D YA

Thornton Hill Care Home

Church Road, Thornton In Craven,

Skipton BD23 3TN

Tel: 01756 634125 **Advert page 92**

OP

Townend Close

Victoria Road, Crosshills,

Keighley BD20 8SZ

Tel: 01535 920253

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, Glusburn, Keighley BD20 8PL

Tel: 01535 633312

OP D PD MH YA

Craven Nursing Home Ltd

Keighley Road, Skipton BD23 2TA

Tel: 01756 700994

OP D

Dales, The

Draughton, Skipton BD23 6DU

Tel: 01745 274222

OP D PD MH YA

Ingleborough Nursing Home

1 High Street, Ingleton, Carnforth LA6 3AB

Tel: 01524 241593

OP D PD

Malsis Hall – Mental Health

Care Home with Nursing

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 635793

OP D YA

Threshfield Court

Station Road, Threshfield, Skipton BD23 5ET

Tel: 01756 611572

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

Our dedicated team at Ruby Lodge Care Home are on hand 24 hours a day to provide the highest standards of care and support in a luxury setting.

Care We Provide:

• Residential Care • Dementia Care • Short-term Respite Stays



Enquire today

01904 937 449

Inspiration Way, Sowerby, Thirsk,
North Yorkshire, YO7 1TS
www.countrycourtcare.com



For more information about care homes with nursing, see page 75.

See the checklist on page 77 for useful questions to ask when looking at care homes.



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

Got a question? We're here to help!

 @weareMFON

 @weareMFON

 @wearemfon

 @My-Family-Our-Needs



www.myfamilyourneeds.co.uk



hello@myfamilyourneeds.co.uk



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

Check out our new SEND guide for the South East!

Benkhill Lodge

38 Benkhill Drive, Bedale DL8 2ED
Tel: 01677 422407

OP D YA

Copperclay Mews

Copperclay Walk, Easingwold, York YO61 3QN
Tel: 01302 866906

LDA YA

Hambleton Grange

Station Road, Thirsk YO7 1QH
Tel: 01845 523837

OP D

Heath Lodge Community Haven

York Road, Boroughbridge, York YO51 9EW
Tel: 01423 882970

OP D PD MH SI

Leeming Bar Grange Care Home

Leeming Lane, Leeming Bar,
Northallerton DL7 9AU
Tel: 01677 628301 **Advert page 74**

OP D PD

Millings, The

5 North End, Bedale DL8 1AF
Tel: 01677 423635

OP

Northfield House

Stockton Road, Knayton, Thirsk YO7 4AN
Tel: 01845 421475

LDA YA

Oaklands

59b Leeming Lane, Leeming Bar,
Northallerton DL7 9RR
Tel: 01677 455451

OP LDA YA

Royal Mencap Society – 2 Conroy Close

Easingwold, York YO61 3NS
Tel: 01347 821488

D PD LDA

Ruby Lodge Care Home

Inspiration Way, Sowerby, Thirsk YO7 1TS
Tel: 01904 937449 **Advert page 94**

OP D

Sowerby House

Front Street, Sowerby, Thirsk YO7 1JP
Tel: 01845 525986

OP D PD YA

Advert page 114 & inside back cover

St Catherine's Care Home

1 East Lane, Shipton-by-Beningborough,
York YO30 1AH
Tel: 01904 470644 **Advert pages 90, 91**

OP D YA

Valley Road – Resource Centre

65a Valley Road,
Northallerton DL6 1SH
Tel: 01609 533394

OP PD LDA MH SI YA

Hambleton care homes with nursing

Alne Hall – Care Home with Nursing Physical Disabilities

Alne, York YO61 1SA
Tel: 01347 838295

OP D PD LDA YA

Bedale Grange Care Home

28 Firby Road, Bedale DL8 2AS
Tel: 01677 422980

OP

Beechwood Care Home

Romanby Road, Northallerton DL7 8FH
Tel: 01609 777733

OP D

Greenwell House Care Home

7-9 Wycar, Bedale DL8 1ER
Tel: 01677 424012

OP

Kensington Care Home

Finkills Way, Northallerton DL7 8UB
Tel: 01609 711120

OP D PD MH SI YA

Mount Vale

Yafforth Road, Northallerton DL7 8UE
Tel: 01609 801353 **Advert page 74**

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

OP D PD MH SI YA

Prestige Care (Riverdale) Ltd

Riverdale Manor, Blind Lane, Bedale DL8 1BW
Tel: 01642 200710

OP D YA

Southwoods Nursing Home

28 Thirsk Road, Northallerton DL6 1PH
Tel: 01609 258288

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

Aire House

6 Westcliffe Grove, Harrogate HG2 0PL
Tel: 01423 509285

OP LDA MH YA

Avenue Knaresborough, 1, The

Knaresborough HG5 0NL
Tel: 01423 546326

PD LDA SI 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 582438 **Advert page 74**

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

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 339513

LDA

Crest Care Home, The

32 Rutland Drive, Harrogate HG1 2NS
Tel: 01423 563113

OP D PD MH YA

Doublegates Green, 47 – United Response

Ripon HG4 2TS
Tel: 01765 607381

PD LDA

East Park Road Harrogate, 2

Harrogate HG1 5QT
Tel: 01423 546326

OP PD LDA SI YA



Redefining the Standard of *Care in Harrogate*

Our beautifully designed home offers exceptional general nursing care, alongside residential, residential dementia and respite care, all delivered by a highly skilled clinical team and supported by a fulfilling wellbeing programme and first-class facilities.

