



Cornwall

Care Services Directory **2021/2022**

The essential guide to choosing and
paying for care and support



We are here to
help *you* and
your loved one.



Our care homes are welcoming new residents and are proud to provide:

- Personalised residential, nursing, dementia and respite care.
- All staff are well-trained in infection control and dementia care.
- We will keep relatives connected with their loved ones with our visitor booking system, designated visiting suites, garden visits and video calls.
- Wide choice of nutritious and delicious menus, prepared by talented chefs.
- We will ensure all new residents have received the Covid-19 vaccination before moving into one of our homes.
- Daily life-enriching activities, to celebrate life and keep the fun in everything we do.
- Barchester is one of the UK's leading care providers – with 25 years' experience and award-winning health and safety record.

Call us to find out how we can support you and your loved one.

OPEN SUMMER 2021

Kenwyn Care Home

Newmills Lane,
Truro, TR1 3EB
01872 464 403

Falmouth Court Care Home

Dracaena Avenue,
Falmouth, TR11 2EW
01326 741 211



Barchester Healthcare is proud to be the only care provider to win the RoSPA Health and Safety Award in both 2019 and 2020.

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Types of homes and activities explained			

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 Care Choices Ltd cannot be held liable for any errors or omissions.



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

Alternative formats

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



Introduction

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

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

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

If you think you need more formal care and support, arrange an assessment with your local adult social care department to establish your specific needs. This is free, irrespective of your income and available to all those who appear to need care and support. More details are provided on page 14. The assessment will determine whether you are eligible for financial support via a Personal Budget, which may allow you to buy in your own support and take control of your situation.

Alternatively, your circumstances may mean you are classed as a 'self-funder', with the means to pay for your care. This is discussed on page 32 for those paying for care at home and 42 for those paying for residential care.

Support or care to remain living in your own home may be the option that best suits your circumstances. Ideas to make life easier at home start on page 10 and a list of local home care providers begins on page 27.

If you are unable to remain at home, you may want to consider a housing with care scheme (see page 33) or residential care. Comprehensive lists of care homes and care homes with nursing in Cornwall start on page 48.

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

Finding care in your area

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

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

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

The website includes detailed information for each care provider, including the address, phone number and the service's latest CQC inspection report and rating (see page 46), 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**

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 Care Choices logo and the URL 'www.carechoices.co.uk/reader-survey' 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**

A message from Cornwall Council

Cornwall Council's Adult Social Care and Health Directorate helps adults with eligible social care needs to find care and support so they can live as independently as possible in their own homes. This includes older people, people with physical disabilities or learning disabilities and mental health service users. The council can also work with you if you need help to understand what your needs are and how to access the services you need.

Social care includes:

- making sure you eat well and look after yourself;
- help with day-to-day living;
- ensuring your emotional wellbeing and mental health are good;
- helping you stay safe; and
- supporting your family and friends to care for you.

The council also provides support for carers who look after relatives or friends who cannot manage on their own.

In many cases, the council works with organisations in the community, or health colleagues, to support people to live as independently as they wish to.

You can use the Support in Cornwall website (www.supportincornwall.org.uk) to find help from community and voluntary groups. The website includes information about:

- support at home;
- leisure activities;
- getting around;
- health and wellbeing;
- work, learning and volunteering;
- advice, information and money matters;
- staying safe;
- caring for someone; and
- housing and care homes.

The way Cornwall Council provides care and support for people is determined by the Care Act 2014. To find out more about the Care Act, go to www.cornwall.gov.uk/careact

Adult Social Care – Cornwall Council

New County Hall, Treyew Road, Truro TR1 3AY

Tel: **0300 1234 131**

Email: adultcare@cornwall.gov.uk

Web: www.cornwall.gov.uk/health-and-social-care/adult-social-care

Helping you to stay independent

Services developed in partnership with the voluntary sector

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

Examples include:

- day services, lunch clubs and social groups;
- befriending, visiting and telephone contact services;



Day care centres

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

Day care centres give people the chance to change their routine, meet new people, take up an activity or receive specialist services such as chiropody or hairdressing. There is a wide variety around the county, catering for older people, people with mental health conditions, learning disabilities and dementia.

Centres can be as important for carers as those attending, as they allow for a regular break from caring.

Age UK day centres

Cornwall & The Isles of Scilly

Boscawen House, Chapel Hill, Truro TR1 3BN
Tel: **01872 266383**

Falmouth

Killigrew Street TR11 3QP
Tel: **01326 316880**

Newquay

Kimberley Close, Crantock Street TR7 1JR
Tel: **01637 876150**

St Austell

St John's Church Hall, Bodmin Road PL25 5AE
Tel: **01726 76806**

Other day centres

Chy Koes and Tregarne

North Street, St Austell PL25 5QE
Tel: **01726 72429**

Concern Wadebridge

John Betjeman Centre, Southern Way PL27 7BX
Tel: **01208 812392**

Hayle

Commercial Road TR27 4DE
Tel: **01736 755000**

Pengarth

Morrab Gardens, Penzance TR18 4DA
Tel: **01736 364307**

St Mary's Haven

12 St Mary's Street, Penzance TR18 2DH
Tel: **01736 367342**

Westgate

28a Westgate Street, Launceston PL15 7AE
Tel: **01566 777344**

Learning disability day centres

Blantyre

Truro Road, St Austell PL25 5HJ
Tel: **01726 72583** or **73357**

Bodmin

Lyndhurst, 66 St Nicholas Street PL31 1AG
Tel: **01208 73623**

Bridge, The

Falmouth Skills for Life Centre,
Tregenver Road TR11 2QW
Tel: **01872 327604**

Camborne

Liberal Hall, Vyvyan Street TR14 8AS
Tel: **01209 697447**

Drym Valley

Higher Drym Farm, Praze, Camborne TR14 0NU
Tel: **01736 850707**

Holifeld Farm Project

Bonallack Lane, Gweek TR12 6UJ
Tel: **01326 221017**

John Daniel Centre

Roscadghill Road, Heamoor, Penzance TR20 8TP
Tel: **01736 336750**

Kehelland

Kehelland, Camborne TR14 0DD
Tel: **01209 718975**

Launceston

The Orchard Centre, Market Street PL15 8AU
Tel: **01566 777375**

Morley Tamblyn Lodge

Lodge Hill, Liskeard PL14 4EN

Tel: **01579 345858**

Park View

The Old Cattle Market, Porthleven Road,
Helston TR13 OSR

Tel: **01326 569529**

Physical disabilities centres**Echo Centre**

Barras Place, Liskeard PL14 6AY

Tel: **01579 347836**

Cornwall care homes offering day care**Appleby Lodge**

157 Launceston Road, Kelly Bray,
Callington PL17 8DU

Tel: **01579 383979**

Ar-Lyn

Vicarage Lane, Lelant, St Ives TR26 3JZ

Tel: **01736 753330**

Caprera

61 Truro Road, St Austell PL25 5JG

Tel: **01726 72956**

Eirenikon Park

Bossiney Road, Tintagel PL34 OAE

Tel: **01840 770252**

Eldon House

Downgate, Upton Cross, Liskeard PL14 5AJ

Tel: **01579 362686**

Eventide Liskeard

14 Castle Street PL14 3AU

Tel: **01579 342676**

Eventide

22 Downs View, Bude EX23 8RQ

Tel: **01288 352602**

Godolphin House

42 Godolphin Road, Helston TR13 8QF

Tel: **01326 572609**

Harbour House

Penberthy Road, Portreath,

Redruth TR16 4LW

Tel: **01209 843276**

Hillsborough

Southern Road, Callington PL17 7ER

Tel: **01579 383138**

Longview

Rosehill, Goonhavern,

Truro TR4 9JX

Tel: **01872 573378**

Manse, The

15 Cargoll Road, St Newlyn East,
Newquay TR8 5LB

Tel: **01872 510844**

Old Manor House, The

6 Regent Terrace, Penzance TR18 4DW

Tel: **01736 363742**

Pendarves

25 Pendarves Road, Camborne TR14 7QF

Tel: **01209 714576**

Pendrea House

14 Westheath Avenue,
Bodmin PL31 1QH

Tel: **01208 74338**

Penmeneth House

16 Penpol Avenue, Hayle TR27 4NQ

Tel: **01736 752359**

Perran Bay

St Piran's Road, Perranporth TR6 OBH

Tel: **01872 572275**

Polventon House

High Street, St Keverne,
Helston TR12 6NS

Tel: **01326 280734**

Roseacre

St Winnolls, Polbathic,
Torpoint PL11 3DX

Tel: **01503 230256**



→ **Rowan House**

4 Lower Port View, Saltash PL12 4BY

Tel: **01752 843843**

Springfield House

North Hill, Launceston PL15 7PQ

Tel: **01566 782361**

St Anthony's House

Station Road,

Liskeard PL14 4BY

Tel: **01579 342308**

St Clair House

32 Basset Road,

Camborne TR14 8SL

Tel: **01209 713273**

St Petroc's

St Nicholas Street,

Bodmin PL31 1AG

Tel: **01208 262900**

Torcare Antony

Torpoint PL11 3AQ

Tel: **01752 812384**

Torcare Porte Rouge

Vicarage Road PL11 2EP

Tel: **01752 814469**

Torpoint

Vicarage Road PL11 2BW

Tel: **01752 813677**

Wentworth

59 South Street,

St Austell PL25 5BN

Tel: **01726 72941**

Mental Health Resource Centres

Anchor Project

Falmouth

Tel: **01326 315822**

Boundervean

Camborne

Tel: **01209 613006**

Bude

Tel: **01288 355695**

Caradon

Liskeard

Tel: **01579 347651**

Elfordleigh

Launceston

Tel: **01566 761155**

Fountain House

St Austell

Tel: **01726 76299**

Richmond House

Penzance

Tel: **01736 350752**

Roswyth

Newquay

Tel: **01637 873122**

Stepping Stones

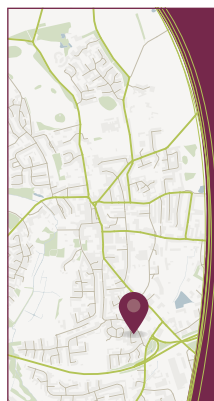
Truro

Tel: **01872 241783**

Trelil Court

Bodmin

Tel: **01208 76899**



Search for care in your area

 CareChoices

www.carechoices.co.uk



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

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

Meals on wheels

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

You may find a service by word of mouth or using the

internet – your local library may be able to help here.

Adult Social Care also provides advice. Call **0300 1234 131** or check the Support in Cornwall website for services in your area at **www.supportincornwall.org.uk**

Adapting your home

To remain in your own home for as long as you would like, you should ensure that it is safe, secure and warm. Some forward planning to ensure that the garden doesn't become a burden is also sensible. If you are not planning to move, think about adaptations that would make life easier now and later on.

Home Improvement Agencies (HIAs)

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

Most HIAs provide three main services, including: information and advice on repairs or adaptations you may be considering – this usually entails a visit to your home and is often free; a handyman service for small jobs and repairs – typically, the HIA will employ its own handypersons and charge you an hourly rate for their services; and a home adaptations service for more major works.


The HIA will work with you to specify the adaptations needed, and it will normally offer to get estimates from one or more of its regular contractors. Subject to your acceptance, the HIA will

then offer to manage the works contract for you for an agreed fee.

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

For further information about, and contact details for, local HIAs, visit **www.housingcare.org** or contact your local council.



**Tell us what
you think** 

 CareChoices

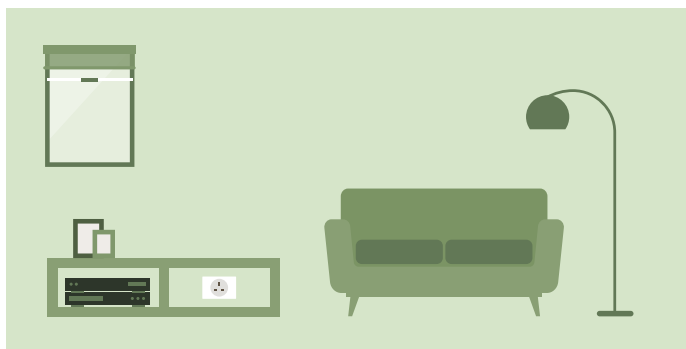
- ⦿ What have you found useful?
- ⦿ What could we do better?

Share your feedback – take our five minute survey

www.carechoices.co.uk/reader-survey

Making life easier at home

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



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

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

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

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

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



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

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

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

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

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



Handled plug



Chair raisers



Chopping board



Level indicator



Teapot tipper

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



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

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

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

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

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



If it's **hard to hold your toothbrush**, try a toothbrush gripper. You might also benefit from having an electric toothbrush or sitting on a stool while brushing your teeth. You might like to buy a raised toilet seat, or a seat with a built-in support frame if it's **hard to use your toilet**. Flush lever extensions are also available.

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

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

Cornwall Council's Adult Access Team

Tel: **0300 1234 131**

Email: accessteam.referral@cornwall.gov.uk

Web: www.cornwall.gov.uk/health-and-social-care/adult-social-care/request-help-for-an-adult



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

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

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

Suitability

Does the equipment support your specific needs? ☐

Are you willing to use it? ☐

Will it fit into your everyday life and routine? ☐

Have you tried a demo of the equipment? ☐

Do you understand what the equipment is for? ☐

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

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

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

Usability

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

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

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

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

Is it portable? ☐

Will it need to be installed by a professional? ☐

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

Reliability

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

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

Can you speak to someone who already uses it? ☐

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

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

Cost

Do you know how much it costs? ☐

Will you need to pay a monthly charge? ☐

Are there alternative solutions that might be free? ☐

Is there a cost associated with servicing the equipment? ☐

Notes

Specialist equipment

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

Cornwall Council has partnered with the Disabled Living Foundation (DLF) to provide a quick and easy-to-use online guided advice service called AskSARA, which can help anyone who finds that they have difficulties with everyday tasks.

