

OPTIONS

Leicestershire and Rutland

A guide to care and independent living

Summer 2018

Leaving hospital

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SOCIAL CARE
tips

FREE
guide

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and Rutland

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NHS Choices

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- * Sits
- * Night Shift
- * Companionship
- * End of Life
- * Autism
- * Dementia
- * 24/7 Care
- * Home Calls
- * Mental Health
- * Day Care



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Crystal Care  Services

PROFESSIONAL HOME CARE WITH CONFIDENCE & TRUST

Crystal Home Care is a non-medical home care agency owned and operated by a multi-talented and multi-specialist team.

We provide unique, affordable and professional care services to a wide range of people in their homes and community in order to help them live independently.

We understand the importance of being in control of your life and care, so we design our services to support your personal choices at every stage by providing personal care 24/7 dependent on every individual needs whether it be home, in a nursing home or in hospital.

Our Clients

We ensure our clients are shown and given the respect they deserve.

We offer personal care and comfort to elders who are:-

- In need of assistance with daily living activities
- Living alone • Disabled or wheelchair bound
- Recovering from surgery or illness

Our objective is to meet our clients expectations by building a care worker-client relationship through personalised attention and care.

We are dedicated to serving our clients and communities with exemplary care services through our professional, caring and experienced healthcare staff.

Our Team

We select our resource on the basis of compassion, reliability and experience, all our care workers are fully trained and security checked.

When choosing a home care service, one consideration stands above all, the quality of care workers who will be by your side, that's why we go the extra distance to ensure what we provide is above expectation.

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Welcome *and introduction*

This guide is intended to help you, your carer and your relatives understand how your local health services can help you after discharge from hospital. Also information to help you to live independently or access support and care services in your area.



Leicestershire County Council knows that being at home with the right support is the best way for people to recover and stay well. We are working closely with the NHS and other partners on plans across Leicester, Leicestershire and Rutland to make health and care services sustainable for the future.

When you come out of hospital, you may need help to support you at home to get back to doing things for yourself. Hospital staff will discuss with you any support you may need and will help arrange this or provide advice and information for when you are discharged.

If you are worried that you might need help and you are not sure that it has been arranged, speak to a member of staff on the ward.

You may benefit from short-term support – this is often called reablement and is designed to help you increase your independence in a variety of ways. This could be through the provision of equipment to help you with day

to day tasks or practice to get back the skills you need for daily living such as getting dressed, meal preparation or improving your strength and mobility.

Staying well and independent

Staying connected to your community and friends, keeping active and eating healthily are all important to maintaining your health, wellbeing and independence.

First Contact Plus is a service that offers information, advice and support on improving your health, preventing falls, feeling safe, living independently, debts and benefits, work, learning and volunteering, families and relationships and your home. The website also includes links to the Warm Homes service for help and advice on

**MAKING
YOUR HOME
LIFE EASIER**



making your home warm and energy efficient.

Visit www.firstcontactplus.org.uk to see the full range of services and support available to Leicestershire residents. If you need extra help you can use the 'self-referral' button and a member of the team will call you back within 2 working days.

Local Area Co-ordination (LAC) can also offer help to people who live in the county to be strong, connected to their local community and in control of their own lives - preventing further crisis or problems. - For more information call 0116 305 0705.

Making your home life easier

There are lots of practical ways to make your home more accessible and maintain your independence. Sometimes the simplest things can improve your daily life, like moving items onto lower shelves around your home, or fitting a second stair rail. Investing in specially designed equipment and products known as assistive technology, including equipment for making food preparation easier, raised sockets and memory aids that act as medication reminders can all make a difference.