From support with medical needs to 24/7 reassurance for families, our care is tailored to each resident - ensuring dignity, comfort and peace of mind at all times.

Set within a 5-star hotel-like environment, rated 9.9 out of 10 by families, and recognised as Best New Care Home at the Care Home Awards 2025, Fairfax Manor offers something truly special: excellent care that respects individuality and promotes a meaningful life.

If this feels right for you, we'd love to hear from you.



Fairfax Manor Care Home, Wetherby Road, Harrogate, HG2 7SA

Call *Fairfax Manor*: 01423 462347

lovettcare.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

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 PD LDA SI YA

Gatehouse, The

9 Manor Road, Harrogate HG2 0HP
Tel: 01423 535730

OP D PD MH SI

Greenacres – St Anne's Community Services

62 Harrogate Road, Ripon HG4 1SZ
Tel: 01765 606151

LDA

Highgate Park, 4 – United Response

Harrogate HG1 4PA
Tel: 01423 504506

PD LDA

Hookstone Chase Harrogate, 66

Harrogate HG2 7HS
Tel: 01423 889962

PD LDA SI YA

Hyde Park House

10-12 Hyde Park Road, Harrogate HG1 5NR
Tel: 01423 509267

LDA MH YA

Kings Road Harrogate, 61

Harrogate HG1 5HJ
Tel: 01423 561408

PD LDA SI YA

Knaresborough Two Group

17 Park Way, 21 Farfield Avenue,
Knaresborough HG5 9DP
Tel: 01423 546326

PD LDA SI YA

Larchfield Manor

Leadhall Grove, Leadhall Lane,
Harrogate HG2 9NN
Tel: 01423 871077

OP D PD MH SI YA

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 500010

OP D YA

Manor House Knaresborough, The

1 Hambleton Grove, Knaresborough HG5 0DB
Tel: 01423 205 453 **Advert page 78**

OP D LDA

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

Sapphire Court

66-68 Cold Bath Road, Harrogate HG2 0HW
Tel: 01423 802159

OP PD YA

Spring Mount Harrogate, 8

Harrogate HG1 2HX
Tel: 01423 546326

PD LDA SI YA

Spring Mount Harrogate, 16

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



Nursing care Dementia care Respite care

I spent 3 weeks at Apley Grange having had a full hip replacement. All the staff were welcoming from the start and the food was delicious – never the same twice.

Respite Resident



Our dear Aunt can't praise the staff and various teams at Apley Grange enough; they give gentle care, kindness, and friendship. She feels totally at home.

Permanent Resident's Family

Apley Grange is a charity-owned nursing home, offering ladies high-quality nursing, respite, and dementia care in a warm and compassionate environment.

Our experienced team provides person-centred care supporting dignity and independence.

Set within secluded gardens and grounds in a quiet residential area close to the Stray in Harrogate, we're proud to offer a true home for life.

Activities include **exercise sessions**, **"drinks and nibbles"**, **knitting and nattering**, **poetry club** and **"Joan's activity afternoons"**. Seasonal activities include **rearing spring chicks**, a visiting **ice cream van**, **afternoon teas**, special **themed days**, and **animal visits**.

Key Features:

- ✓ Nursing, dementia, and respite care – including end of life
- ✓ Dementia support with a compassionate approach
- ✓ Trained and experienced staff
- ✓ Stunning gardens
- ✓ Engaging activities – meaningful and varied
- ✓ Nutritious home-cooked meals, freshly prepared
- ✓ Respite & short stays – flexible, supportive breaks
- ✓ Extension and full refurbishment to complete in 2027
- ✓ In-house hairdresser and regular chiropodist



We welcome families for viewings, conversations, and a relaxed cup of tea with our team – contact us today.

Apley Grange Care Home | 35 Oatlands Drive | Harrogate | HG2 8JT

☎ 01423 885101

✉ reception@apleygrange.co.uk

🌐 www.apleygrange.co.uk

Inspected and rated

Good



Apley Grange

35 Oatlands Drive, Harrogate HG2 8JT

Tel: 01423 885101 **Advert page 98** **OP D PD SI YA**

Ashfield Court – Harrogate

3 Tewit Well Road, Harrogate HG2 8JG

Tel: 01423 560175 **OP PD YA**

Belmont House Care Home

High Street, Starbeck,

Harrogate HG2 7LW

Tel: 01423 580884 **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**

Advert page 114 & inside back cover

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 **OP D YA**

Fairfax Manor Care Home

28 Wetherby Road,

Harrogate HG2 7SA

Tel: 01423 462014 **Advert page 96** **OP D YA**

Granby Rose SDU

Highgate Park, Harrogate HG1 4PA

Tel: 01423 505533 **OP D**

Granby, The

Granby Road, Harrogate HG1 4SR

Tel: 01423 582736 **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 **OP D YA**

Harcourt Gardens Care Home

6 Harcourt Road, Harrogate HG1 5NL

Tel: 01423 800349 **OP D PD SI YA**

Henshaws Specialist College

Bogs Lane, Harrogate HG1 4ED

Tel: 01423 886451 **PD LDA SI YA**



- ☒ All types of funding welcome
- ☒ You don't need health insurance

For care you can rely on, choose Southlands Care Home



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

Residential | Nursing | Short stay

Southlands Care Home,

9 Ripon Road, Harrogate HG1 2JA



**Book a visit? Need advice?
Give us a call**

01423 594 951

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



SOL CS 04486



At Lister House Care Home we share something special

Set in the historic city of Ripon, Lister House is a care home exclusively for the Armed Forces community. Our residents' shared experiences in the Armed Forces create a truly unique community.