Visit <https://asksara.livingmadeeasy.org.uk> to learn more about possible solutions or see pages 10 to 11. Once you have identified equipment that might help with your support needs, use the checklist on page 12 to make sure it's right for you.

Useful contacts

Action on Hearing Loss

Unit 27, HQ Business Centre, 237 Union Street,
Plymouth PL1 3HQ
Tel: **01752 228657**
Web: www.actiononhearingloss.org.uk

Cornwall Mobility Centre

Assessments, information and advice for
paediatric mobility and transportation, daily living
equipment, driving and wheelchairs.
North Buildings, Royal Cornwall Hospital,
Truro TR1 3LQ
Tel: **01872 254920**
Email: info@cornwallmobility.co.uk
Web: www.cornwallmobility.co.uk

disAbility Cornwall & Isles of Scilly

A user-led disabled people's organisation

providing a range of services to empower, assist and facilitate independent living and, when necessary, act as a representative voice for disabled people, their families and carers.

Units 1G/H Guildford Road Industrial Estate,
Guildford Road, Hayle TR27 4QZ

Disability Information and Advice Line:

01736 759500

Email: info@disabilitycornwall.org.uk

Web: www.disabilitycornwall.org.uk

Hearing Loss Cornwall

Supports deaf and hard of hearing people in
Cornwall and the Isles of Scilly.

3 Walsingham Place, Truro TR1 2RP

Tel: **01872 225868**

Text Relay: **18001 01872 225868**

Email: info@hearinglosscornwall.org

Web: www.hearinglosscornwall.org

iSightCornwall

Telephone support, befriending, advocacy and
counselling schemes.

The Sight Centre, Newham Road,
Truro TR1 2DP

Tel: **01872 261110**

Email: info@isightcornwall.org.uk

Web: www.isightcornwall.org.uk

Tremorvah Industries

Endeavours to match the best mobility equipment
to people's needs and aspirations.

Unit 8, Threemilestone Industrial Estate,
Truro TR4 9LD

Tel: **01872 324340**

Email: enquiries.tremorvah@cornwall.gov.uk

Web: www.tremorvah.co.uk

Telecare

Telecare is equipment that can detect falls, inactivity, smoke, flooding, gas or extreme temperatures in the home. Sensors, when activated, will connect to a response centre where trained operators will contact the individual through their home unit. They will take the most appropriate

action, such as contacting a nominated responder, family member, carer, neighbour, doctor or the emergency services.

Telecare can allow users to regain confidence in their homes and remain independent.



→ Relatives and carers are also reassured, safe in the knowledge that, should an incident occur, they will know about it. Some devices can also help monitor particular health conditions and reduce the need for hospital admission.

You can buy telecare and assistive technology

from private companies and organisations or, if you're eligible through an assessment (see below), Cornwall Council may be able to provide support to help you access equipment.

For further information, please visit
www.cornwall.gov.uk/alfilifeline

Support from the council

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

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

Your assessment

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

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

You will need to contact Adult Social Care to arrange

an assessment. Call **0300 1234 131**.

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

Information on paying for care can be found at **www.cornwall.gov.uk/health-and-social-care/adult-social-care/paying-for-adult-social-care** or on page 32 if you are receiving home care and **www.cornwall.gov.uk/health-and-social-care/adult-social-care/choosing-to-live-in-a-care-home** or on page 42 if you are moving into a care home.

Personal Budgets

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

A Personal Budget is the amount of money that the council calculates it will cost to meet the support needs of eligible people. If you are eligible for a Personal Budget, the actual amount you receive will depend on your eligible needs and your finances. The money should be spent in line

with a support plan that has been agreed by both you and the council and can be either a full or a partial contribution to such costs. You may also choose to pay for additional support on top of the budget. Any eventual contractual agreement for services is between you and your care provider, not the council.

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

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

- as a mixture of these options.

Direct Payments can only be used to pay for the care and support agreed in your care and support plan with Adult Social Care.

Assessments from hospital

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

Whatever services you need on discharge, Adult

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

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

Short Term Enablement Planning Service (STEPS)

STEPS is run by CORMAC in partnership with Cornwall Council. It works with vulnerable adults over 18 years old, who may be elderly, have a physical or sensory impairment, or have a learning disability or mental health needs.

The service can support you for a limited period, following some sort of health or social care crisis at home, where some temporary support at home may be required, or when you are returning home from hospital and need some extra support or re-enablement.

STEPS aims to produce better outcomes for people through enablement, working with other health professionals if necessary, to help you regain maximum independence. The service can only be accessed once you have had an assessment.

To arrange for an assessment, call **0300 1234 131**. Alternatively, you might be referred for an assessment by the hospital discharge team or other health care professionals.

After your period of support, you are likely to be able to manage independently or with help from friends, family and the community. If you need more support, the council will carry out a needs assessment (see **www.cormacltd.co.uk/reablement-and-care-services** or page 14 for more information). Depending on your length of time with the service and your financial circumstances, you may be required to pay for, or contribute to, the costs of the support provided.

You can get more advice by calling **0300 1234 131** and asking for the assessments team.

Intermediate care

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

Intermediate care can be provided in your own home or in a care home, depending on local policy and your specific needs. It can be provided by care staff, occupational therapy and physiotherapy, with

additional support provided by the local GP surgery, social workers and community nurses. This combined resource helps people to regain their independence and feel confident in their ability to manage for themselves with any necessary additional support.

Intermediate care, including any care home fees where relevant, is provided by the NHS and is free. It is usually limited to a maximum of six weeks. ➔

➔ If, after this, you have ongoing care or support needs, the council will conduct an assessment and may help you to arrange any services you might need. There may be a charge for these services.

Age UK Cornwall & The Isles of Scilly Home Support Service can help with domestic tasks such as cleaning and shopping, or by simply staying with someone to allow their carer to go out.

Tel: **01872 266383**

Email: **email@ageukcornwall.org.uk**

British Red Cross also provides a support-at-home service to help people regain their independence.

Tel: **01235 552665**

Email: **ilcrsouthciadmin@redcross.org.uk**

Royal Voluntary Service Cornwall Community

Transport Liskeard can tailor support to your individual needs, including community transport services to keep you mobile.

Tel: **01579 348262**

NHS Continuing Healthcare

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

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

See page 43 for more information.

Personal health budgets

A personal health budget is an amount of money to support a person's identified health needs. It is planned and agreed between the person and their local NHS team. The aim is to enable people with long-term conditions and disabilities to have greater choice, flexibility and control over the healthcare and support they receive.



Services for carers

Who is a carer?

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

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

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

The carer may be helping with:

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

Having a carers' assessment

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

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

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

The assessment can also give lots of information about other services that might help, and other ideas for support. The carers' assessment will show if carers qualify for support from Adult Social Care.

Carers' Personal Budgets

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

When Adult Social Care considers a carer's Personal

Budget, it gives priority to situations where there is a significant risk of the carer not being able to continue to provide care if they do not get some support. The amount a carer could get depends on their needs identified by a carers' assessment.

The money is not taxed and it will not affect any benefits.

Respite at home

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

Respite at home is considered to be a service for

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

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

Benefits

Carers may want to explore whether they are entitled to Carer's Allowance – currently £67.60 per week but this may change over the lifetime of this Directory.

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

You can find out more about what organisations support carers in Cornwall by exploring **www.supportincornwall.org.uk/carers**



Emergency Carers' Card Scheme

Adult Social Care runs an innovative, free scheme to ensure that alternative plans can be put into place in the event of a carer having an emergency that leaves them unable to carry out their caring role.

Carers carry a card with emergency contact details and, if an emergency arises, they can call the number on the back of the card. The operator answering the call will then put into place the agreed emergency plan to support the person being cared for.

The service is free, and in many instances the

emergency contact who is called by the operator is a neighbour, friend or family member. This gives people the peace of mind that, in the event of an emergency, procedures are in place to look after the person being cared for.

For more information, call **0800 587 8191** or email **eccs@cornwall.gov.uk**

Alternatively, apply for a card online using the Emergency Carers' Card application form at **www.cornwall.gov.uk/health-and-social-care/carers/emergency-carers-card-scheme**

Resource for those supporting disabled children



carers and practitioners supporting children from

My Family, Our Needs is an online resource providing impartial information for parents,

birth to 25 years with additional needs. As well as guidance, policy and signposting, there is a lifestyle section for parents covering topics such as health and wellbeing, work, family and relationships. Visit **www.myfamilyourneeds.co.uk**

Care in your own home

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

to stay happy and safe. It can offer the opportunity to stay at home, in your own familiar surroundings, and to retain a quality of life you might have feared lost.

Why choose home care?

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

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

Alternatively, you or those close to you might notice changes in your ability to manage the day-to-day things you normally cope with easily, like preparing

meals or looking after yourself. If this happens, contacting Adult Social Care is a good first step towards finding help.

How home care can help you

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

Even those with quite significant and debilitating medical conditions can get skilled personal care that can enable them to stay in their own homes. Some agencies will provide live-in care, where a care worker will stay with you at home to support you throughout the day and night. A list of all home care agencies operating in Cornwall starts on page 27.

Finding the right support

This Directory offers 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. Your search can be sent to you by post or email.

If you are searching online, the results can be saved and emailed to others. 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.

Whatever your care needs, this Directory and the Care Choices website service will be able to point you in the best direction, however you would like care information presented. Visit

www.carechoices.co.uk

The Care Quality Commission (**www.cqc.org.uk**) is responsible for checking that any care provided meets essential standards of quality and safety. Further information is on page 46.

The United Kingdom Homecare Association (UKHCA) requires its members to comply with a code of practice. This code includes a commitment

to treat customers with dignity and respect and operate at a level above the legal minimum required in legislation.

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

The benefits of using a regulated agency include:

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

Living with dementia at home

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

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

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

Family support

If you know someone who is worried about their memory, encourage them to visit their GP. The more support you can give someone, the better life with dementia can be, especially in the early years.

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



- ➔ When someone is living with dementia, they need:
- support to live their life;
 - reassurance that they are still valued and that their feelings matter;

- freedom from as much external stress as possible; and
- appropriate activities and stimulation to help them to remain alert and motivated for as long as possible.

Dementia Friends

People with dementia sometimes need a helping hand to go about their daily lives and feel included in their local community.

Dementia Friends is giving people an understanding

of dementia and the small things they can do that can make a difference to people living with dementia – from helping someone find the right bus to spreading the word about dementia. See **www.dementiafriends.org.uk** for further information.

Respite care

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

It may be planned or be required in an emergency

and can involve the person with dementia attending a day centre or a care worker visiting the person’s home to enable the carer to have a break.

Contact the council to see if you are eligible for support with arranging these services. See pages 14 and 15 for information on assessments.

Care at home

It can often be best for a person with dementia to stay living in their own home for as long as possible.

This may mean that they require some support

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

Specialist dementia day centres

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

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

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

Attendance at day centres can be offered from just a few hours a week to a number of days. Contact the council or your local Alzheimer’s Society office for more details. See ‘Useful local contacts’ on page 59.

Memory cafés

There are memory cafés in most of the major towns in Cornwall, which provide an opportunity for people with memory issues and those who care for them

to drop in for a chat and a coffee. They usually offer reminiscence-based activities, and health and social care professionals are on hand to answer questions

and offer advice in an informal setting. Please contact individual service providers for further information. These listings were correct at the time of publication.

Bodmin

Lanivet Community Hall, Rectory Road,
Lanivet PL30 5HA
Email: **brenda.harris4@nhs.net**
Co-ordinator: Brenda Harris
Open: Every second and fourth Thursday,
2.00pm to 4.00pm

Bude

Park House Centre, Ergue-Gaberic Way EX23 8LD
Tel: **01288 356060**
Co-ordinator: Kim Tresidder
Open: Every first and third Friday,
2.00pm to 4.00pm

Callington

Methodist Church,
Haye Road PL17 7JJ
Tel: **07753 728697** or **07894 669872**
Co-ordinators: Bob Wade and John Ware
Open: Every other Saturday, 2.00pm to 4.00pm

Camborne and Pool

Trevenson Church Community Hall,
Church Road TR15 3PT
Tel: **07901 762191**
Co-ordinator: Anne Ludwig
Open: Every first and third Wednesday,
1.30pm to 3.30pm

Camelford

Top Town Memory Café, Clease Hall,
Clease Road PL32 9QX
Tel: **01840 212780** or **01840 211337**
Co-ordinators: Jane Moore and Jane Sleeman
Open: Every second and fourth Wednesday,
2.00pm to 4.00pm

Carnon Downs

Carnon Downs Village Hall,
Tregye Road TR3 6GH
Tel: **01872 864717**
Co-ordinator: Sally Brocklehurst
Open: Every first and third Thursday,
2.00pm to 4.00pm

Cornwall College

Trevenson Restaurant, Camborne Campus,
Trevenson Road, Pool, Redruth TR15 3RD
Tel: **01209 616240**
Co-ordinator: Lisa Clark
Open: Every Thursday, 2.30pm to 4.00pm

Crantock

The Village Hall, Halwyn Road TR8 5TR
Tel: **01637 830617**
Co-ordinator: David
Open: Every first and third Monday,
2.00pm to 4.00pm

Downderry

St Nicolas Church, Main Road PL11 3LE
Tel: **01503 241003**
Co-ordinator: Margaret Sylvester-Thorne
Open: Alternate Thursdays, 2.30pm to 4.30pm

Falmouth

Emmanuel Baptist Church,
Western Terrace TR11 4QJ
Tel: **01326 311719**
Co-ordinator: Judith Kerridge
Open: Every second and fourth Tuesday,
2.00pm to 4.00pm

Fowey

Squires Field Community Centre,
Park Road PL23 1EF
Tel: **01726 832864**
Co-ordinator: Angela Palin
Open: Every other Thursday, 2.00pm to 4.00pm

Hayle

Hayle Rugby Club, Memorial Park,
Marsh Lane TR27 4PS
Tel: **07513 221066**
Co-ordinator: Christine Price
Open: Every first and third Monday,
2.00pm to 4.00pm