There are also discreet lifeline alarms which connect to round-the-clock assistance that can provide reassurance for you and help carers keep the people they are caring for safe and supported. Find out more at:

www.leicestershire.gov.uk/adult-social-care-and-health/living-independently-at-home/get-help-to-stay-independent

Falls can have a serious effect on your health and wellbeing, but there are some basic steps you can take to prevent or reduce the fear of falling. These include looking after your eyes and feet, eating healthily and taking your prescribed medication regularly. Stay active and try to do 30 minutes of moderate exercise every day to increase your strength and balance. For more information visit www.leicestershire.gov.uk/adult-social-care-and-health/living-independently-at-home

Looking after someone

If you look after a family member or friend, it's vital that you recognise yourself as a carer. Caring for others can be very demanding, so make sure you look after yourself. Tell your GP that you are a carer so that you can get the right support and plan ahead in case of emergencies. For more information visit www.leicestershire.gov.uk/adult-social-care-and-health/looking-after-someone

The County Council commissions Support for Carers Leicestershire to provide a range of services for adult carers across the county including an advice line, a



befriending service and local carer groups. For more information, local events and news for carers visit www.supportforcarers.org email maureen@supportforcarers.org or call 01858 468 543.

Think about your future

Now is a good time to start planning for any changes in your future housing needs, especially if the size and location of your current home is becoming a challenge. You may want to explore your housing options such as extra care housing. This offers people the opportunity to live as independently as possible in self-contained apartments, access to communal activities, the option for couples to live together and the reassurance of support with personal care when needed. We are investing in extra care developments across the county to make sure people have a range of housing options available.

Power of Attorney – managing your affairs

Would you know what to do if you or someone you care about was no longer capable of making decisions due to an illness or injury? To find out more about managing yours or someone else's legal or financial affairs visit www.leicestershire.gov.uk/managing-someone-elses-affairs or www.gov.uk/power-of-attorney

For information on paying for care, benefits and where to get independent financial advice visit www.leicestershire.gov.uk/adult-social-care-and-health/paying-for-care

If you live in the county and need more information and advice visit our website www.leicestershire.gov.uk/adult-social-care-and-health or call 0116 305 0004.

Healthy and Independent in Rutland



Rutland Adult Social Care services are working closer with the NHS and other partners to ensure that Rutland residents enjoy the best health and wellbeing throughout their life. The aim is for you to be able to access the right support and information to help reduce, prevent or delay the need for care.

Help to return home

All Rutland residents admitted to hospital will be offered support to return home. The Rutland Integrated Hospital Team will contact you in hospital to understand your needs. Alternatively, you can contact the Team by calling **01572 722 577**. The Team, which also works with Intensive Community Support (see p12-13), will look at practical aspects with you including your safety at home, your ability to move around and how you will manage your personal care and domestic arrangements. Our aim is to get you back into your usual routines as soon as possible.

If you cannot return directly home, for example because you are not mobile, you may continue your recovery in a community hospital or care home bed in or near Rutland. You might also be offered a short period of physical therapy to give you the skills and confidence to thrive at home. 'Rehabilitation' is exercise rebuilding your strength and movement, while 'reablement' helps you to learn new ways to accomplish daily tasks that have become more challenging. The professionals working with you will explain what to expect from your personalised therapy programme and will agree the aims with you.

Other services

- If you would like a broader chat about support to help you to manage at home longer term, you can

contact Rutland's Adult Social Care team **who may signpost, offer advice or recommend a social care assessment**. To contact them call **01572 758341**, or email **adultduty@rutland.gov.uk**.

- A few carefully chosen additions or changes around your home might be all that is needed to help you to continue living there comfortably and independently. If so, you can request a free 'Housing MOT' from Spire Homes to look at falls prevention, fire safety, energy efficiency and maintenance (Tel: **01933 410084**, Email: **housingmot@longhurst-group.org.uk**).
- Rutland residents who are living with dementia or caring for someone with this condition can also contact the Council's new Admiral Nurse service for support and advice (Tel: **01572 758341**, or email **adultduty@rutland.gov.uk**).
- You can also contact the Rutland Community Wellbeing Service who will be able to help you to find solutions that work for you, if for example you are living with a limiting health condition, facing financial issues, or even just want to get out and about more. Contact them on **01572 725 805** or email **info@rutlandrap.org.uk**
- You can also find a wide range of support services, activities, events, groups and organisations on the Rutland Information Service (RIS) website: **ris.rutland.gov.uk**.