Our team of experienced nurses provide excellent care, including specialist dementia and dedicated day care. Plus, there's a bar for socialising, a library for reading, and spacious en-suite rooms, so you can feel right at home from the moment you arrive.

If you're interested in finding out more, we look forward to hearing from you.

Steve Kay, Lister House Manager

**Book
a tour**

Call **01765 694 740**
or visit **rbl.org.uk/listerhouse**



**Lister House
Care Home**

Lister House

Southgate, Ripon HG4 1PG
Tel: 01765 694740

Advert page 100
OP D YA

Moors Care Centre, The

155 Harrogate Road,
Ripon HG4 2SB
Tel: 01765 604107

OP D PD MH SI YA

Oaklands Nursing Home

Gilsthwaite Lane, Kirkhammerton,
York YO26 8DS
Tel: 01423 330609

OP D YA

Southlands Bupa Care Home

9 Ripon Road, Harrogate HG1 2JA
Tel: 01423 594 448 **Advert page 99**

OP YA

Sycamore Hall

Kearsley Road, Ripon HG4 2SG
Tel: 01765 606025

OP D YA

Thistle Hill Care Centre

Thistle Hill, Knaresborough HG5 8LS
Tel: 01423 581197

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

See the checklist on page 77 for useful suggestions of questions to ask when looking at care homes.

Richmondshire care homes

Balmaclellan

1 Leeming Lane, Catterick, Richmond DL10 7NJ
Tel: 01748 811880

D LDA

Hillcrest Care Home

Byng Road, Catterick Garrison,
Richmond DL9 4DW
Tel: 01748 834444

OP D PD MH SI

Nightingale Hall

7 Seagrim Crescent, Richmond DL10 4UB
Tel: 01748 823003 **Advert pages 90, 91**

OP

Terrace, The

Maison Dieu,
Richmond DL10 7AX
Tel: 01748 822342

OP D PD MH YA

Richmondshire care homes with nursing

Maple Lodge Care Home

Low Hall Lane, Scotton, Richmond DL9 4LJ
Tel: 01748 831000

OP D MH YA

Rosedale Nursing Home

The Old Vicarage, Catterick Road,
Catterick Garrison DL9 4DD
Tel: 01748 834948

OP D PD YA

Scorton Care Village

Scorton, Richmond DL10 6EB
Tel: 01748 811971

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



Discover The Hall: Your true home from home

Steeped in history and lovingly restored, The Hall boasts the region's finest facilities, ensuring exceptional care for you or your loved one. Nestled in the charming village of Thornton-Le-Dale, the home offers 54 beautifully appointed rooms, each with ensuite wetroom. Additionally, spacious flat options cater perfectly to married couples or siblings who wish to share their living space.

Designed with comfort and style in mind by a local interior designer, every room offers breathtaking views of the surrounding countryside and its abundant wildlife.

At The Hall, we believe in creating a fulfilling and enriching experience for our residents. Respect, dignity, and independence are at the core of everything we do, with person-centered care guiding our approach. Activities are a cornerstone of our community life. We offer a diverse monthly calendar filled with stimulating options to keep residents entertained, engaged, and connected.

Experience peace of mind with our safe and secure 24-hour care and support, along with day care and respite services. The Hall Residential Care Home, situated in Thornton-le-Dale, North Yorkshire, is the perfect balance between a luxury residential setting and down to earth care and attention.

Settle into our vibrant TV lounge for shared entertainment and lively discussions or alternatively our quiet lounge offers a haven for relaxation, perfect for reading or quiet conversation. And for those social butterflies, unwind in style at our newly appointed bar. Enjoy a meticulously curated selection of locally delicacies and connect with friends over refreshing beverages.

Our doors are always open to visitors. Come and explore The Hall for yourself, or contact Jess Door for more information. Your journey to a truly exceptional care experience begins here.

Chestnut Avenue, Thornton-le-Dale, Pickering,
North Yorkshire, YO18 7RR

Tel: 01751 474789 Email: thehall@parklanehealthcare.co.uk
www.hallcarehome.co.uk

Park Lane
HEALTHCARE

making new memories

Abbey Residential Home, The

Town Street, Old Malton,
Malton YO17 7HB
Tel: 01653 531432

Alba Rose

Keld Head Hall, Middleton Road,
Pickering YO18 8NR
Tel: 01751 472754

Arden House

Recreation Road, Pickering YO18 7ET
Tel: 01751 473569

Hall Residential Home, The

Chestnut Avenue, Thornton-le-Dale,
Pickering YO18 7RR
Tel: 01751 474789 **Advert page 102**