Helston

Hens Horn Court, Station Road TR13 8TY
Tel: **07831 307998**
Co-ordinator: Michael Smith
Open: Every first and third Tuesday,
2.00pm to 4.00pm



→ Isles of Scilly

Carn Gwavel, St Mary's TR21 0NA

Tel: **01720 422663** or **01720 422002**

Co-ordinators: Jenny Byers and Jane Chiverton

Open: Wednesdays and Fridays,

2.00pm to 4.30pm

Launceston

Central Methodist Church Hall,

Castle Street PL15 8BA

Tel: **01566 772599**

Co-ordinator: Pauline Smith

Open: Every other Saturday,

2.00pm to 4.00pm

Liskeard

Manna Café, Methodist Church,

Bay Tree Hill PL14 4BG

Tel: **07787 096482**, **01579 321600**

or **07716 787575**

Co-ordinator: Sally Mollard

Open: Every first Friday, from 2.15pm to 4.15pm

Looe

St Martins Hall, Church Hall PL13 1NX

Tel: **01503 264414**

Co-ordinator: Deirdre Croker

Open: Every second Friday, 2.00pm to 4.00pm

Lostwithiel

Lostwithiel Community Centre, Oasis Suite,

Pleyber Christ Way PL22 OHE

Tel: **01208 871470** or **01208 871030**

Co-ordinators: Geoffrey Phipps and Mike Sharpe

Open: Alternate Thursdays, 2.00pm to 4.00pm

Mevagissey

St Andrews Church Hall,

Chapel Street PL26 6SS

Tel: **01726 843603** or **01726 843634**

Co-ordinators: Pam Dabbs and Jan Hearn

Open: Every first and third Thursday,

2.00pm to 4.00pm

Millbrook

Scout Hall, Fore Street PL10 1BA

Tel: **01752 823909**

Co-ordinator: Jane Riggs

Open: Every first Tuesday, 2.00pm to 4.00pm

Mullion

Mullion Methodist Church Hall, TR12 7BY

Tel: **01326 240257** or **01326 574257**

Co-ordinators: Valda and Sonia

Open: Every first and third Friday,

2.00pm to 4.00pm

Newquay Day Centre

Kimberley Close, Crantock Street TR7 1JR

Tel: **01637 876150**

Co-ordinator: Donna Smokvina

Open: Every Wednesday, 10.00am to 12.00pm

Padstow

St John's Church, Church Lane PL28 8AY

Tel: **01841 540656**

Co-ordinator: Sister Deirdre Slade

Open: Every second and fourth Tuesday,

1.30pm to 3.30pm (closed in August)

Pelynt

Community Room, Pelynt Methodist Chapel,

Jubilee Hill PL13 2ZH

Tel: **01503 220307**

Co-ordinator: Mary Packman

Open: Every third Thursday, 2.00pm to 4.00pm

Penryn

Methodist Church Hall,

Higher Market Street TR10 8EH

Tel: **01326 374969**

Co-ordinator: Gill Grant

Open: Every first and third Thursday,

2.00pm to 4.00pm

Pensilva

St John's Church Hall, Church Hill PL14 5NG

Tel: **01579 362698** and **01579 363461**

Co-ordinators: Carolyn Cox and Pat Dilworth

Open: Every fourth Thursday, 2.00pm to 4.00pm

Penzance

Hope Church, Lansdowne Place,

Alverton TR18 4QB

Tel: **07974 728435**

Co-ordinator: Margaret Ford

Open: Every second, fourth and fifth Thursday,

2.00pm to 4.00pm (meetings); every second and

fourth Thursday, 2.00pm to 4.00pm (activities);

and every fifth Thursday, 2.00pm to 4.00pm

(refreshments, cake and a chat)

Perranporth

St Michaels Church Hall, Boscawen Road TR6 0JX

Tel: **01637 830380**

Co-ordinators: Alan Johns and Wendy Barritt

Open: Every second and fourth Monday,
2.00pm to 4.00pm

Perranwell

The Perran-ar-Worthal Village Memorial Hall,
School Hill, Perranwell Station, Truro TR3 7NJ

Tel: **01872 275874** or **07710 291327**

Co-ordinator: Bev Horton

Open: Every second and fourth Tuesday,
2.00pm to 4.00pm

Polperro

The Methodist Church, Fore Street PL13 2JJ

Tel: **01503 272473**

Co-ordinator: Pauline Ridd

Open: Every third Friday, 2.00pm to 4.00pm

Probus

Village Hall, 1 Fore Street TR2 4NB

Tel: **01726 884388** or **07541 319989**

Co-ordinator: Jill Prisk

Open: Every second and fourth Wednesday,
2.30pm to 4.30pm

Redruth

Redruth Community Centre,

Foundry Road TR15 1AN

Tel: **07738 669319**

Co-ordinator: Alison Watson

Open: Every second and fourth Wednesday,
1.30pm to 3.30pm

Roseland

Porthscatho Memorial Hall, Gerrans Hill,

Porthscatho TR2 5EE

Email: **milliesmum007@gmail.com**

Co-ordinator: Caroline Coldwell

Open: Every other Wednesday, 2.30pm to 4.30pm

Saltash

Burraton Methodist Church,

Liskeard Road PL12 4RH

Tel: **01752 848728**

Co-ordinators: Sarah Cook and Liz Hewer

Open: Every second and fourth Wednesday,
2.00pm to 4.00pm

St Agnes

Miners and Mechanics Institute,

18 Vicarage Road TR8 0TL

Tel: **01872 552689**

Co-ordinator: Annabel Dunn

Open: Every first and third Wednesday,
2.00pm to 4.00pm

St Austell

Cuddra WI Hall, Bucklers Lane PL25 3JN

Tel: **01726 64734**

Co-ordinator: Mike Pascoe

Open: Every first and third Monday,
2.00pm to 4.00pm

St Columb Major

The Oasis Centre, 26 Fore Street TR9 6RH

Tel: **01637 88968**

Co-ordinator: Alison Dawe

Open: Every Thursday, 1.00pm to 3.00pm

St Ives and Carbis Bay

The Memorial Hall, Trecrom Lane TR26 2TA

Tel: **07851 111496**

Co-ordinator: Chris Muxlow

Open: Every first and third Thursday,
2.00pm to 4.00pm

St Just

St Just Methodist Chapel Hall,

Chapel Street TR19 7LT

Tel: **01736 786043** or **01736 786067**

Co-ordinators: Dawn Hankins and Joyce Lee

Open: Every second and fourth Tuesday,
2.00pm to 4.00pm

Sticker

St Mark's Church Hall, Chapel Hill,

St Austell PL26 7HF

Tel: **01726 883298** or **07717 333713**

Co-ordinator: Catherine Hannaford

Open: Every first and third Tuesday,
2.00pm to 4.00pm

Torpoint

Memory café social group offering a trip out on
the community bus.

St James Church, St James Road PL11 2PP

Tel: **01752 822014**

Email: **madge3lz@btinternet**

Co-ordinator: Penny Madge

Open: Every third Wednesday, 2.00pm to 4.00pm →

→ Truro

All Saints Hall, Tresawls Road,
Highertown TR1 3LD

Tel: **07555 411798**

Co-ordinators: Lin Reeson and Liza Bianchi
Open: Every second and fourth Friday,
1.30pm to 3.30pm

Wadebridge

John Betjeman Centre, Southern Way PL27 7BX

Tel: **01208 841542** or **07917 195372**

Web: **www.wmca.btck.co.uk**

Co-ordinator: Margaret Lovell

Open: Every second and fourth Saturday,
2.00pm to 4.00pm

Alzheimer's Society

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

If you have concerns about any form of dementia, please contact your local office for information and support and access to local services. See page 59 for contact details.

Side by Side

Helps people with dementia to keep doing the things they love with the support of a volunteer. By doing things like going for a walk, attending a football match or joining a local class together, volunteers can support people with dementia to take up hobbies and get out and about. The focus of the service is to build upon the existing skills and strengths of people with dementia, supporting them to get out and about and encouraging them to be part of their community.

Dementia Support Cornwall and Isles of Scilly

Cornwall currently benefits from a number of dementia support workers. This service is designed to help people living with dementia, and their carers, to deal with any challenges they may face and help them prepare for the future through individualised one-on-one support.

This service provides people with the tools that enable them to maintain their independence and sense of wellbeing. It will also refer people to local support services within the community.

Singing for the Brain® Truro

Uses music to bring people together in a friendly and stimulating social environment. Singing is not only an enjoyable activity, but can provide people with dementia, along with their carers, with an opportunity to express themselves and socialise with others in a fun and supportive group.

Participation is entirely down to how comfortable attendees feel and no singing or music experience is necessary. Please contact the service provider for more information. Call **01872 277963** or visit All Saints Church Hall, Highertown, Truro TR1 3LD

Information provision

Alzheimer's Society runs an information provision service from its Truro Office. This can provide information and support to anyone with concerns about any forms of dementia or memory loss. This includes people with dementia, their carers, relatives, friends and professionals. This service can offer free publications, Alzheimer's Society factsheets and make referrals to local services.

The information worker will also attend local events to provide communities with vital information about living well with dementia.

For all these services, call **01872 277963**. The **Alzheimer's Society Dementia Connect Support Line** is available on **0333 150 3456** and can provide information, support, guidance and signposting to other appropriate organisations. The helpline is open from 9.00am to 8.00pm, Monday to Wednesday; 9.00am to 5.00pm, Thursday and Friday; and 10.00am to 4.00pm, Saturday and Sunday.

For more information on care homes for people with dementia, see page 40.



Agency 1

Agency 2

Agency 3

Fees per week	Quality rating*
£	
£	
£	

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

About the agency

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

Staff

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

Accommodating your needs

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

Regulation

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

Notes

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*See page 46.



Agincare
Live-in Care

*Fully managed high quality
affordable live-in care
from £895 per week*

Rated Excellent ★ Trustpilot

Inspected and rated
Good
Care Quality Commission

0808 291 6937 | agincare.com



Helping Hands
Caring since 1989

Do you need a helping hand?

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

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

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

Looking for care? **0808 274 2935**

For more information www.helpinghands.co.uk

UKABIF The United Kingdom Residential Abuse Report

DAA Dementia Action Alliance

sia Social Investment Advisory Board

UKIFCA UK Independent Financial Care Association

See the checklist on page 25 for useful questions to ask when looking at home care.

For information on paying for home care in Cornwall, see page 32.

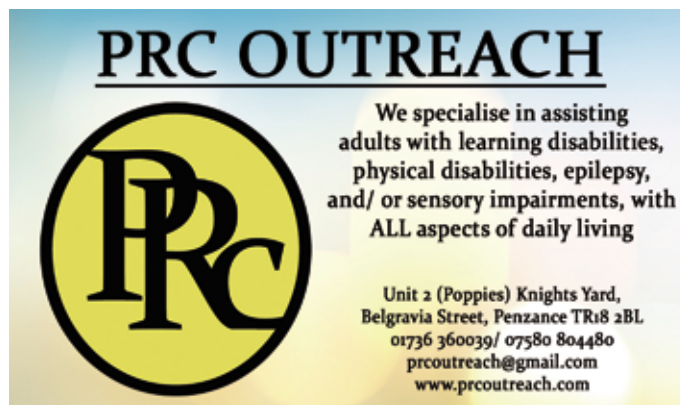


247 Live-in Companions

247 Live-in companions offers professional live-in carers to enable you to live as independent a life as possible in your home. If you are looking for 24 hour carers look no further than 247 Live-in Companions.

We cater for: Dementia Care • Short term care • Nurse led care • Companionship • End of Life care • High Dependency Care and a range of other needs. For more information, contact us.

0330 094 5767 • info@247live-incompanions.com
07494 943307 • www.247live-incompanions.com



PRC OUTREACH

We specialise in assisting adults with learning disabilities, physical disabilities, epilepsy, and/ or sensory impairments, with ALL aspects of daily living

**Unit 2 (Poppies) Knights Yard,
Belgravia Street, Penzance TR18 2BL**
01736 360039/ 07580 804480
prcoutreach@gmail.com
www.prcoutreach.com



Live In Care

Providing 24hr Live-in Care in the comfort of your own home

T: 01872 492 321
E: info@livein.care
W: www.livein.care

Regulated by
Care Quality Commission



Live In Care provides a professional and friendly, fully managed live-in care service that allows you or your loved one to continue to live independently in the comfort of your home, supported by fully trained, experienced and trusted live in carers.