There's a new way to find out about care and support



Eating • Drinking • Personal care • Getting around
Volunteering • Money • Advice • Social care
Carers • Wellbeing

Save time – go online.
Find information and advice tailored
to your personal situation at

leicester.gov.uk/asc



The right place for your care

Acute Hospitals, such as the Royal Infirmary, Glenfield and General Hospitals, are for people who require emergency, medical or surgical treatment within a hospital environment.

When your treatment has been completed it is important that your stay is not delayed for the following reasons:

- some people find it harder to return home the longer they stay in hospital
- patients tell us they prefer to be at home in their familiar surroundings and this is often the best place for recovery
- there is a risk of acquiring infections in hospital,

so leaving at the earliest opportunity means this is less likely

- hospital beds are needed for people who are very unwell, and who may be waiting in the Emergency Department for a bed to become available
- people waiting for surgery, both urgent and non-urgent, may have their operations cancelled if a bed is unavailable.



Overseas patients' changes

From the 23 October 2017 there is a legal requirement on NHS staff to make sure that those they are treating are eligible for free NHS treatment/care.

We should not be treating any known overseas visitors without securing payment for their treatment in advance unless doing so would prevent or delay the provision of immediately necessary or clinically urgent care. This is in line with current national policy.

We have an Overseas Visitor Team who help and support frontline staff should they believe any patient could potentially be an overseas visitor and need to pay for their treatment.

Please do not be offended if you are asked questions to establish whether you are entitled to free NHS treatment.



Your stay in hospital

A few days before you are due to come in to hospital please call the number on your admission letter to discuss whether you are well enough for treatment if you have had any of the following in the three days running up to your admission date:

- exposure to an infection such as chickenpox, measles, mumps or rubella
- signs or symptoms of such infections
- a cough or a cold, or other breathing or chest problems.

Make sure you also check your admissions letter for all the details you may need to know such as where to go when you arrive and for any special instructions, for example not eating or bringing a urine sample.

It is a good idea to phone the hospital number on your hospital letter to make sure everything is ready for your arrival. Bring your admission letter with you and if you have any questions or concerns, write them down and bring them with you.

What to bring

Bringing the following items with you will make your stay as comfortable as possible:

- any medication you have been taking
- nightwear and a dressing gown
- slippers
- bring toiletries, including a toothbrush, toothpaste and a hand towel, to assist in washing
- spectacles and a hearing aid if you need them - it's a

good idea to label or mark them with your name

- dentures if you need them, ideally with a pot labelled with your name (a pot can be provided on request)

Please **do not bring** large amounts of money or valuables with you.

We encourage our patients to get dressed and mobile as soon as they are able to promote their dignity and to help them recover quicker. We would love to see more patients in their own clothes as it helps them feel more positive and has a beneficial effect on well-being. Getting patients moving, if they are able to, often reduces the length of time they need to spend in hospital, aids recovery and reduces de-conditioning through muscle wasting.

To help this we ask you to also bring:

- daywear, underwear, socks and comfortable shoes
- a separate set of outdoor clothes, including coat and foot wear, for you to wear when you are discharged.

We encourage family and friends to help you with eating, dressing and walking (where appropriate) and our staff are happy to support you in the correct way to do this. Together we can help encourage our patients to 'Get Moving 2 Get Home'.

Your hospital team

In hospital you will find a multi-disciplinary team which may include doctors, matron, ward nurses, occupational therapists, physiotherapists, pharmacists, dietitians and social workers who could all be involved in your care.



The relevant therapist will talk with you and assess what you are able to do and what you might need more help with. They will then discuss with you what treatment, help or support is available to improve your independence. The therapists will discuss with other members of the hospital team their findings and together with you and your family/ carer make a plan for your discharge from hospital.

Dementia Support

Being admitted into hospital or attending as an outpatient can be disorientating and frightening for someone living with dementia and their families.

Run by the Alzheimer's Society, our Hospital Dementia Support Team is here to provide support to patients with dementia, their families and carers. The team of dedicated staff provide information, guidance and support before, during and after a stay in hospital.