Isabella Court

72a Westgate, Pickering YO18 8AU
Tel: 01751 475787

Mayfield Care Home, The

Grange House, High Stakesby Road, Whitby YO21 1HL
Tel: 01947 280889

North Yorkshire County Council – 5 Whitby Road

Pickering YO18 7HD
Tel: 01751 473369

Omega Oak Barn

High Lane, Beadlam, York YO62 7SY
Tel: 01439 771254

Rockingham House

22 The Mount, Malton YO17 7ND
Tel: 01653 697872

Ryedale care homes with nursing

Beechwood Place Nursing Home

50-52 Welham Road, Norton,
Malton YO17 9DP
Tel: 01653 692641

Manor Park Care Home

27a Town Street, Old Malton YO17 7HD
Tel: 0330 383 0019

Rivermead

123 Scarborough Road,
Norton-on-Derwent, Malton YO17 8AA
Tel: 01653 472201

**For information about care homes with nursing,
see page 75.**

Scarborough care homes

Aelred Wing at St Hilda's Priory, The

Castle Road, Whitby YO21 3SL
Tel: 01947 899560

Ashurst Residential and Care Home

36-38 Westbourne Park,
Scarborough YO12 4AT
Tel: 01723 360392

Briar Dene Residential Care Home

75 Burniston Road, Scarborough YO12 6PH
Tel: 01723 361157

Caedmon House

2 Crescent Avenue, Whitby YO21 3EQ
Tel: 01947 600430

Castle Grange

16a Dean Road, Scarborough YO12 7SN
Tel: 01723 413164

Cayton View Care Home

Heather Pastures, Eastfield,
Scarborough YO11 3YH
Tel: 01723 413263

Derwent Cottage

27 Eastgate, Seamer,
Scarborough YO12 4RB
Tel: 01723 866146

Dulverton House

9 Granville Square,
Scarborough YO11 2QZ
Tel: 01723 352227

Eagle View Care Home

Phoenix Drive,
Scarborough YO12 4AZ
Tel: 02084 227365

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

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

OP LDA YA

Larpool Lane

1 Larpool Lane, Whitby YO22 4JE
Tel: 01947 603582

OP PD YA

Lodge, The

Westbourne Road, Scarborough YO11 2SP
Tel: 01723 374800

OP

Maple Court

182 Barrowcliff Road, Scarborough YO12 6EY
Tel: 01723 413413

OP D YA

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

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 PD LDA MH YA

Park View

61 Northstead Manor Drive,
Scarborough YO12 6AF
Tel: 01723 361555

OP LDA YA

Peregrine House

48-52 Upgang Lane, Whitby YO21 3HZ
Tel: 01947 603886

OP D YA

Priceholme

Givendale Road, Scarborough YO12 6LE
Tel: 01723 361022

OP

Ravensworth Lodge

3 Belgrave Crescent,
Scarborough YO11 1UB
Tel: 01723 362361

Advert page 105
OP D PD LDA MH 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: 01723 353489

OP LDA MH YA

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 821322

OP D PD

Shetland House

St Hildas Business Centre, The Ropery,
Whitby YO22 4ET
Tel: 01947 600779

OP D PD SI YA

Silver Birches

Station Avenue, Filey YO14 9AH
Tel: 01723 513563

OP YA

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 603347

OP LDA MH YA

Quality Residential, Nursing & Respite Care

Scarborough & Filey



Beechwood Nursing Home

Beechwood Nursing Home is approximately 15 minutes walk from the lovely sea front in Scarborough. The home is a well established building which has 34 beds over 3 floors, most of which have en-suite facilities. All rooms are served by a passenger lift. There is a large lounge and dining room on the ground floor, a small conservatory at the entrance and also a bright conservatory at the back of the building. The home provides long term, short term and respite care.

☎ 01723 374260 ✉ manager.beechwood@gmail.com

41-43 Esplanade Road | Scarborough | YO11 2AT



Woodlands Nursing Home

The Woodlands Nursing Home is an attractive house set in its own well maintained grounds of several acres. The house is on the edge of Primrose Valley Holiday Park. This means that the residents have access and are able to enjoy the amenities of the park, for example the boating lake, flower gardens and shops.

☎ 01723 513545
✉ manager.woodlandsnursinghome@gmail.com

8-14 Primrose Valley Road | Filey | YO14 9QR



Ravensworth Lodge

Ravensworth is a CQC validated care home in Scarborough offering a safe, comfortable, and friendly environment for residents. We provide quality care and support while helping residents maintain an active and social lifestyle. The home also has access to a minibus for outdoor activities, appointments, and day trips.

☎ 01723 362361
✉ amanda@ravensworthlodge.co.uk

3 Belgrave Crescent | Scarborough | YO11 1UB



All 3 homes are regulated by the CQC.
Following inspections **Beechwood**
and **Woodlands** are rated
Good in ALL areas.



Sabrina
Health
Care



WHITBY COURT CARE HOME

Kindness lives here



RESIDENTIAL & NURSING CARE

Family-owned for forty years, we offer a warm welcome, exceptional care and a touch of luxury for those later years.



To find out more: Call us on
01947 213180
or visit fishercaregroup.co.uk

Whitby Court Care Home,
Waterstead Ln,
Whitby
YO21 1PX

Fisher Care
EST. 1986

Complete Care Homes Ltd



Treetops Nursing Home



01723 372729

12 Ryndleside,
Scarborough YO12 6AD

St Bernadette's Nursing Home



01723 366522

27 Trinity Road
Scarborough YO11 2TD

Pinfold Lodge Nursing Home



01723 891069

6 Sheepdyke Lane,
Filey YO14 0PS

Rambla Nursing Home



01723 500136

374 Scalby Road,
Scarborough YO12 6ED

Complete Care Homes Ltd 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.

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 well-being.

Please call our central office for further information

01723 500136

E: info@completecarehomes.com

W: www.completecarehomes.net



Our nurses and carers have a real passion for their work and treat all of our residents with respect, kindness and dignity... Nurses are on site 24/7.