We provide live in care packages which include:

- ♥ 24 hour Live in care ♥ Respite Care
- ♥ Waking nights ♥ End of life/ Palliative care
- ♥ Dementia care ♥ Holiday Companionship

Accomplish Group Lifestyles (South West) Ltd

St Austell

Tel: 01726 72668

PD LDA

Advance Cornwall

Camborne

Tel: 01209 610003

OP D PD LDA MH YA

Agincare UK Ltd

Cornwall

Advert page 26 & outside back cover

Tel: 0808 291 6937

OP D PD LDA MH YA AD

Alexandras Community Care Penryn

Penzance

Tel: 01326 314642

OP D PD MH SI

Alexandras Community Care Penzance

Penzance

Tel: 017363 68699

OP D PD LDA MH SI YA AD

Alexandras Community Care Redruth

Redruth

Tel: 01209 610878

OP D PD MH

Alexandras Community Care St Austell

St Austell

Tel: 01579 342256

OP D PD LDA MH SI YA AD

Alexandras Community Care Truro

Truro

Tel: 01726 883763

D PD SI

Atlantis Care Home

Looe

Tel: 01503 272243

MH SI YA OP D

Averlea Domiciliary Care

St Austell

Tel: 01726 66892

OP D

Bluebird Care (Cornwall North)

Camelford

Tel: 01840 212184

OP D PD LDA SI YA

Bluebird Care (Mid and West Cornwall)

Truro

Tel: 01872 276006

OP D PD LDA MH SI YA AD

Calton House Ltd

Camborne

Tel: 01209 611888

LDA MH

Camborne Steps

Camborne

Tel: 01872 324780

D PD LDA MH SI AD

Caradon Community Care Home Care Services

Liskeard

Tel: 01579 559696

OP D PD SI YA

Care-Now

St Austell

Tel: 07830 638042

OP D PD MH YA

Carers Break Community Interest Company

St Austell

Tel: 01726 890828

OP D PD LDA MH SI YA AD

Caresta Ltd

– Office 8, St Erth Business Park

Hayle

Tel: 01736 333177

OP D PD

Carol Spinks Homecare

Saltash

Tel: 01752 844832

OP D PD LDA MH SI YA

Carmel Care & Support Ltd Camborne

Camborne

Tel: 07342 057915

OP D PD LDA MH SI YA

Comfort Care (Truro) Ltd

Truro

Tel: 01872 272577

OP D PD YA

Complete Care & Support Ltd

Launceston

Tel: 01566 776833

OP D LDA MH PD SI

Continuum Care (Cornwall)

Penryn

Tel: 07725 994281

OP D PD LDA SI AD

Corcare

St Austell

Tel: 01872 327779

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

Home care providers continued

Cornwall Care Ltd – Home Care

Truro

Tel: 01872 597800

OP D LDA MH SI

County Care

Hayle

Tel: 07867 602811

D PD LDA MH SI

D.O.V.E. Project, The

Camborne

Tel: 01209 612494

OP PD LDA YA

Duchy Care

Newquay

Tel: 01637 878637

D PD LDA MH SI

Eirenikon Park Residential Home

Tintagel

Tel: 01840 770252

OP

Elizabeth House Newquay Ltd

Newquay

Tel: 01637 210037

OP D LDA MH PD SI YA

Falcare

Falmouth

Tel: 01326 317580

OP D PD LDA MH SI YA

Forget-Me-Not Homecare Services

St Austell

Tel: 01726 77212

OP PD

Four Seasons Community Care

Torpoint

Tel: 01752 811152

OP D PD LDA MH SI YA

Green Light Go

Newquay

Tel: 01637 416444

LDA YA

Greenbank Care

Liskeard

Tel: 01579 347794

OP D MH SI

Guinness Care at Home Cornwall

St Austell

Tel: 01208 220900

OP D YA

Harbour Home Care

Redruth

Tel: 01209 843001

OP D PD LDA MH SI YA

Hartley Home Care

Camelford

Tel: 01840 213294

OP D PD LDA YA



HEALTH & CARE AT HOME

*Love begins by taking
care of the closest ones –
the ones at home*

Shopping / Nursing Care
Palliative Care / Holiday Care
Personal Care / End of Life Care
Occupational Therapy
Household Chores
Respite Care for Carers
Meal Planning and Preparation

*“All of the team are kind, compassionate & hugely professional.
They really are the best care company I’ve ever come across.”*



Bodmin – **01208 822030**

Newquay – **01637 838600**

Truro – **01872 228377**

Falmouth – **01326 450199**



info@healthandcareathome.co.uk | healthandcareathome.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

Havencare (South West) Ltd Supported Living

St Austell

Tel: 07477 146513

LDA MH YA

Health and Care at Home

Truro

Tel: 01872 228377

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OP PD SI YA

Heart of the South Cornwall Branch

Truro

Tel: 01872 271557

OP D PD LDA MH SI YA AD

Help at Home Care Service

Falmouth

Tel: 01326 374588

OP D PD MH SI

Helping Hands Truro

Truro

Tel: 0808 274 2935

Advert page 26

OP D LDA MH PD SI YA

HF Trust – Chy Keres

Launceston

Tel: 01566 779805

OP LDA YA

HF Trust – Cornwall DCA

Wadebridge

Tel: 01208 815614

LDA

Hillsborough Residential Home

Callington

Tel: 01579 383138

OP D PD SI

Home Instead Senior Care

Mid Cornwall

Tel: 01726 829312

OP D PD LDA MH SI YA

Truro

Tel: 01872 224004

OP D PD LDA MH SI YA

Hub, The

Launceston

Tel: 01566 880308

D PD LDA MH SI AD

Human Support Group Ltd

– Passmore Edwards Court

Liskeard

Tel: 01579 381522

OP D PD MH SI YA

In Caring Hands

Truro

Tel: 01872 302222

OP D PD LDA MH SI YA

In Caring Hands St Austell

St Austell

Tel: 01726 61998

OP D PD LDA MH SI YA

Karrek Community

St Austell

Tel: 01726 810045

PD LDA

Kensey Care Services

Launceston

Tel: 01566 773827

OP D MH PD SI YA

Kernow Home Care Ltd

Penzance

Tel: 01736 787080

OP D PD LDA

Kerrier Homecare Ltd

Redruth

Tel: 01209 215656

OP D PD SI

Kindcare

Helston

Tel: 01736 888074

OP D PD YA

Lanhydrock Care

Bodmin

Tel: 01208 73904

OP PD SI

Live in Care

Taunton

Tel: 01872 492 321

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OP D PD MH SI YA

Live Life Care Ltd

Truro

Tel: 01872 561761

OP D PD LDA MH SI YA AD

MCMH Cornwall

Penryn

Tel: 07816 967622

OP D MH PD SI YA

Mencap – East Cornwall Support Service

Bodmin

Tel: 01208 79350

LDA YA

MSS Care

Helston

Tel: 01872 225271

OP D PD LDA SI

Newcross Healthcare Solutions Ltd

(Cornwall Service)

Truro

Tel: 01872 222525

OP D PD LDA MH SI YA AD

Service

OP Older people (65+)

D Dementia

PD Physical disability

LDA Learning disability, autism

User Bands

MH Mental health

SI Sensory impairment

YA Younger adults

AD People who misuse alcohol or drugs

North Hill Homecare

St Austell
Tel: 01726 73912

OP YA

Nursefinders

Truro
Tel: 01872 270999

OP PD LDA

Nurseplus UK

Truro
Tel: 0800 622 622

Advert below

OP D PD LDA MH SI YA

Old Roselyon Domiciliary Care Agency, The

Par
Tel: 01726 814297

OP D PD

Options Kernow

Truro
Tel: 01872 278807

LDA YA

Pendeen Community Care Ltd

Redruth
Tel: 01209 313032

OP D PD SI YA

Pendennis House

Wadebridge
Tel: 01208 815637

D LDA MH

Pendrea Home Care

Bodmin
Tel: 01208 264962

OP D PD LDA SI

Penhellis Community Care Ltd

Helston
Tel: 01326 572626

OP D PD LDA MH SI YA AD

Penhellis Community Care Ltd (Roche)

St Austell
Tel: 01579 381005

D PD LDA SI AD

Pentowan Home Care

Newquay
Tel: 01637 851790

OP PD SI YA

Penwith Care

Hayle
Tel: 01736 797909

OP D SI YA

Penzance Steps

Penzance
Tel: 01872 324780

OP YA

Phoenix Care Cornwall Ltd

Penzance
Tel: 01736 360197

OP D PD MH SI

Pol Community Care Ltd

Liskeard
Tel: 01503 775050

OP D PD LDA SI YA

PRC Outreach

Penzance
Tel: 01736 360039

Advert page 26
OP D PD LDA SI YA

Proper Care (Cornwall) Ltd

Helston
Tel: 01326 560973

OP D PD LDA MH SI YA

Rainbow Support Ltd Domiciliary Care Office

Redruth
Tel: 07808 645076

OP LDA MH YA

Regard Group, The – Domiciliary Care Cornwall

Redruth
Tel: 01209 217335

OP YA

Peace of mind when you need it most.




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

We provide companionship and support packages to our clients across the UK, each with their own requirements and we will work with you and your loved ones to get it just right.

Continue living life just the way you want with a flexible care plan that's as individual as you are.

Nurseplus have been brilliant and are great at meeting my continuously changing needs, even at short notice.

We can provide support for:

- Elderly support and assistance
- Companionship
- Emergency care
- 24-hour care
- Respite care
- Mental health needs
- Physical and sensory impairments
- Learning disabilities
- Complex needs such as brain and spinal injuries



Speak to our friendly team on

08000 622 622 nursepluscareathome.com

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 providers continued

Restgarth Domiciliary Care Ltd

Liskeard

Tel: 01579 321758

OP D PD LDA SI YA

Right Nurse Care Services

Truro

Tel: 01872 274120

OP D PD LDA MH SI YA AD

Rowans Domiciliary Agency

St Agnes

Tel: 01872 553295

OP D PD MH SI

Royal Mencap Society

– West Cornwall Support Service

Hayle

Tel: 01736 753593

LDA

Smeaton Healthcare (Truro)

Truro

Tel: 01872 229865

OP D PD LDA MH SI YA

South Western Care Services

Helston

Tel: 01326 341457

OP D PD MH SI YA

St Clements Vean, 2 & 3

Truro

Tel: 01872 246720

OP D PD LDA MH SI YA AD

STEPS East

Bodmin

Tel: 01872 327781

OP YA

Steps Mid

St Austell

Tel: 01872 324379

OP PD

Tamarisk Care Agency

Hayle

Tel: 01736 448994

OP D PD YA

Taylor's of Grampound

Truro

Tel: 01726 884402

OP D PD MH SI YA

Tender Loving Care South West

St Columb

Tel: 01637 889140

OP D PD SI

Thyme Care Ltd

Penzance

Tel: 01736 369090

OP D YA

Torcare Domiciliary Service

Torpoint

Tel: 01752 812384

OP D YA

Trelawney Care Ltd

Camborne

Tel: 01209 712480

OP LDA

Tremenheere Home Care

Penzance

Tel: 01736 350728

OP D

Trewcare Ltd

Falmouth

Tel: 01326 375949

OP D PD MH SI YA AD

United Care Concepts Ltd

Saltash

Tel: 0844 692 3826

OP D PD LDA MH SI YA AD

United Response

– Cornwall DCA

Truro

Tel: 01872 250150

OP D PD LDA MH SI YA

United Response

– East Cornwall & Plymouth DCA

Callington

Tel: 01579 382833

OP D PD LDA MH SI YA

Valued Lives Hub

Redruth

Tel: 01209 901438

D LDA MH

Victoria Community Care (Cornwall) Ltd

St Austell

Tel: 01726 64364

OP D PD MH SI YA

Westcountry Home Care Liskeard

Liskeard

Tel: 01579 342256

OP D PD LDA MH SI YA AD

Westcountry Home Care Ltd

Launceston

Tel: 01566 775960

OP D PD LDA MH SI AD

White River Homecare

St Austell

Tel: 01726 73855

OP D PD SI YA

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

Paying for care in your home

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

If you have more than £23,250 in savings or capital, you will have to pay the full cost of your care. The value of your home is not counted when working out charges for non-residential care. If you have more than £23,250, you should tell Adult Social Care when your savings are likely to fall below this amount.

The council calculates charges in accordance with

national eligibility criteria set by the Government. This ensures people are only required to pay what they can afford, taking into account capital, income and expenditure.

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

Figures mentioned here may change over the lifetime of this Directory.

Non-means-tested care and support

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

If you need care or support, you may be eligible to claim Attendance Allowance (AA) or Personal

Independence Payments (PIP). AA and PIP are non-means-tested benefits. Provided you are eligible, you can receive AA or PIP regardless of how much income or capital you have. AA is payable to people over the age of 65 and PIP to those aged 16 to 64. There are different rates that can be awarded, dependent on the level and type of help you need.

These can be found at **www.gov.uk**

Other ways to fund your care and support

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



The Society of Later Life Advisers (SOLLA)

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

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

The Money Advice Service

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

Tel: **0800 138 7777**

Web: **www.moneyadvice.service.org.uk**

Further information on paying for care can be found beginning on page 42.

Housing with care

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

housing associations, the local authority, voluntary organisations or private companies. Properties may be available for rent, mixed tenure or to purchase.

Supported Living

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

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

a local authority or a charity may own the property. Supported Living refers to the way in which accommodation and support are organised, rather than the amount of support. This will be tailored to individual need and can include access to support 24 hours a day if assessed as necessary, although many people do not require this – particularly with the use of assistive technology (discussed earlier on page 13).

Independent Living Service Team

Cornwall Housing Ltd, Chy Trevail, Beacon Technology Park, Bodmin PL31 2FR

Tel: **0300 1234 161**

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

Web: **www.cornwallhousing.org.uk**

Shared Lives

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

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

Sheltered housing

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

A scheme manager is either based at the site or visits regularly. Many sheltered housing schemes also have communal lounges, laundry facilities, lifts, door entry systems and specially adapted facilities.

To find out whether social housing may be a suitable option, please talk to the Housing Options Service on **0300 1234 161** or visit **www.cornwall.gov.uk** or

check Support in Cornwall for services in your area at **www.supportincornwall.org.uk**



Extra care housing

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

available 24 hours a day.

Extra care allows you to retain your own tenancy and have care services delivered, ensuring that you can remain safely in your own self-contained accommodation. For information on extra care housing in your region, contact Adult Social Care.

Specialist services

Learning disability

The council's service for people with learning disabilities and their families is a joint service with the Learning Disability Health Services of Cornwall Partnership NHS Foundation Trust. It is known as Community and Support Services, and operates a number of day services, in both large and small venues and short break services.

You can get help and advice on problems you may be experiencing with: being listened to or understood; your education; keeping well; money and work; somewhere to live; things to do and helping others to care for you.

Support can come from: art therapists; community nurses; dietitians; occupational therapists; physiotherapists; psychiatrists and psychologists; speech and language therapists and your doctor.

Teams will also help you get advice and support from: advocacy services; the Department for Education; the Department for Work and Pensions;

Jobcentre Plus; the Housing Department and the police. The teams can also assess the needs of family carers and help support the person they care for.

Scope

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

National advice line: **0808 800 3333**

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

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

Supported Living Cornwall (The DOVE Project)

Supports a range of people with a variety of disabilities to live in their own communities.