Our Stay with Me campaign also supports our staff to create a 'welcoming environment' on all hospital wards, where there are no barriers for families and carers who wish to stay beyond visiting times for patients with dementia so that they can be involved and included in their care.

Chaplaincy

Many people find that the stress of coming into hospital raises all sorts of questions, anxieties and fears. Everyone has spiritual needs and these can often go unrecognised until times of crisis. Our Chaplaincy Team is here to listen in confidence and offer emotional support to our patients and their families and carers, whatever their faith, tradition or outlook. The team includes Christian, Hindu, Muslim and Sikh chaplains as well as a non-religious Pastoral Carer. Our chaplains are supported by volunteers from various faiths and beliefs.

The team visit the wards regularly, so if you would like a visit, please speak to a member of staff who will help organise it for you.

Helping prevent the spread of infections

The risk of getting an infection in hospital is very low.

When you stay in hospital you can do your bit to help cut the spread of infections by following a few simple rules:

- Keep your hands and body clean when you are in hospital, ensure that you bring your own toiletries and razor
- Wash your hands with soap and warm water and alcohol gel before you eat a meal
- Make sure you always wash your hands with soap and warm water after using the toilet
- If you use a commode ask for a bowl of warm water and soap to wash your hands afterwards
- If you visit the bathroom or toilet and it does not look clean, report this immediately to the nurse in charge of the ward. Request it is cleaned before you use it, and use an alternative (if available) in the meantime
- Try to keep the top of your locker and bedside table free from clutter. Too many things left on top make it difficult for staff to clean properly
- Your bed-area should be cleaned regularly. If you or your visitors see something that has been missed during cleaning, report it to the nurse in charge and ask for it to be cleaned
- Always wear something on your feet when walking around in hospital. A comfortable pair of slippers is fine, but make sure they have some grip on the bottom, as hospital floors can be a little slippery sometimes.

Going home

It is important to know that the majority of patients will be transferred home directly from hospital.

If you no longer require consultant led care and there is a delay in the start of your care package or preferred community based placement, you will be transferred to a bed within a non-hospital setting whilst this is arranged. We will only transfer you when the appropriate place has been identified and confirmed but this should be within 48 hours.

Before you leave hospital, our staff will help you to plan your departure and will give you advice on how to take care of yourself. You may need details about your condition, medication and the treatment that you will need once you are back at home.

Depending on your diagnosis, dietitians, occupational therapists and physiotherapists may be available to help before you leave the hospital.

Staff will also tell you about follow up appointments,

rehabilitation and support services that can help with problems you may have after leaving hospital. Sometimes patients need help with health and social care after leaving hospital. A social worker will visit you if you have additional needs once you are back at home.

Don't forget to ask your nurse for any medical certificates you need and any valuables you handed in for storage before you go.

We also recommend that if you are a day patient and having any form of sedation that you arrange for someone to take you home.

Whilst you are waiting for your relatives or transport to take you home you may wait in one of our Discharge Lounges. Our staff will provide you with refreshments whilst you are waiting and a nurse is available to help with your medical needs and give further advice about leaving hospital.

If you are supplied with a walking aid, wheelchair or crutches during your stay please return these to our Outpatient Department when you have finished with them.

The hospital loses thousands of pounds each year through patients not returning appliances.

Here to help

If you, your family or carer has any questions or concerns or wish to understand more about what is happening at any stage during your stay, please speak to your nurse, doctor or other member of staff involved in your care.

If those staff cannot help you or you are not comfortable speaking to them you can contact PILS. Our Patient Information and Liaison Service is available to help and will liaise with hospital staff, internal departments and other relevant organisations to resolve any concerns or issues you have raised as quickly as possible. We can also advise you about how to make a formal complaint about our service should you feel that we have not provided the appropriate support.

You can call PILS free on 08081 788 337 or email them via pils@uhl-tr.nhs.uk



All photographs courtesy of Medical Illustration Leicester Hospitals.

Community health service from Leicestershire Partnership NHS Trust

Few people like being in hospital as a patient. Most of those who are admitted would like to be able to return home as quickly as possible.