Scarborough care homes with nursing

See page 108 for the **Service User Bands**

Advertisers are highlighted

Beechwood Nursing Home

41-43 Esplanade Road, Scarborough YO11 2AT
Tel: 01723 374260 **Advert page 105**

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

Pinfold Lodge Nursing Home

6 Sheep Dyke Lane,
Hunmanby YO14 OPS
Tel: 01723 891069 **Advert page 106**

OP D PD YA

Rambla Nursing Home

374 Scalby Road, Scarborough YO12 6ED
Tel: 01723 500136 **Advert page 106**

OP D PD YA

St Bernadette's Nursing Home

25-27 Trinity Road, Scarborough YO11 2TD
Tel: 01723 366522 **Advert page 106**

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 106**

D MH

Whitby Court Care Home

Waterstead Lane, Whitby YO21 1PX
Tel: 01947 213180 **Advert page 106**

OP D PD SI

Woodlands Nursing Home

8-14 Primrose Valley Road, Filey YO14 9QR
Tel: 01723 513545 **Advert page 105**

OP D PD MH SI

Selby care homes

Abbey Lea Care Home

York Road, Barlby, Selby YO8 5JP
Tel: 01757 213811

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 MH YA

Firth House

18 Firth Mews, Millgate, Selby YO8 3FZ
Tel: 01757 213546

OP D YA

Garmsway

Garmsway, Doncaster Road, Whitley, Goole DN14 0HY
Tel: 01977 663591

PD LDA MH SI YA

Hambleton Court Care Home

19-21 Station Road, Hambleton, Selby YO8 9HS
Tel: 01757 228117

OP D

Highfield Care Home

Scarthingwell Park, Boroughbridge,
Tadcaster LS24 9PG
Tel: 01937 221720

OP D YA

Hilltop Manor Care Home Ltd

15 Finkle Hill, Sherburn-in-Elmet, Leeds LS25 6EB
Tel: 01977 683898

OP D YA

Lodge, The

Landing Lane, Hemingbrough, Selby YO8 6RA
Tel: 01757 841987

PD LDA SI YA

Lodge, The

Milford Lodge, Westfield Lane, South Milford,
Leeds LS25 5AW
Tel: 01977 526398

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 841988

LDA

Preceptory Lodge

Temple Hirst, Selby YO8 8QN
Tel: 01757 270095

OP LDA YA

Riccall House Care Home

78 Main Street, Riccall, York YO19 6QD
Tel: 01757 248586

OP D

Selby care homes continued

Sunnyborough

Weeland Road, Eggborough,
Goole DN14 0RX
Tel: 01977 661717

LDA MH YA

Tawny Lodge

Brook Street, Selby YO8 4AL
Tel: 01609 534393

OP D PD LDA SI YA

Temple Manor

Temple Hirst,
Selby YO8 8QN
Tel: 01757 270377

OP D

Vicarage, The

23 Church Avenue, Selby YO8 4PG
Tel: 01757 702626

LDA YA

Westwood Care Home

21 Doncaster Road,
Selby YO8 9BT
Tel: 01757 709901

OP D

Whitley Farm

Whitley Farm Cottages, Doncaster Road,
Whitley Bridge DN14 0HZ
Tel: 01977 663476

PD LDA MH SI YA

Selby care homes with nursing

Grange, The

28 Leeds Road, Selby YO8 4HX
Tel: 01757 210221

OP D PD MH YA

Osborne House

Union Lane, Selby YO8 4AU
Tel: 01757 212217

OP D PD MH YA

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

Tell us what you think



**Share your
feedback**

Take our five
minute survey

⊙ What have you
found useful?

⊙ What could we
do better?



www.carechoices.co.uk/reader-survey

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



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

Expert advice, trusted resources
and real-life stories – all in one place.

- Free regional SEND guides
- Ask the Experts:
Your questions answered
- Real-life blogs and
lived experience
- Practical advice, from early
years to adulthood
- Directory of useful services

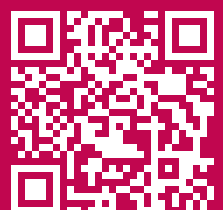
Got a question? We're here to help!

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

 @weareMFON  @weareMFON
 @wearemfon  @My-Family-Our-Needs

Check out our new SEND guide for the South East!

Scan to
visit our
website!