Second Floor, 7 The Crescent, Plymouth PL1 3AB

Tel: **01209 612494**

Web: **www.thedoveproject.co.uk**

Many other services and support organisations exist for people with a learning disability. You can find out more at **www.supportincornwall.org.uk**

Mental health

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

Your local Integrated Community Mental Health Team (ICMHT) should be your first point of contact if you have a mental health condition. ICMHTs are community-based assessment and treatment services for people with mental health conditions

aged between 18 and 65 years. You can ask your GP to refer you or ask someone who knows you to contact the ICMHT on your behalf.

There is increased demand for home care for people with mental health conditions arising from greater use of supported living instead of care home placements. Like other specialist care services, this can be paid for (if you have been assessed as eligible) with a Personal Budget, discussed earlier on page 14.

Local ICMHTs

Carrick

Tel: **01872 221000**

East and West Caradon

Tel: **01579 373737**

Kerrier

Tel: **01209 318960**

North Cornwall

Tel: **01208 834300**

Penwith

Tel: **01736 571000**

Restormel (Alexandra House and Newquay Hospital)

Tel: **01726 873377**

To find out which ICMHT covers your area, contact the **Bodmin Hospital switchboard** on **01208 251300**.

Cornwall Mind

A small but enthusiastic team endeavouring to promote good mental health and wellbeing, empower people to lead a full life as part of their local community and involve service users in planning and delivery of mental health services.

Bodmin Wellbeing Centre,
2a Hamley Court, Dennison Road,
Bodmin PL31 2LL

Tel: **01208 892855**

Email: **info@cornwallmind.org**

Web: **https://cornwallmind.org**



Physical disability

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

of services to help you live as independently as possible. There are also services available in Cornwall to support someone who may be your carer.

Sensory services

The Sensory Services team can provide information packs, advice and access to services, as well as support from a network of national and local agencies for those who are blind or partially sighted or have a degree of sight loss.

The team offers a service to people with a significant sight loss in both eyes that is not correctable with surgery or glasses. If your sight loss is not as severe as this, the team can give you advice about appropriate support available from other organisations.

If you care for someone with a sensory need, the Sensory Services team can carry out an assessment of your needs as a carer to help you to continue to support them.

Contact **Adult Social Care** for further information on **0300 1234 131** or contact:

iSightCornwall

Telephone support, befriending, advocacy and counselling schemes.

Tel: **01872 261110**

Web: **www.isightcornwall.org.uk**



Advocacy

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

Advocates are not there to tell you what to do or to make decisions for you, but to help you express your views and make your own decisions. Councils have a legal obligation to provide an advocate to you if you need one at any stage of your care and support planning with them.

Advocacy in Cornwall

Provides a service for adults with mental health issues who are living in the community in Cornwall.

Tel: **0330 440 9000**

Text: **80800**, keyword 'PEOPLE'

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

Web: **www.advocacyincornwall.org.uk**

Cornwall Advocacy

An independent organisation offering a variety of advocacy services to people who have a learning disability.

Woodbine Farm Business Centre,
Truro Business Park, Truro TR3 6BW

Tel: **07966 792255**

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

Web: **www.cornwalladvocacy.org.uk**

Cornwall People First

Run by people with a learning disability, it runs projects to make things better for people with a learning disability and hosts events and meetings so that people can have their say.

The Lescudjack Centre, Penmere Close,
Penzance TR18 3PE • Tel: **07469 928565**

Web: **www.cornwallpeoplefirst.com**

Speakup Self Advocacy

Run by and for people with learning disabilities.

Tel: **01709 720462** • Email: **team@speakup.org.uk**

Web: **www.speakup.org.uk**

Planning for end of life

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

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

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

vital to establish your preferences and choices.

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

It is also important to know that all health and social care staff must be trained in communication regarding end of life care and will be trained in assessing the needs of individuals and carers.

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

Planning for your funeral

While you are thinking about the future, you may want to consider writing down your wishes for your funeral. This can help to alleviate pressures on your family. They may appreciate knowing your wishes and that they can make sure they are considered at your funeral. By detailing your wishes, your family can be comforted by the fact that they don't need to make all the decisions about what you would have liked or wonder whether they are making the right choices.

Things to consider are included in 'My Funeral Wishes', a form produced by Dying Matters and the National Association of Funeral Directors.

Visit www.dyingmatters.org/page/my-funeral-wishes for more information.

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

See page 61 for details of organisations that may be able to help you plan for the end of your life or your funeral.

Care homes

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

The CQC inspects every care home and home care agency, publishing a report along with a rating.

CQC quality ratings must be displayed at the operator's premises and on its website.

You can also find inspection reports and ratings for all services on the CQC's website (www.cqc.org.uk).

Types of care home

Care homes (personal care only)

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

Care homes with nursing

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

If, after a needs assessment, a care home providing

nursing care is the best solution for you, a social worker will give you information to help you find a home which meets your care requirements. The cost of the nursing care part of your fees may be paid by the NHS to the home directly: the current amount is £187.60 per week. This figure may change over the lifetime of this Directory – check with Adult Social Care.

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



Activities in care homes

The word 'activity' can imply many different things but, in the context of a care home, it should mean everything a resident does from when they open their eyes in the morning until they go to sleep at night.

Activities should stimulate residents emotionally, physically and mentally and, in a good care home, should encompass all aspects of daily life. They can range from choosing what to wear, to helping with tasks around the home or garden, to listening to the radio or joining in with an art or exercise class.

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

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

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



Search for care in your area

www.carechoices.co.uk 

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

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

 CareChoices

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 46.

Care homes and dementia

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

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

They must also have the opportunity to discuss and make decisions, together with their carers, about the use of advance statements, advance decisions to refuse treatment, Lasting Powers of Attorney and Preferred Priorities of Care. For more information on these last two topics, see pages 45 and 36 respectively.

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

Within the home, much is down to the attitude

and skills of the manager and the staff. Do they provide an environment that enables a person with dementia to exercise choice and personal preferences even in the later stages of the condition? Who is the person in charge of championing dementia care best practice in the home?

Further questions to consider are included in the residential dementia care checklist on page 41.

Design and technology

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

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

Staff training

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



Search for care in your area

www.carechoices.co.uk 

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

 CareChoices

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

Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

We suggest that you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 39. 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 46.

Paying for care

When a local authority provides or arranges your services, you may be asked to contribute towards

the cost of care at home or in a care home, depending on your personal circumstances.

Financial assessment

To determine whether or not you will need to contribute towards the cost of your support, the council will conduct a financial assessment. This will look at your capital, savings and income. Most people are likely to have to contribute something towards the cost of their care. The value of your home is included as part of your capital in this assessment if you are moving into residential care, except in limited circumstances. It is not included if you are receiving care in your own home. If you choose not to have a financial assessment, you will be responsible for paying the full cost of your care and support.

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

If you have capital and savings between £14,250 and £23,250, you are likely to have to contribute towards the cost of your care. You may need to contribute part of your income, and a sliding scale operates whereby you contribute £1 for each £250 you have

in capital and savings above the lower figure.

If your capital and savings amount to more than £23,250, you will likely have to pay the full cost of your care yourself. However, you are still entitled to an assessment of your needs by the council, and you may be able to get some support with funding your care. See page 43.

These figures may change during the lifetime of this Directory.

If you are eligible for support from the council and you are moving into a care home or care home with nursing, you will be given a choice of homes that charge the amount the council would usually pay for someone with your needs. If the home you choose charges a fee in excess of the local authority's funding limit, you will need to find someone else to meet the additional amount. This is often referred to as a 'third party payment' or 'top-up' (explained further on page 43).

Running out of money

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

If you become eligible for the council's support with funding your care, and the home you are living in charges more than the council's fee levels, you must find someone to help pay the difference. This is known as a 'top-up' or 'third party payment'. See page 43 for more information. If funds for a top-up are not available, you will need to find accommodation which can meet your needs at the local authority fee level.

Understanding your rights before moving into care is essential. There are a number of financial products and specialist companies that may be able to help. It is important to seek independent financial and legal advice before committing yourself to anything. See page 44 for more information.



Non-means-tested support

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

Benefits

Attendance Allowance and Personal Independence Payments are non-means-tested, non-taxable benefits from the Department for Work and Pensions. There are different rates depending on the level of your needs. Everyone who needs care should consider claiming these benefits; however, they will not be paid if you are, or become, a permanent resident in a care home.

If you are entitled to the mobility component of Personal Independence Payment, this payment will not stop once you are in a care home and is not included in your financial assessment.

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

NHS Continuing Healthcare

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

Self-funding your care

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

before entering into any arrangements. It is important that you seek specialist advice from appropriately qualified and regulated financial advisers. See page 44 for suggested contacts.

Twelve-week property disregard

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

Deferred Payment Agreements

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

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

NHS Nursing Care Contribution

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

Third party payments

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

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

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

they are required. They will need to sign a contract with the council to confirm that they are able to do this.

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

If you are already resident in a care home and no top-up was required at the time you became a

resident, the home may seek to introduce one at a later date, which would need to be agreed first with the local authority.

This may happen if a change to your arrangements is made at your request or with your agreement. For example, if you move to a nicer room.

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

Seeking financial advice

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

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

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

A list of independent financial advisers who are accredited by the Society of Later Life Advisers can

be found at **www.societyoflaterlifeadvisers.co.uk** or you can call **0333 202 0454**.

There is also a number of organisations that will provide free advice about funding care and support. These are a good place to start if you are looking for information and want to see what sort of options are available.

Age UK

Tel: **0800 055 6112**

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

Citizens Advice

Web: **www.citizensadvice.org.uk**

Money Advice Service

Tel: **0800 138 7777**

Web: **www.moneyadviceservice.org.uk**

Important information

Finding care in your area

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

You can search by postcode, county or region for care homes, care homes with nursing and home

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

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

number and the service's latest CQC inspection report and rating (see page 46), indicating the quality of care provided. You can also view an electronic version of this Directory on the site

and have it read to you by using the 'Recite Me' function.

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

How solicitors can help

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

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

The Court of Protection can issue Orders directing the management of a person's property and financial affairs if they are incapable of managing their own affairs and should they not have an LPA. The Court procedure is presently very slow and the fees are quite expensive, so preparing an LPA is always advisable, providing you have somebody sufficiently trustworthy to appoint as your attorney.

An 'advance directive' allows you to communicate your wishes in respect of future medical treatment but it is not legally binding. You may instead wish to make a living will, properly known as an 'advance decision', setting out treatment that you do not want to receive in specified circumstances, which would legally have to be followed, even if you die as a result.

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

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

Comments, compliments and complaints

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

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

If you are concerned about the care that you, a friend or a relative are receiving, it makes sense to speak to the manager of the service about your concerns before you take any further action. The problem may be resolved quite easily once they are made aware of it. However, if you need to make a formal complaint, you should initially contact the registered owners of the service. They have a duty to respond to any complaints made. Visit **www.cornwall.gov.uk/health-and-social-care/adult-social-care/complaints** for information about how to complain about council services.

If you have a complaint about a breach of regulations, contact your local office of the Care Quality Commission (see overleaf).



➔ If your local authority has arranged and funded a place for you in a care home or has contributed to a home care service, another option is to complain to your social worker/ care manager or the department's designated complaints manager.

If you have been unable to resolve your complaint, you can contact the Local Government and Social

Care Ombudsman on **0300 061 0614** and ask them to assist you. The Local Government and Social Care Ombudsman looks at complaints about councils and some other authorities and organisations, including adult social care providers (such as care homes and home care providers).

It is a free service, and its job is to investigate complaints in a fair and independent way.

Inspecting and regulating care services



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

set of standards.

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

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

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

easily see where a service is performing well and where it needs to improve.

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

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

Tel: **03000 616161**

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

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

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

Out-of-county care

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

If your care home place is state funded, speak to the local authority about who is responsible for your care fees, especially if you choose a care home in another region. Any home you choose must be suitable for your assessed needs and comply with the paying authority's terms and conditions.

You should seek further advice before making your decision.

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



Protecting vulnerable adults

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

What is adult abuse?

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

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

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

Who might be causing the abuse?

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

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

If you think someone is being abused, call Adult Social Care on **0300 1234 131**. Your concerns will be taken seriously and will receive prompt attention, advice and support.

If the abuse is also a crime, such as assault, racial harassment, rape or theft, you should involve the

police to prevent someone else from being abused. If the police are involved, Adult Social Care will work with them to support you.

If you are worried about contacting the police, you can contact Adult Social Care on **0300 1234 131** to talk things over first. If immediate action is needed, dial **999**.

You can also:

- contact the Care Quality Commission (CQC) on **03000 616161** if the vulnerable adult is living in a registered care home, care home with nursing or receiving home care services; or
- let a public service professional, such as a social worker, community nurse, GP, probation officer or district nurse, know your concerns. They have responsibilities under the county's adult protection procedure and can advise you about what to do next.