Now many more people are able to be treated in their own home for care that would have previously had to have been undertaken in a hospital bed. Intensive Community Support (ICS) gives a high level of short term care for patients who would otherwise be in hospital.

The service has had a great reception from patients, and is backed by medical research which shows that patients recover more quickly in their own home than they do in hospital.

Leicestershire Partnership NHS Trust set up the Intensive Community Support Service in 2012. It now cares for up to 256 patients at a time, and more than 5,000 over a year across Leicester, Leicestershire and Rutland.

Depending on their needs, patients can receive up to four visits a day from registered nurses, occupational therapists, physiotherapists and healthcare assistants supported where necessary by local authority social care staff. For some, the service means they can avoid a spell in hospital completely; for others, it means they can return home much earlier.

Most of the patients cared for under ICS have multiple and complex conditions. They are given an individual plan of care which is tailored to their condition and home circumstances. If, following this intervention, patients require on-going support they are transferred to the care of LPT's traditional district nursing and

Terence O'Malley



therapy service, adult social care or an alternative community support organisation.

One recent patient was Terence O'Malley, 54, from Melton. He had been in and out of hospital following a serious road traffic collision two years earlier. His latest admission was for a dislocated hip after surgery.

Two weeks into this stay he was offered the opportunity to continue his recovery at home with Leicestershire Partnership NHS Trust's Intensive Community Support Service.

Mr O'Malley said: "Once I came home almost immediately I had a visit from the intensive team. A nurse came and did an assessment, and every day after that a physio or occupational therapist or specialist nurse called to see me to treat me and take notice of progress.

"The first few days saw a big improvement in my confidence, and my ability to stand and walk on crutches. I was given instruction on how to get on and off the bed, I was referred to a specialist clinic, my wife was given instruction regarding manual handling – helping me get on and off the bed – and they provided me with some equipment to help me get on and off the bed.

"It is a big, big boost to morale, and it is definitely beneficial in a number of ways. It has helped me definitely, and I thank the Leicestershire Partnership Trust for providing that service."

Susannah Ashton, the ICS matron, commented:

"I think most patients would prefer to be in their own home. We can provide the care, it is a familiar environment and it is easier for family to support them in that environment as well.

"We get really good feedback from the patients and their relatives, and they like being treated in their own environment, they like the way it can be tailored to their individual needs."

As with most NHS services, patients or their carers and relatives are asked to complete surveys on their views of the Intensive Community Support Service. Between 95 and 100 per cent of the respondents have said they would be likely to recommend the service to a friend or family member with a similar condition.

Among the comments, one ICS patient said: "I found all staff completely helpful, in any time of trouble. Thank you." Another said: "My care was faultless - the most efficient treatment I have had from the NHS." A third commented: "I thought the total service was exemplary

Susannah Ashton



- my therapist/technical instructor was very professional, knowledgeable and had excellent patient care."

Jude Smith, head of nursing for LPT's community health services directorate, said: "Any business would be delighted to have satisfaction rates that we have for ICS. I hope our staff are very proud.

"The figures show that we continue to provide high quality care that is supporting the wider health care system."

Patients are carefully assessed before they are placed in the care for the ICS team. If it cannot deal with their needs effectively, they will have a bed in either an acute or community hospital. A small number of patients choose to be in hospital rather than to be in the ICS service.

Having a community-based service is much more flexible than a hospital-based one. If there is a sudden increase in demand in one area, it is relatively easy to move staff to cover that location, in a way that a hospital ward cannot be moved. For patients, home is the most convenient location of all.

The local NHS's investment in the service follows a move across the NHS to provide more care in or closer to patients' homes, and less in big city hospitals.

111 is the NHS non-emergency number. How does it work?

111 is the NHS non-emergency number. It's fast, easy and free.

Call 111 and speak to a highly trained adviser, supported by healthcare professionals. They will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you.

You can see how it works here.



emergency number. How does it work?