Home care providers

Advertisers in **bold**

A-E

Acorn Community Care 33

Affinity Care Solutions Ltd 33

Agincare UK

– **Orchid House EC 33**

AJEB Healthcare Ltd 33

Alive Healthcare Solutions Ltd 33

Asters Specialist Care
(Yorkshire) Ltd 33

Avalon Services 33

Bee Better Care 33

Blossom Home Care
Harrogate & Ripon 33

Blossom Home Care Ltd 33

**Bluebird Care Northallerton,
Thirsk & Catterick 33**

Bluebird Care Scarborough
and Bridlington 33

BPJ Case Management Ltd 33

Brightening Lives Ltd 33

Care and Support Group North
Yorkshire, The 33

Care Designed For You 33

Care For All 33

Care Legacy Ltd 33

Care Legacy Richmond
and Hambleton 33

Care Services Thirsk Ltd 33

**Carefound Home Care
(Harrogate) 35**

Caremark (Harrogate) 35

Castle Care Teesdale Ltd 35

Cedar Court 35

**Continued Care from
Oakville Ltd 35**

Core Case Management Ltd 35

Cornforth Care Ltd 35

Craven Intermediate
Care Service 35

Creative Support –
North Yorkshire Service 35

CRM Healthcare Solutions Ltd 35

Daisies Care Consultants 39

Dales Community Care Ltd 39

Dales Reablement Service 39

DayByDay Care Ltd 39

Deansfield Court 39

Disability Action Yorkshire 39

Duke Street 39

Eldercare 39

Elderflower Homecare 39

Ellie Sunrise Healthcare Ltd 39

Emmaculate Care Services
Selby Office 39

Empowered Living Ltd 39

Esk Moors Caring Ltd 41

EverKind Services 41

Exclusive Therapies Ltd 41

F-J

Fernbank Court 41

Filey Home Care Ltd 41

First Call Community System
T/A SureCare Scarborough 41

Gladstone Care Ltd 41

Goshen Social Care Ltd 41

Greenfield Court Care 41

Greyfriars Lodge
Extra Care Housing 41

Guardian Angel Carers York 41

Guardian Care & Support Ltd 41

Hambleton and Richmond
Intermediate Care Service 42

Hambleton South

Reablement Service 42

Happy 2 Help Community
Care Ltd 42

**Happy Futures Support
Specialists Ltd 42**

HARA Intermediate
Care Service 42

Harbour Lights

Community Support 42

Harrogate District Hospital 42

Harrogate Homecare Ltd 42

Hearts at Home Homecare Ltd –
North Yorkshire 42

Helping Hand Homecare 42

Helping Hands

Knaresborough 42

Heritage Homecare Ltd 42

Hill View Manor 45

Hollins Hall 45

Home Instead 45

**Home Sweet Home Care Agency
Ltd North Yorkshire 45**

Home-Well Homecare Ltd 45

Housing 21 45

Howardian Care Company, The 45

Independent Living Care
Company Ltd 45

IntegraCare (Supported Living) 45

JC Homecare 45

JL Care Services 45

Julie's Home Help Ltd 45

Just Ask Care and
Support Community

Interest Company 45

K-P

Kings Care At Home 45

Kirkwood Hall 45

KP Premier Care 45

Majesty Healthcare Ltd 45

Martin Grange 45

Mickle Hill 45

Monarchy Care Services 45

Montpellier Care Company Ltd 45

Moor and Coast Care Ltd 49

Moorview Care (North Yorks) 49

Motherly Love Domiciliary
Care Ltd 49

New Concept Care Selby 49

New Wings 49

North Yorkshire Hospice Care 49

Nuliving Homecare 49

On The Spot Homecare Service 49

Orchards, The 49

Partners In Care Yorkshire 49

Pathways Supported Living
(IntegraCare) 49

Popplewell Springs 49

Premiere Care 49

Premiere Care International Ltd	49	Selby Reablement Service	50	UK Case Management Ltd	50
Priory Supported Living North Yorkshire	49	Select Choice Community Support Ltd	50	UK Health Kits Ltd – North East	50
Priory Supported Living Whitby & Scarborough	49	SNE Care Services Ltd	50	Vale of York Intermediate Care Service	50
R-Y		Sova Healthcare Harrogate	50	Vermuyden Care	53
Radfield Home Care	49	Spring Hill Court	50	Visiting Angels North Yorkshire and West	53
React Homecare – North Yorkshire	49	Springboard Business Centre	50	Webb Ellis Court (Office)	53
Right at Home	49	St Cecilia's Nursing Home	50	West Park Care	53
Ripon and District Homecare	49	Stay Independent at Home Scarborough Ltd	50	Whitby & Scarborough Intermediate Care Service	53
Rivendale Extra Care	49	St Margaret's Homecare	50	Wilf Ward Family Trust Complex Care North, The	53
Rydale Community Care	49	Sunnyfield	50	Wishes Care and Support Yorkshire Ltd	53
Ryedale Homecare	49	Support Solutions Harrogate	50	WrightChoiceCare	53
Ryedale Special Families	49	Supporting Choice	50	Your Life (Northallerton)	53
Safehands Homecare	49	Sycamore Hall	50	Your Ryedale Care Ltd	53
Scarborough & District Mencap	50	Synergy Care Services Ltd	50	YourCare Yorkshire Ltd	53
Scarborough Central and South Reablement	50	TAO Complex Care	50	YourLife (Harrogate)	53
Scarborough Home Support	50	Time Together	50	Yourlife (Scarborough)	53
		Town and Country Care (Whitby) Ltd	50		
		Town Close	50		
		UBU – Harrogate	50		