The Disclosure and Barring Service (DBS)

There is a barring system for all those intending to work, or currently working, with children and vulnerable adults. This service combines the criminal records checking and barring functions. For disclosure information and services, visit **www.gov.uk/db**

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

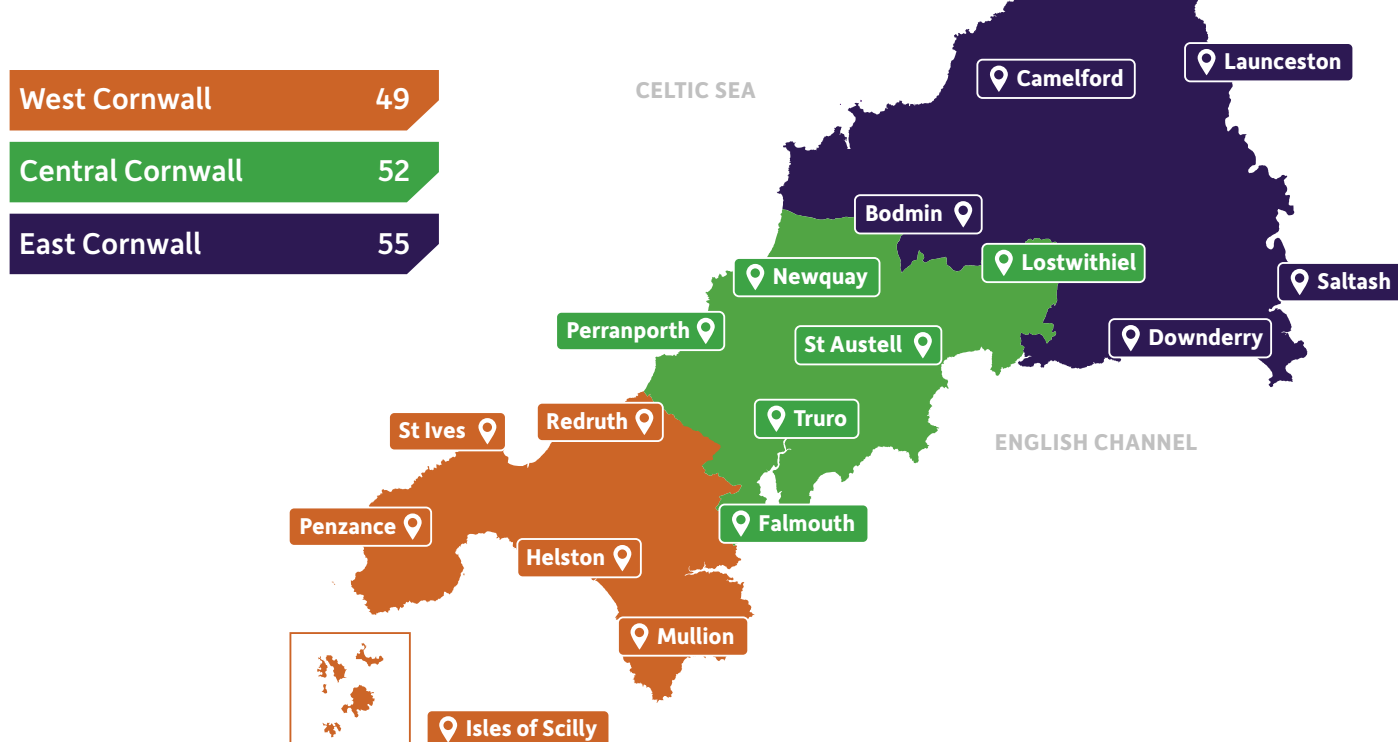
Care providers and suppliers of care workers are also required to refer workers to the DBS where, in their view, the individual has been guilty of misconduct that harmed, or placed at risk of harm, a vulnerable adult. People who know they are confirmed on the list but seek employment in care positions will face criminal charges, including possible imprisonment.

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

Residential care in Cornwall

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

Home care providers can be found beginning on page 27.



Wentworth
Residential Care Home

01726 72941
Wentworth Residential Care Home
59 South Street, St Austell, Cornwall PL25 5BN

Wentworth Residential Care Home provides a safe and homely environment for all residents offering a range of facilities.

The ethos of our care home is to help each resident lead a happy, dignified life and to remain as independent as possible in a safe environment.

Our care home is an open and welcoming place to live for people of all walks of life in which we strive to preserve individuality and privacy of all our residents at all times.



Parc Vro

'A well established family run home set in beautiful country surroundings'

We are a small, friendly home with exceptional staff and home cooking, all facilities offered. Day Care and trial visits welcome. Dementia Care available.

For a welcome pack and to arrange a visit please contact the Registered Manager • Tel: **01326 221275**

Parc Vro, Mawgan, Helston TR12 6AY

Registered with CQC. Member of NCA.



Search for care in your area

www.carechoices.co.uk 

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West Cornwall care homes

Acorn Park Lodge

22 Park Road, Redruth TR15 2JG

Tel: 01372 364077

PD YA

Albany House – Redruth

129 Albany Road, Redruth TR15 2JB

Tel: 01209 210526

LDA MH

Antron Manor

Antron Hill, Mabe Burnthouse, Penryn TR10 9HH

Tel: 01326 376570

OP

Appledown

15 Heather Lane, Canonstown,
Hayle TR27 6NG

Tel: 01736 740952

LDA

Ar-Lyn Residential Home

Vicarage Lane, Lelant, St Ives TR26 3JZ

Tel: 01736 753330

OP PD SI

Breage House

Breage, Helston TR13 9PW

Tel: 01326 565805

OP D PD LDA YA

Bungalow, The

38 Polweath Road, Penzance TR18 3PN

Tel: 01736 336830

OP D PD LDA SI YA

Chy-An-Towans

11 Upton Towans, Hayle TR27 5BJ

Tel: 01736 754152

LDA

Chypons Residential Home

Clifton Hill, Newlyn, Penzance TR18 5BU

Tel: 01736 362492

OP D MH

Clinton Lodge

11 Clinton Road, Redruth TR15 2LL

Tel: 01372 364077

PD LDA YA

Cornwall Care – Blackwood

Roskear, Camborne TR14 8BA

Tel: 01209 713498

OP D PD MH

Cornwall Care – Green, The

Drump Road, Redruth TR15 1LU

Tel: 01209 215250

OP D PD MH SI YA

Cornwall Care – Headlands

Headland Road, Carbis Bay, St Ives TR26 2NT

Tel: 01736 795769

OP D PD MH SI YA

Courtlands Care Home

Rosudgeon, Penzance TR20 9PN

Tel: 01736 710476

OP D PD

Crossroads House Care Home

Scorrier, Redruth TR16 5BP

Tel: 01209 820551

OP D PD MH SI YA

Downes Residential Care Home, The

Foundary Hill, Hayle TR27 4HW

Tel: 01736 754400

OP

Fairfield House

Bridge, Portreath, Redruth TR16 4QG

Tel: 01637 416444

LDA

Garsewednack Residential Home

132 Albany Road, Redruth TR15 2HZ

Tel: 01209 215798

OP D

Godolphin House Care Home

42 Godolphin Road, Helston TR13 8QF

Tel: 01326 572609

OP D PD MH

Harbour House

Penberthy Road, Portreath, Redruth TR16 4LW

Tel: 01209 843276

OP D PD SI YA

Highdowns Residential Home

Highdowns, Blackrock, Camborne TR14 9PD

Tel: 01209 832261

LDA MH

Hillcrest

2 Trefusis Road, Redruth TR15 2JH

Tel: 01209 698595

PD LDA YA

Huthnance Park

Nancegollan, Helston TR13 0AZ

Tel: 01637 416444

LDA

Langholme

Arwenack Avenue, Falmouth TR11 3LD

Tel: 01326 314512

OP

Little Trefewha Care Home

Praze an Beeble, Camborne TR14 0JZ

Tel: 01209 831566

OP

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

Lowenac

2 Lowenac Gardens, Camborne TR14 7EX
Tel: 01637 416444

LDA

Menwinnion Country House

Lamorna Valley, Penzance TR19 6BJ
Tel: 01736 810233

OP D PD MH

Mount Pleasant House

Pentalek Road, Camborne TR14 7RQ
Tel: 01209 716424

OP

Old Manor House, The

6 Regent Terrace, Penzance TR18 4DW
Tel: 01736 363742

OP D PD SI YA

Parc Vro Residential Home

Mawgan-in-Meneage, Mawgan,
Helston TR12 6AY
Tel: 01326 221275 **Advert page 48**

OP D MH

Pendarves

3 Pendarves Road, Camborne TR14 7QB
Tel: 01209 610827

LDA YA

Penlee Residential Care Home

56 Morrab Road, Penzance TR18 4EP
Tel: 01736 364102

OP D MH YA

Penmeneth House

16 Penpol Avenue, Hayle TR27 4NQ
Tel: 01736 752359

OP

Penventon Discharge Lounge

West End, Redruth TR15 1TE
Tel: 01209 203000

OP PD SI YA

Pine Trees Care Centre

15 Horsepool Road, Connor Downs,
Hayle TR27 5DZ
Tel: 01736 753249

OP

Pines, The

Poldory, Carharrack, Redruth TR16 5HS
Tel: 01637 416444

LDA YA

Poldark

Skinner's Bottom, Redruth TR16 5EA
Tel: 01637 416444

OP LDA

Polventon Residential Care Home

St Keverne, Helston TR12 6NS
Tel: 01326 280734

OP D PD MH

Roscarrack House

Bickland Water Road, Falmouth TR11 4SB
Tel: 01326 312498

OP

Rose House

Wheal Rose, Scorrier, Redruth TR16 5DF
Tel: 01326 371000

LDA

Rosewarne

Holman Park, Tehidy Road,
Camborne TR14 8FD
Tel: 01209 713729

OP PD LDA SI YA

Rosewarne Care

Largiemore, 42 Tehidy Road, Camborne TR14 8LL
Tel: 01209 716810

LDA

Rosewin

16 Gwinear Road, Connor Downs,
Hayle TR27 5JQ
Tel: 01209 613088

LDA

Silverdale

10 Trewirgie Road, Redruth TR15 2SP
Tel: 01209 217585

LDA

St Clair House

32 Basset Road, Camborne TR14 8SL
Tel: 01209 713273

OP

St Mary's Haven

St Marys Street, Penzance TR18 2DH
Tel: 01736 367342

OP D PD SI YA

Station Villa

18 Station Hill, Hayle TR27 4NG
Tel: 01736 755251

OP D PD LDA YA

Thornbury

West Tolgus, Redruth TR15 3TN
Tel: 01637 416444

LDA

Tranquil Cross

South Drive, Tehidy, Camborne TR14 0EZ
Tel: 01637 416444

LDA

Trelawney House

Polladras, Breage, Helston TR13 9NT
Tel: 01736 763334

LDA YA

Tremethick House

Meadowside, Redruth TR15 3AL
Tel: 01209 215713

OP D PD SI YA

Service

OP Older people (65+)