Get directed to the best medical care for you



Health Information



Self-Care Advice



Pharmacy



Dental



GP/GP Out of Hours



Minor Injuries Unit



Mental Health
Support



Urgent Care Centre/
Walk-in Centre



Emergency
Department



The NHS
non-emergency
number



Dr James Ogle shares his advice for how to access healthcare whenever you need it.

“It’s important we all know what to do if we need immediate medical attention, but it’s not a serious or life threatening emergency, particularly when GP surgeries are closed over the bank holidays for example. We recommend that you have a well-stocked first aid kit and know how to treat minor injuries and ailments, your pharmacist can help advise you on this.

Sometimes, however, you need to ask for immediate help. That’s where NHS 111 comes in. Their trained call handlers will ask you a number of questions, so we understand your needs. If, when you have explained your needs we feel you need to talk to a nurse, a doctor, or another health professional for advice over the phone we will put you in contact with people who provide clinical support who can help.

After a conversation with you they will either offer you

advice and guidance or refer you to the right service and care that best suits you – they might arrange a home visit, or they might make an appointment for you at a walk-in clinic or primary care hub. Whatever the face to face care and treatment you receive – it will be the most suitable one for you. Of course, if we feel you are a 999 emergency then an ambulance will be dispatched immediately.

If your call isn’t urgent or an emergency, then you will be offered information, advice and guidance to help you to care for yourself. NHS 111 has access to a network of health and social care services and is available 24 hours a day 7 days a week.

They will be aware of what is open over the holiday period and can make sure that you are directed to the right care, first time.”

Dr. James Ogle, GP in Leicestershire



How do you find the right care for your loved one?

We have helped thousands of people in Leicestershire find the right care for their individual needs.

Since 2001, we have been helping people who need to find and choose a care home and co-ordinating care for people who need more support to carry on living in their own home.

How we can help and support you

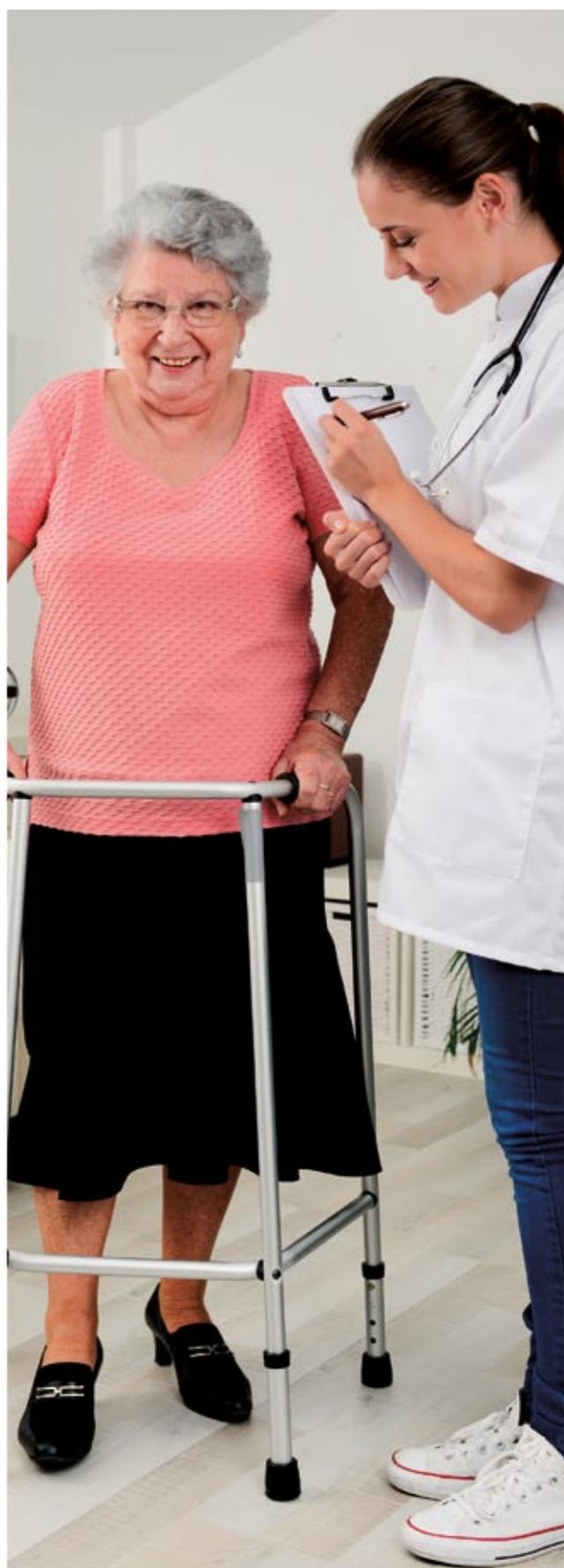
You will be allocated your own adviser who will discuss you or your relative's needs and preferences. We work regularly with quality care agencies and care homes, so we can help find the right care and help with all the necessary arrangements.