Care homes/care homes with nursing

Advertisers in **bold**

A-E		Beanlands Nursing Home	93	Caedmon House	103
Abbey Lea Care Home	107	Bedale Grange Care Home	95	Carentan House	107
Abbey Residential Home, The	103	Beech Grove	93	Carleton Court Residential Home Ltd	93
Aelred Wing at St Hilda's Priory, The	103	Beechwood Care Home	95	Castle Grange	103
Aire House	96	Beechwood Nursing Home	107	Caxton Lodge	96
Alba Rose	103	Beechwood Place Nursing Home	103	Cayton View Care Home	103
Alne Hall – Care Home with Nursing Physical Disabilities	95	Belmont House Care Home	99	Church Avenue Harrogate, 12	96
Anley Hall Nursing Home	93	Benkhill Lodge	95	Coach House Nursing Home, The	99
Apley Grange	99	Berwick Grange	99	Copperclay Mews	95
Arden House	103	Bethany House	96	Cragmere – UBU	93
Ashfield Court – Harrogate	99	Bilton Hall Nursing Home	99	Craven Nursing Home Ltd	93
Ashfield (Skipton) (North Yorkshire County Council)	93	Boroughbridge Manor and Lodge Care Home	96	Crescent, The – St Anne's Community Services	96
Ashurst Residential and Care Home	103	Boroughbridge Road – St Anne's Community Services	96	Crest Care Home, The	96
Avenue Knaresborough, 1, The	96	Borridge House	96	Crystal Court	99
Balmaclellan	101	Brackenley	96	Daleholme – St Anne's Community Services	93
		Briardene	96	Dales, The	93
		Briar Dene Residential Care Home	103	Denison House Care Home	107

Derwent Cottage	103	Ingleborough Nursing Home	93	Oaklands	95
Doublegates Green, 47 –		Isabella Court	103	Oaklands Nursing Home	101
United Response	96	Jenkin Lodge – St Anne’s		Oak Trees Care Home	95
Dulverton House	103	Community Services	93	Omega Oak Barn	103
Dunollie Residential and		Jubilee House	107	Orchard House Care Home	104
Nursing Home	107	Jubilee Lodge	93	Orchard, The	107
Eagle View Care Home	103			Osborne House	108
East Park Road Harrogate, 2	96	K-O		Otley Road, 14 – Foresight	
Eden House	104	Kensington Care Home	95	Residential Ltd	97
Ellershaw House Ltd	97	Kings Road Harrogate, 61	97		
Emmaus House	97	Knaresborough Two Group	97	P-W	
Esk Hall Care Home	104	Larchfield Manor	97	Park View	104
		Larpool Lane	104	Peacock Manor Nursing Home	95
		Leeds Road, 66 – Foresight		Peregrine House	104
		Residential Ltd	97	Pinfold Lodge Nursing Home	107
F-J		Leeming Bar Grange		Preceptory Lodge	107
Fairfax Manor Care Home	99	Care Home	95	Prestige Care (Riverdale) Ltd	95
Firth House	107	Lister House	101	Priceholme	104
Gables, The	97	Lodge, The	104, 107	Rambla Nursing Home	107
Garmsway	107	Long Meadow Care Home	97	Ravensworth Lodge	104
Gatehouse, The	97	Malsis Hall – Mental Health		Riccall House Care Home	107
George Edward Smart Homes	104	Care Home with Nursing	93	Rivermead	103
Gills Top	93	Manor House Harrogate, The	97	Riverside Court	97
Granby Rose SDU	99	Manor House		Rockfield Residential	104
Granby, The	99	Knaresborough, The	97	Rockingham House	103
Grange, The	108	Manor Park Care Home	103	Rosedale Nursing Home	101
Greenacres – St Anne’s		Mansion House	108	Rowan House	104
Community Services	97	Maple Court	104	Royal Mencap Society –	
Greenwell House Care Home	95	Maple Lodge Care Home	101	2 Conroy Close	95
Grosvenor House Care Home	99	Marina Lodge	104	Ruby Lodge Care Home	95
Hall Residential Home, The	103	Mayfield Care Home, The	103	Sabre Court	104
Hambleton Court Care Home	107	Meadow Lodge Care Home	107	Sapphire Court	97
Hambleton Grange	95	Milestone House	104	Scarborough Hall and	
Hampden House	99	Mill House, The	93	Lodge Care Home	104
Harcourt Gardens Care Home	99	Millings, The	95	Scorton Care Village	101
Heath Lodge		Milton House Nursing and		Shetland House	104
Community Haven	95	Residential Home	93	Silver Birches	104
Henshaws Specialist College	99	Moors Care Centre, The	101	Southlands Bupa Care Home	101
Highfield Care Home	107	Mount Vale	95	Southwoods Nursing Home	95
Highgate Park, 4 –		Muston Road	104	Sowerby House	95
United Response	97	Nightingale Hall	101	Spring Mount Harrogate, 8	97
Hillcrest Care Home	101	Norfolk Road – St Anne’s		Spring Mount Harrogate, 16	97
Hilltop Manor Care Home Ltd	107	Community Services	97	Stakesby Road	104
Holt Retirement Home, The	104	Normanby House	104	Station View	97
Hookstone Chase		Northfield House	95	St Bernadette’s	
Harrogate, 66	97	North Yorkshire County Council –		Nursing Home	107
Horizon House	107	5 Whitby Road	103	St Catherine’s Care Home	95
Hudson Street	104	Norwood House	104	St Cecilia’s Care Home	107
Hurstfield	93				
Hyde Park House	97				

St Cecilia's Nursing Home	106	Thistle Hill Care Centre	101	Vida Court	101
St Johns House	97	Thornton Hill Care Home	93	Vida Grange	101
Sunningdale House	97	Threshfield Court	93	Vida Hall	101
Sunnyborough	108	Townend Close	93	Westfield House Care Home	97
Sutton Hall and Lodge	93	Treetops Nursing Home	107	Westwood Care Home	108
Sycamore Hall	101	Tudor House	108	Whitby Court Care Home	107
Tawny Lodge	108	Valley Road –		Whitby Scheme, The	104
Temple Manor	108	Resource Centre	95	Whitley Farm	108
Terrace, The	101	Vicarage, The	108	Woodlands Nursing Home	107