D Dementia

PD Physical disability

LDA Learning disability, autism

User Bands

MH Mental health

SI Sensory impairment

YA Younger adults

AD People who misuse alcohol or drugs

West Cornwall care homes continued

Trewidden Care Home

Trewidden Road, St Ives TR26 2BX

Tel: 01736 796856

OP D MH

Trewithen

Treslothan, Camborne TR14 9LP

Tel: 01209 612151

LDA YA

Wheal Gerry

33, 34 and 36 Wheal Gerry, Camborne TR14 8TY

Tel: 01637 416444

LDA YA

White House Falmouth, The

128 Dracaena Avenue, Falmouth TR11 2ER

Tel: 01326 318318

OP

West Cornwall care homes with nursing

Beeches Nursing Home, The

22 St Georges Road, Hayle TR27 4AH

Tel: 01736 752725

D PD SI

Benoni Nursing Home Ltd

12 Carrallack Terrace, St Just, Penzance TR19 7LW

Tel: 01736 788433

OP D PD

Bonaer Care Home

17 Station Hill, Hayle TR27 4NG

Tel: 01736 752090

OP PD SI

Chylidn

Valley Lane, Carnon Downs, Truro TR3 6LP

Tel: 01872 863900

LDA YA

Cornwall Care – St Martin's

St Martin's Crescent, Camborne TR14 7HJ

Tel: 01209 713512

OP D PD MH SI YA

Cornwall Care – Trengrouse

Trengrouse Way, Helston TR13 8BA

Tel: 01326 573382

OP D PD MH SI YA

Cornwall Care – Trevern

72 Melville Road, Falmouth TR11 4DD

Tel: 01326 312833

OP D PD MH SI YA

Cornwall Care – Trewartha

Trewartha Estate, Carbis Bay, St Ives TR26 2TQ

Tel: 01736 797183

OP D PD MH SI YA

Fairholme

Roskear, Camborne TR14 8DN

Tel: 01209 714491

OP PD YA

Glencoe Care Home

23 Churchtown Road, Gwithian, Hayle TR27 5BX

Tel: 01736 752216

OP D PD LDA

King Charles Court

Marlborough Road, Falmouth TR11 3LR

Tel: 01326 311155

OP D PD SI

Penhellis Nursing Home

Cross Street, Helston TR13 8NQ

Tel: 01326 565840

OP D PD SI

Poldhu

Poldhu Cove, Mullion, Helston TR12 7JB

Tel: 01326 240977

OP PD YA

Ponsandane

Chyandour Terrace, Penzance TR18 3LT

Tel: 01736 330063

OP D PD LDA

Porthgwara Nursing Home

North Corner, Coverack,

Helston TR12 6TG

Tel: 01326 280307

OP PD YA

St Teresa's Care Home With Nursing Physical Disabilities

Long Rock, Penzance TR20 9BJ

Tel: 01736 710336

OP PD YA

Trefula House

St Day, Redruth TR16 5ET

Tel: 01209 615007

OP D YA

Tregenna House

Pendarves Road, Camborne TR14 7QG

Tel: 01209 713040

OP D MH

Trevaylor Manor

Gulval, Penzance TR20 8UR

Tel: 01736 350856

OP D PD MH

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

Central Cornwall care homes

Averlea Residential Home

Fore Street, Polgooth, St Austell PL26 7BP
Tel: 01726 66892

Beach, The

Alexandra Road, Newquay TR7 3NB
Tel: 01637 854942

Beech Lodge

97 Bodmin Road, St Austell PL25 5AG
Tel: 01726 61518

Bigwig House

Rhubarb Hill, Holywell Bay,
Newquay TR8 5PT
Tel: 01637 416444

Bos Y'n Dre

76 Bodmin Road, St Austell PL25 5AG
Tel: 01726 74629

Caprera

61 Truro Road, St Austell PL25 5JG
Tel: 01726 72956

Carnmarth Discharge Lounge

22 Headland Road, Newquay TR7 1HN
Tel: 01637 872519

Clovelly House Care Home

18 St Michaels Road, Newquay TR7 1RA
Tel: 01637 876668

Comprigney Vean

Comprigney Hill, Truro TR1 3EF
Tel: 01637 416444

Copper Beeches Lodge

52 Truro Road, St Austell PL25 5JJ
Tel: 01726 74024

Cornwall Care – Penberthy

111 Mountwise, Newquay TR7 2BT
Tel: 01637 873845

Cornwall Care – Redannick

Redannick Lane, Truro TR1 2JP
Tel: 01872 276889

Cornwall Care – Trevarna

4 Carlyon Road, St Austell PL25 4LD
Tel: 01726 75066

Cornwall Care – Woodland

Woodland Road, St Austell PL25 4RA
Tel: 01726 72903

Cowbridge Residential Care Home

Rose Hill, Lostwithiel PL22 0JW
Tel: 01208 872227

Crantock Lodge

34 Bonython Road, Newquay TR7 3AN
Tel: 01637 872112

Crescent Residential Care Home, The

1 Island Crescent, Newquay TR7 1DZ
Tel: 01637 874493

Cross Keys

17 Church Road, Penryn TR10 8DA
Tel: 01326 372979

East Wheal Rose

St Newlyn East, Newquay TR8 5JD
Tel: 01872 519040

Foxhole House

2 Creaz An Bre Foxhole, St Austell PL26 7SN
Tel: 01637 416444

Grove, The

181 Charlestown Road, Charlestown,
St Austell PL25 3NP
Tel: 01726 76481

Heightlea

Old Falmouth Road, Truro TR1 2HN
Tel: 01872 263344

HF Trust – Trelawney

34 Brookside, St Austell PL25 4HL
Tel: 01726 69735

HF Trust – Trelowen

1 Blowing House Lane, St Austell PL25 5AT
Tel: 01726 65366

High View

Old Falmouth Road, Truro TR1 2HN
Tel: 01326 371000

Hollies, The

1 Tremodrett Road, Roche, St Austell PL26 8JA
Tel: 01726 890247

OP D

OP D PD MH SI YA

LDA

OP D MH

OP D

OP

YA

OP MH YA

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OP D MH YA

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OP PD SI YA

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OP D PD MH SI YA

OP D PD MH SI

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

Hollybush Residential Home

45 Glamis Road, Newquay TR7 2RY

Tel: 01637 874148

OP D

In Caring Hands St Austell

124 Tregonissey Road, St Austell PL25 4DS

Tel: 01726 61998

OP D PD LDA MH SI YA

Kimberley Court

Kimberley Close, Crantock Street, Newquay TR7 1JG

Tel: 01637 850316

OP D

Lilena Residential Care Home

2 Quintrell Road, St Columb Minor, Newquay TR7 3DZ

Tel: 01637 877662

OP MH YA

Lavender Court Care Home

Boscawen Road, Perranporth TR6 OEP

Tel: 01872 571151 **Advert below**

OP D PD MH SI

Longview Care Home

Rosehill, Goonhavern, Truro TR4 9JX

Tel: 01872 573378

OP D

Lowena

Mitchell Hill, Truro TR1 1JX

Tel: 01872 270013

LDA

Manse, The

15 Cargoll Road, St Newlyn East, Newquay TR8 5LB

Tel: 01872 510844

OP D

Menna House

Menna, Grampound Road, Truro TR2 4HA

Tel: 01726 883478

LDA YA

Montrose Barn

Rose-in-Vale, Mithian, St Agnes TR5 OQE

Tel: 01872 553059

LDA

Mowhay, The

Coosebean, Kenwyn, Truro TR4 9EA

Tel: 01872 264595

OP YA

Nak Centre

Sundial House, Coosebean, Truro TR4 9EA

Tel: 01872 260996

LDA

Ocean Hill Lodge Residential Care Home

4-6 Trelawney Road, Newquay TR7 2DW

Tel: 01637 874595

OP D

Pendragon

22 Pendragon Crescent, Newquay TR7 2SY

Tel: 01637 416444

LDA YA

Penrice House

Porthpean, St Austell PL26 6AZ

Tel: 01726 73067

OP

Penrose Farm

Bodmin Road, Goonhavern, Truro TR4 9QF

Tel: 01637 416444

LDA YA



Lavender Court Residential Home



Whether you are looking for now or the future, our friendly Manager is on hand to have an informal discussion

Lavender Court Provides:

- Residential & dementia care
- Permanent, respite & short term stays
- Spacious ensuite bedrooms
- Fresh home cooked meals
- A care team on hand 24 hours a day
- A varied activity schedule



01872 571151 • info@lavender-court.co.uk

Lavender Court, Boscawen Rd, Perranporth TR6 OEP

Pentree Lodge Residential Care Home

63-65 Pentire Avenue, Pentire, Newquay TR7 1PD
Tel: 01637 878437

MH

Perran Bay Care Home

St Pirans Road, Perranporth TR6 0BH
Tel: 01872 572275

OP

Philiphaugh Manor

Station Road, St Columb TR9 6BX
Tel: 01637 880520

D PD MH SI

Rosehill House

Ladock, Truro TR2 4PQ
Tel: 01726 883776

LDA

Rosehill House Residential Home

Middleway, St Blazey, Par PL24 2LB
Tel: 01726 812424

OP D

Rowans Residential Care Home

31 Goonown, St Agnes TR5 0UY
Tel: 01872 552147

OP

September Lodge

Wheal Hope, Goonhavern, Truro TR4 9QJ
Tel: 01637 416444

LDA

Springfield

Springfield House, Perrancombe,
Perranporth TR6 0JA
Tel: 01637 416444

LDA

St Erme Campus

St Erme, Truro TR4 9BW
Tel: 01872 264231

LDA YA

St George's Hotel – Care Home

St George's Road, Truro TR1 3JE
Tel: 01872 272554 **Advert below**

OP

Tanglewood

Coombe Road, Lanjeth, St Austell PL26 7TF
Tel: 01726 71088

LDA YA

Tarrant House

2 Southview, Perrancombe, Perranporth TR6 0JB
Tel: 01872 572214

LDA YA

Tramways

39 Trebarwith Crescent, Newquay TR7 1DX
Tel: 01637 874418

LDA

Trecarrel Care Home

Castle Dore Road, Tywardreath PL24 2TR
Tel: 01726 813588

OP D

Tregarne and Chy Koes Respite Service

North Street, St Austell PL25 5QE
Tel: 01726 72429

LDA

Tregolls Manor

Tregolls Road, Truro TR1 1XQ
Tel: 01872 223330

OP

Tresleigh

Fore Street, Grampound Road, Truro TR2 4DU
Tel: 01637 416444

LDA MH YA

Treseder House

111 Moresk Road, Truro TR1 1BP
Tel: 01872 274172

LDA

Tresillian Residential Home

41 Eastcliffe Road,
Par PL24 2AJ
Tel: 01726 814834

PD YA

Wentworth Residential Home

59 South Street,
St Austell PL25 5BN
Tel: 01726 72941 **Advert page 48**

OP

Woodside Farm House

Edgumbe Road,
St Austell PL25 5SW
Tel: 01726 77401

LDA



St George's Hotel Care Home

At St George's you will feel at home, not in a home.

WHERE QUALITY OF LIFE IS IMPORTANT

We have been caring for people since 1978.
Visit us and talk to our residents.

- A lovely house with a caring and comfortable atmosphere
- Private telephones & individual numbers in all rooms (no line rental charged, standard BT call charges apply)

- 24-hour care
- Level walking ground to shops (5 mins)
- Visiting hairdresser and chiropodist
- Grade II listed building

St. George's Road, Truro, Cornwall TR1 3JE ▪ **Owner:** Mr R. Little ▪ **Contact:** Mrs J. Coon – Manager ▪ **Tel:** 01872 272554

Amberley House Care Home

The Crescent, Truro TR1 3ES
Tel: 0208 422 7365

OP D

Carrick

11 Carlyon Road, Playing Place, Truro TR3 6EU
Tel: 01872 864657

LDA YA

Cathedral View House

Kenwyn Church Road, Truro TR1 3DR
Tel: 01872 222132

OP D PD

Cornwall Care – Mountford

Cyril Road, Truro TR1 3TB
Tel: 01872 274097

OP D PD MH SI YA

Eshcol House Nursing Home

12 Clifton Terrace, Portscatho, Truro TR2 5HR
Tel: 01872 580291

OP D PD MH

Hendra Court

St Andrews Road, Par PL24 2LX
Tel: 01726 812277

OP D PD MH SI YA AD

Karenza Care Home

18 Rosemundy, St Agnes TR5 0UD
Tel: 01736 798700

OP PD YA

Kenwyn

Newmills Lane, Kenwyn Hill, Truro TR1 3EB
Tel: 01872 464 403

Advert inside front cover

OP D PD MH YA

Meadowbrook House

52 Grenville Road, Lostwithiel PL22 0RA
Tel: 01208 872810

OP D

Newquay Nursing and Residential Home

55-57 Pentire Avenue, Newquay TR7 1PD
Tel: 01637 873314

OP

North Hill House

7 North Hill Park, St Austell PL25 4BJ
Tel: 01726 72647

OP D PD SI YA

Old Roselyon Manor Nursing Home, The

Par PL24 2LN
Tel: 01726 814297

OP D PD

Roseland Care Ltd

23 Fore Street, Tregony TR2 5PD
Tel: 01872 530665

OP D

St Margarets Nursing Home

Mylords Road, Fraddon, St Columb TR9 6LX
Tel: 01726 861497

OP

East Cornwall care homes

Addison Park

St Therese Close, Callington PL17 7QF
Tel: 01579 383488

OP D

Appleby Lodge

Launceston Road, Kelly Bray, Callington PL17 8DU
Tel: 01579 383979

OP

Barnfield House

10 Barnfield Terrace, Liskeard PL14 4DT
Tel: 01579 345828

LDA MH

Beaumont Court

North Petherwin, Launceston PL15 8LR
Tel: 01566 785350

OP D PD MH SI YA

Bowden-Derra Park

Polyphant, Launceston PL15 7PU
Tel: 01566 880340

D PD LDA MH SI

Clann House Residential Home

Clann Lane, Lanivet, Bodmin PL30 5HD
Tel: 01208 831305

OP

Clubworthy House

Clubworthy, Launceston PL15 8NZ
Tel: 01566 785435

LDA

Coombe House Residential Home

Lamellion, Liskeard PL14 4JU
Tel: 01579 346819

OP D MH

Cornwall Care – Chyvarhas

22 Saltash Road, Callington PL17 7EF
Tel: 01579 383104

OP D PD MH SI YA

Cornwall Care – Pengover

Pengover Road, Liskeard PL14 3EN
Tel: 01579 343397

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

Cornwall Care – St Breock

Whiterock, Wadebridge PL27 7NN

Tel: 01208 812246

OP D PD MH SI YA

Cromarty House

11 Priory Road, Bodmin PL31 2AF

Tel: 01208 78607

LDA

Eirenikon Park Residential Home

Bossiney Road, Tintagel PL34 0AE

Tel: 01840 770252

OP

Eldon House Residential Home

Downgate, Upton Cross, Liskeard PL14 5AJ

Tel: 01579 362686

OP D PD LDA MH SI YA AD

Eventide Residential Home Ltd

22 Downs View, Bude EX23 8RQ

Tel: 01288 352602

OP

Fairfield Country Rest Home

Launcells, Bude EX23 9NH

Tel: 01288 381241

YA OP D

Garden House

Polyphant, Launceston PL15 7PU

Tel: 01566 880340

D PD LDA MH SI

HF Trust – Chy Keres

Tregadillett, Launceston PL15 7EU

Tel: 01566 779805

OP LDA YA

HF Trust – Roslyn House

68 Molesworth Street, Wadebridge PL27 7DS

Tel: 01208 815489

LDA

HF Trust – St Teath Site

Trehannick Road, St Teath, Bodmin PL30 3LG

Tel: 01208 851462

LDA

Higher Keason Care Home

Higher Keason Farm, St Ive, Liskeard PL14 3NG

Tel: 01579 383137

OP YA

Highpoint Lodge

69 Molesworth Street, Wadebridge PL27 7DS

Tel: 01208 814525

OP MH

Hillsborough Residential Home

Southern Road, Callington PL17 7ER

Tel: 01579 383138

OP D PD SI

Kilkhampston Lodge

Kilkhampston Road, Kilkhampston, Bude EX23 9PA

Tel: 01288 321129

LDA MH YA

Kilmar House

Higher Lux Street, Liskeard PL14 3JU

Tel: 01579 343066

OP

Kingston House

Miners Way, Liskeard PL14 3ET

Tel: 01579 346993

PD LDA SI YA

Liskeard Eventide Home

14 Castle Street, Liskeard PL14 3AU

Tel: 01579 342676 **Advert below**

OP

Manor House

Higher Tremar, Tremar, Liskeard PL14 5HJ

Tel: 01579 343534

OP D MH

Michael Batt Foundation – 13 Longmeadow Road

Saltash PL12 6DW

Tel: 01752 310531

LDA

New Witheven

Jacobstow, Bude EX23 0BX

Tel: 01566 781285

LDA YA

No. 18

18 Serpells Meadow, Polyphant, Launceston PL15 7PR

Tel: 01566 880340

LDA

Old Vicarage Care Home

Antony, Torpoint PL11 3AQ

Tel: 01752 812384

OP D PD MH



Coombe House

Forget everything you thought you knew about care homes, Coombe House is different

Inspected and rated
Outstanding ★
Care Quality Commission

Open the door and you'll hear singing, laughter. You'll see us in our kitchen, cakes being baked, or you'll find us in our garden, with our dogs, or feeding our chickens, picking apples in the orchard.



01579 346819 • www.coombe-house.org.uk • enquiries@coombe-house.org.uk
Coombe House, Liskeard, Cornwall PL14 4JU

LISKEARD EVENTIDE HOME

The aim of the Home is to provide a warm, friendly atmosphere where Residents can retain their independence and privacy.
Residents are encouraged to continue with their interests and activities, with the security of care from experienced well-trained staff.



We provide day care and have a designated respite room which can be booked in advance. We are proud to be rated **outstanding** in care by CQC.

Tel: 01579 342676
14 Castle Street, Liskeard, PL14 3AU
www.liskeardeventidehome.co.uk

East Cornwall care homes continued

Our House

South Petherwin, Launceston PL15 7LQ

Tel: 01566 786736 **D PD LDA MH SI YA**

Pen Inney House

Lewannick, Launceston PL15 7QD

Tel: 01566 782318 **OP D PD**

Penbownder House

Trebursye, Launceston PL15 7ES

Tel: 01566 774752 **OP D LDA YA**

Pendrea House

14 Westheath Avenue, Bodmin PL31 1QH

Tel: 01208 74338 **OP**

Penmount Grange

Lanivet, Bodmin PL30 5JE

Tel: 01208 831220 **OP D PD LDA**

Porte Rouge Care Home

Vicarage Road, Torpoint PL11 2EP

Tel: 01752 814469 **OP D YA**

Red Gables

59 Killerton Road, Bude EX23 8EW

Tel: 01288 355250 **OP D PD**

Restgarth

Langreek Lane, Polperro PL13 2PW

Tel: 01503 272016 **OP D**

Rivermead View

Station Road, Looe PL13 1HN

Tel: 01503 262014 **OP D**

RNID Action on Hearing Loss – 16 Pendean Court

Barras Cross, Liskeard PL14 6DZ

Tel: 01579 340230 **PD LDA MH SI YA**

Roseacre

St Winnolls, Polbathic, Torpoint PL11 3DX

Tel: 01503 230256 **OP D LDA MH**

Rowan House Residential Home

4 Lower Port View, Saltash PL12 4BY

Tel: 01752 843843 **OP D YA**

Springfield House Residential Care Home

North Hill, Launceston PL15 7PQ

Tel: 01566 782361 **OP D MH**

St Anne's – Saltash

Plougastel Drive, Callington Road,

Saltash PL12 6DJ

Tel: 01752 847001 **OP D**

St Anne's Residential Home Ltd

Whitstone, Holsworthy EX22 6UA

Tel: 01288 341355 **OP D**

St Anthony's Residential Home Ltd

Station Road, Liskeard PL14 4BY

Tel: 01579 342308 **OP D**

St Petroc's Care Home

St Nicholas Street, Bodmin PL31 1AG

Tel: 01208 76152 **OP D**

Sunrays

Stratton Road, Bude EX23 8AQ

Tel: 01566 781285 **LDA YA**

Tamara House

Thanckes Close, Torpoint PL11 2RA

Tel: 01752 813527 **OP D MH**

Tremanse House Care Home

Beacon Hill, Bodmin PL31 1JA

Tel: 01208 74717 **OP MH YA**

Trevelthan House

23 Trevelthan Road, Illogan, Redruth TR16 4DX

Tel: 01637 416444 **LDA**

Trezela House

23 Egloshayle Road, Wadebridge PL27 6AD

Tel: 01208 813756 **OP D LDA MH YA**

Udal Garth

2 North Road, Torpoint PL11 2DH

Tel: 01752 815999 **LDA YA**

White House Care Home, The

40 Castle Street, Bodmin PL31 2DU

Tel: 01208 72310 **OP D PD MH**

Woodlands

Well Park Road, Drakewalls,

Gunnislake PL18 9ED

Tel: 01822 832451 **LDA YA**

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

East Cornwall care homes with nursing

Asheborough House Care Centre

– Saltash

St Stephens, Saltash PL12 4AP

Tel: 01752 845206

OP D PD

Beech Lawn Nursing and Residential Home

45 Higher Lux Street, Liskeard PL14 3JX

Tel: 01579 346460

OP D PD MH

Belmont House Nursing Home

Love Lane, Bodmin PL31 2BL

Tel: 01208 264845

OP D

Caritate Nursing Home

Laninval House, Treningle Hill,

Bodmin PL30 5JU

Tel: 01208 75628

PD YA

Castle Hill House Care Home with Nursing

Castle Street, Bodmin PL31 2DY

Tel: 01208 73802

OP D PD

Cornwall Care – Cedar Grange

Cross Lanes, Lanstephan,

Launceston PL15 8FB

Tel: 01566 773049

OP D PD MH SI YA

Cornwall Care – Chyvarhas

22 Saltash Road, Callington PL17 7EF

Tel: 01579 383104

OP D PD MH SI YA

Cornwall Care – Pengover

Pengover Road, Liskeard PL14 3EN

Tel: 01579 343397

OP D PD MH SI YA

Elms Care Centre, The

108 Grenfell Avenue,

Saltash PL12 4JE

Tel: 01752 846335

OP

Hillcrest House

Barbican Road, East Looe PL13 1NN

Tel: 01503 265151

OP D PD MH SI YA

Kernow House

Landlake Road, Launceston PL15 9HP

Tel: 01566 777841

OP D PD MH YA

Malvern House

10 St Stephens Road, Saltash PL12 4BG

Tel: 01752 842463

OP D PD SI

Pendrucombe House

23 Tavistock Road,

Launceston PL15 9HF

Tel: 01566 776800

OP

Rosewood House

Polyphant, Launceston PL15 7PU

Tel: 01566 880340

D PD LDA MH SI

Tamar House Nursing Home

175 Old Ferry Road, Saltash PL12 6BN

Tel: 01752 843579

OP D PD

Torpoint Nursing Centre

Vicarage Road, Torpoint PL11 2BW

Tel: 01752 813677

OP D PD MH YA

Trelana

Northcott Mouth Road, Poughill, Bude EX23 9EL

Tel: 01288 354613

D PD MH SI

Trewiston Lodge Nursing Home

St Minver, Wadebridge PL27 6PU

Tel: 01208 863488

OP

Trezela House

23 Egloshayle Road, Wadebridge PL27 6AD

Tel: 01208 813756


OP D LDA MH YA

Windmill Court

St Miniver, Wadebridge PL27 6RD

Tel: 01208 863831

OP PD SI


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 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

Useful local contacts

Adult Social Care – Cornwall Council

Tel: **0300 1234 131**

Email: **adultcare@cornwall.gov.uk**

Web: **www.cornwall.gov.uk**

Enquiries about all council services can be made at any of the Information Services (see page 60). Copies of this Directory are available from many of them as well.

Age UK Cornwall and Isles of Scilly

Aims to improve the lives of all older people by helping to solve problems and offering advice.

Boscawen House, Chapel Hill, Truro TR1 3BN

Tel: **01872 266383**

Email: **email@ageukcornwall.org.uk**

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

Alzheimer's Society Cornwall and Isles of Scilly

Works to improve the quality of life of people affected by dementia.

The Old Chapel, Greenbottom, Truro TR4 8QP

Tel: **01872 277963**

Email: **cornwall@alzheimers.org.uk**

Carers Break

Information, support and services to carers, concerned family and friends.

A105 Victoria Advent House, Station Approach, Victoria, Roche, St Austell PL26 8LG

Tel: **01726 890828**

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

Web: **www.carersbreak.org.uk**

Cornwall Mobility

Specialist services and equipment for people throughout the South West Peninsula to help with independent mobility.

North Buildings, Royal Cornwall Hospital, Truro TR1 3LQ

Tel: **01872 254920**

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

Web: **www.cornwallmobility.co.uk**

Cornwall Rural Community Charity

A Cornish charity that promotes the needs of rural communities and runs services for carers, people

with mental health conditions, children and young people.

2 Princes Street, Truro TR1 2ES

Tel: **01872 273952**

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

Web: **www.cornwallrcc.org.uk**

Direct Payments Team

Part of Adult Social Care.

Tel: **0300 1234 131**

disAbility Cornwall

Aims to empower disabled people to achieve independence, choice and control.

Units 1G/H Guildford Road Industrial Estate, Guildford Road, Hayle TR27 4QZ

Tel: **01736 759500**

Web: **www.disabilitycornwall.org.uk**

Hearing Loss Cornwall

Supports deaf and hard of hearing people in Cornwall and the Isles of Scilly.

3 Walsingham Place, Truro TR1 2RP

Tel: **01872 225868**

Text Relay: **18001 01872 225868**

Email: **info@hearinglosscornwall.org**

Web: **www.hearinglosscornwall.org**

Outlook South West

Offers a range of psychological therapies to people aged 16+ registered with a GP practice in Cornwall. It is free to access and includes everything from Cognitive Behavioural Therapy and traditional counselling services to the latest evidence-based treatments.

2d Restormel Estate, Lostwithiel PL22 OHG

Tel: **01208 871905**

Web: **www.cornwallft.nhs.uk/outlook-south-west**

PALS (Patient Advice Liaison Service)

For comments, compliments and complaints about Cornwall Partnership NHS Foundation Trust services. Room 11, Banham House, Bodmin Hospital PL31 2QT
Tel: **01208 834620** • Email: **cpn-tr.Palscft@nhs.net**

Royal Cornwall Hospitals NHS Trust

Web: **www.royalcornwall.nhs.uk**



→ Royal Cornwall Hospital

Treliske, Truro TR1 3LJ
Tel: **01872 250000**

St Michael's Hospital

Trelissick Road, Hayle TR27 4JA
Tel: **01736 758854**

West Cornwall Hospital

St Clare Street, Penzance TR18 2PF
Tel: **01736 874000**

Shared Lives South West

A social care service that enables people with a learning disability or mental health issues, older people, parents with a learning disability and people with dementia to get support in the ordinary homes of its approved carers.

Trewellard Farm, Wheal Rose, Scorrier,
Redruth TR16 5DH

Tel: **01209 891888**

Email: cornwall@sharedlivessw.org.uk

Web: www.sharedlivessw.org.uk

Support in Cornwall

Find out more about what services and events are provided in your local community, as well as information and advice.

Web: www.supportincornwall.org.uk

Tremorvah Industries

Endeavours to match the best mobility equipment to people's needs and aspirations.

Unit 8, Threemilestone Industrial Estate, Truro TR4 9LD

Tel: **01872 324340**

Email: enquiries.tremorvah@cornwall.gov.uk

Web: www.tremorvah.co.uk

Information Services

Information Services are located in major towns across Cornwall. Specialists will be able to advise you on all council services, including how Adult Social Care can help you with your search for care. Adult Social Care has a dedicated referral team, which can be contacted on **0300 1234 131**. General enquiries are also welcome by email at adultcare@cornwall.gov.uk

Find details of your local Information Service at www.cornwall.gov.uk/council-and-democracy/contacting-the-council/information-service



Useful national contacts

Age UK

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

Al-Anon Family Groups

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

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

Email: enquiries@al-anonuk.org.uk

Web: www.al-anonuk.org.uk

Alzheimer's Society

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

(Monday to Wednesday, 9.00am to 8.00pm;

Thursday and Friday, 9.00am to 5.00pm; and

Saturday and Sunday, 10.00am to 4.00pm).

Web: www.alzheimers.org.uk

Association of Charitable Organisations

A national umbrella body for benevolent charities.

Tel: **0207 255 4480** • Email: info@aco.uk.net

Web: www.aco.uk.net

British Institute of Learning Disabilities (BILD)

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

Tel: **0121 415 6960**

Email: enquiries@bild.org.uk

Web: www.bild.org.uk

Care Choices

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

Web: www.carechoices.co.uk

Care Quality Commission

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

Carers Trust

Works to improve support, services and recognition for anyone who is caring, unpaid, for a family member or friend.

Tel: **0300 772 9600** • Email: **info@carers.org**
Web: **www.carers.org**

Carers UK

The voice of carers.

Tel: **0207 378 4999** • Email: **info@carersuk.org**
Web: **www.carersuk.org**

Citizens Advice

Practical, reliable, up-to-date information on a wide range of topics.

Tel: **0800 144 8848**
Web: **www.citizensadvice.org.uk**

Dementia Adventure

Provides supported holidays for people with dementia as an alternative to traditional respite where partners, family, friends or carers can enjoy an outdoor break together. Holidays are usually five days long, can be bespoke, are subsidised and are available to anyone across the UK.

Tel: **01245 237548**
Email: **info@dementiaadventure.co.uk**
Web: **www.dementiaadventure.co.uk**

Elderly Accommodation Counsel

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

Web: **www.housingcare.org**

Friends of the Elderly

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

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

Hourglass (formerly Action on Elder Abuse)

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

Helpline: **0808 808 8141**
Email: **enquiries@wearehourglass.org**
Web: **www.wearehourglass.org**

Independent Age

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

Tel: **0800 319 6789**
Email: **advice@independentage.org**
Web: **www.independentage.org**

Multiple Sclerosis Society

Support and advice for those diagnosed with the condition, as well as professionals and carers.

Tel: **0808 800 8000**
Email: **helpline@mssociety.org.uk**
Web: **www.mssociety.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 Association for Providers of Activities for Older People (NAPA)

Promotes the importance of activities for older persons.

Tel: **0207 078 9375**
Email: **info@napa-activities.co.uk**
Web: **www.napa-activities.co.uk**

National Association of Funeral Directors

Tel: **0121 711 1343** • Email: **info@nafd.org.uk**
Web: **www.nafd.org.uk**

National Society of Allied and Independent Funeral Directors

Tel: **0345 230 6777** • Email: **info@saif.org.uk**
Web: **www.saif.org.uk**

NHS 111

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

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

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

→ Registered Nursing Home Association (RNHA)

Campaigns for high standards in nursing home care.

Tel: **0121 451 1088**

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

Web: **www.rnha.co.uk**

Relatives and Residents Association, The

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

Tel: **0207 359 8136**

Email: **helpline@relres.org**

Web: **www.relres.org**

SANE

Advice on mental health issues.

Tel: **07984 967708** (leave a message and you will receive a call back).

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

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

Silver Line, The

A 24-hour telephone befriending and advice line.

Tel: **0800 470 8090**

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

United Kingdom Home Care Association (UKHCA)

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

Tel: **0208 661 8188**

Email: **helpline@ukhca.co.uk**

Web: **www.ukhca.co.uk**

Veterans' Gateway

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

Tel: **0808 802 1212**

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



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

www.myfamilyourneeds.co.uk

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

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Search for care in your area

www.carechoices.co.uk 

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

- Find care providers quickly and easily
- Search by location and care need
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The lifestyle site for parents and carers of children with additional needs and those who support them.

www.myfamilyourneeds.co.uk

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

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