Other advertisers

Aalia Health Care Ltd	105	Curo York Ltd		My Family, Our Needs	40, 52, 94, 109
Agincare	35	Czajka Care	76	Ouse View	74
Anchor	78	Dignicare	39	Park Lane Healthcare	102
Barchester	74	Divine Righteous Health Care Solutions Ltd	38	Provide Community	30
Brookfield Residential Care Home	76	Fisher Care Group	106	Radfield Home Care	48
Brainkind	9	Grimston Court	90, 91	Riverhead Hall	90, 91
Bupa	99	Helping Hands (York)	29	Royal British Legion	100
Care Choices	11, 28, 53, 66, 83, 89, 108	Huntleigh Medical Healthcare Ltd	51	Sabrina Healthcare	105
Carefound Home Care	32	Lovett Care	96	Staveley Birklees Nursing Home	76
Carefound Home Care (York)	32	Manage @ Home	22	TAO Complex Care	Inside front cover
Complete Care Homes Ltd	106	Meadowbeck	74	The Manor	90, 91
Continued Care (Ripon/Thirsk)	34	Medequip	22	We Care Group	114 & inside back cover
Country Court Care	94	Moonrise 24HR	44	Welburn Care	90, 91
Currergate Nursing Home	76	Mulberry Court	74		



Care Choices Limited has taken every care to ensure that the information contained in this Directory is accurate at the time of print. The company cannot accept responsibility for any errors or omissions in the publication, including if an organisation varies from the information included in an advertisement, the editorial or the listings. Care Choices Limited does not endorse or support any particular organisation included in the Directory. ©2026 Care Choices Limited. Care Choices Limited reserves all rights in the titles Care Choices and HOMES Directories and their design.

Care Choices™ is a trademark of Care Choices Limited.

Ref. No: 4001/NYorks15/0626. Reproduction of any part of this publication in any form without the written permission of Care Choices Limited is prohibited.

Published by: Care Choices Limited, Valley Court, Lower Road, Croydon, Nr Royston, Hertfordshire SG8 0HF. Tel: 01223 207770.

Director of Policy and Communications: Jo Dovey.

Director of Creative Operations: Lisa Werthmann.

Director of Sales: David Werthmann.

Sales Manager: Paul O'Callaghan.

Regional Sales Supervisor: Vanessa Ryder.

Senior Sales Executives: Tony Boyce, Paul Leahy, Chris McMahon, Hannah O'Neill, Paul Thorman, George Blanchard.

Studio Manager: Jamie Harvey.

Lead Designers: Ruth Keating, Rebecca Mendil.

Graphic Designers: Olive Nash, Erin Lemon.

Distribution: Gemma Seaber-Shinn, Jasmine Dalton.

Lead Editor: Henry Thornton.

Editors: Bethany Crow, Melissa Rumbold.

Content Editor: Aislinn Thompson.



Who We Are

We strive to provide an excellent standard of care, ensuring all residents are happy, safe and well, with all of our homes furnished to ensure they are homely and comfortable.

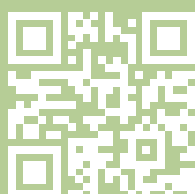
“ Outstanding care and support were provided for me by my mum who is exceptionally happy and calm. The staff are incredibly kind to my mum and towards me. ”

- Daughter of Resident of Bilton Hall, Nursing Home

Each of our residents is cared for with an individualised care plan, written specifically for them. Everyone has their own unique needs, likes and dislikes, hobbies and pastimes noted, in order that our care team are aware of all personal choices and requests. This approach is both reassuring to our residents and their families and supports independence.

Types of Care

- **Nursing Care**
- **Residential Care**
- **Palliative Care**
- **End of Life Care**
- **Dementia Care**



01923 820909

Harrow Business Centre
2nd Floor, 429-433 Pinner Road, Harrow, HA1 4HN

Each of our homes is completely unique, some in the most beautiful of locations.
All meet the individual needs of our residents and make the most of each homes
individual character and charm

Bilton Hall Nursing Home

01423 869131

biltonhall@wecaregroup.co.uk

Set within seven acres of landscaped gardens, Bilton Hall can boast to be one of the most historic buildings in Harrogate. Not only a most noteworthy building, but in a setting of mature trees and landscape it enjoys wonderful panoramic views of Knaresborough. The home cares for 60 residents with general residential and nursing care needs or dementia residential care needs in a dedicated wing of the building.



Sowerby House Nursing Home

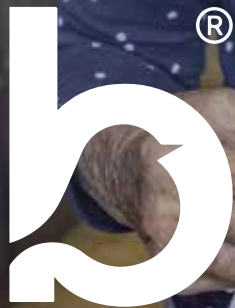
01845 525986

sowerbyhouse@wecaregroup.co.uk

Located in such a desirable street Sowerby House, although Edwardian in origin offers to be the most comfortable of homes. With two large sitting rooms and a dining room, a conservatory and also a garden pond, the accommodation is as you would expect. A home from home.



**Helping your family
live their lives
So you can live yours**



**North Yorkshire's leading care company for home
care and live in care - for over a decade.**

Northallerton, Thirsk and Catterick

Thurston House, Unit 21 Omega Business Village, Thurston Road, Northallerton DL6 2NJ

 **01845 440271**

 hambletonandrichmondshire@bluebirdcare.co.uk

www.bluebirdcare.co.uk