Does it cost anything?

Our service is completely free to patients and their families. We are independent and do not favour any care homes or services.

We can help you

We can help you if you are paying for your own care (self-funding) and are looking for professional help and guidance. We can also help if you are funded by social services.



CHS
healthcare

0116 254 2564
www.carehomedselection.co.uk

NHS continuing healthcare

Some people with long-term complex health needs qualify for free social care arranged and funded solely by the NHS. This is known as NHS continuing healthcare.

Where can NHS continuing healthcare be provided?

NHS continuing healthcare can be provided in a variety of settings outside hospital, such as in your home or in a registered care home.

Am I eligible for NHS continuing healthcare?

NHS continuing healthcare is for adults. Children and young people may receive a “continuing care package” if they have needs arising from disability, accident or illness that can’t be met by existing universal or specialist services alone.

To be eligible for NHS continuing healthcare, you must be assessed by a team of healthcare professionals (a “multidisciplinary team”). The team will look at all your care needs and relate them to:

- what help you need
- how complex your needs are
- how intense or severe your needs can be
- how unpredictable they are, including any risks to your health if the right care isn’t provided at the right time

Your eligibility for NHS continuing healthcare depends on your assessed needs, and not on any particular diagnosis or condition. If your needs change then your eligibility for NHS continuing healthcare may change.

You should be fully involved in the assessment process and kept informed, and have your views about your needs and support taken into account. Carers and family members should also be consulted where appropriate.

A decision about eligibility should usually be made within 28 days of it being decided that the person needs a full assessment for NHS continuing healthcare.

If you aren’t eligible for NHS continuing healthcare, you can be referred to your local authority who can discuss with you whether you may be eligible for support from them. If you still have some health needs then the NHS may pay for part of the package of support. This is sometimes known as a “joint package” of care.

NHS continuing healthcare assessments

Clinical commissioning groups, known as CCGs (the NHS organisations that commission local health services), must assess you for NHS continuing healthcare if it seems that you may need it.

For most people, there’s an initial checklist assessment, which is used to decide if you need a full assessment. However, if you need care urgently – for example, if you’re terminally ill – your assessment may be fast-tracked.

Initial assessment for NHS continuing healthcare

The initial checklist assessment can be completed by a nurse, doctor, other healthcare professional or social worker. You should be told that you’re being assessed, and be asked for your consent.

Depending on the outcome of the checklist, you’ll either be told that you don’t meet the criteria for a full assessment of NHS continuing healthcare and are therefore not eligible, or you’ll be referred for a full assessment of eligibility.

Being referred for a full assessment doesn’t necessarily mean you’ll be eligible for NHS continuing healthcare. The purpose of the checklist is to enable anyone who might be eligible to have the opportunity for a full assessment.

The professional(s) completing the checklist should record in writing the reasons for their decision, and sign and date it. You should be given a copy of the completed checklist. You can download a blank copy of the NHS continuing healthcare checklist from GOV.UK.

Full assessment for NHS continuing healthcare

Full assessments for NHS continuing healthcare are undertaken by a “multidisciplinary team” made up of a minimum of two health or care professionals who are already involved in your care. You should be informed who is co-ordinating the NHS continuing healthcare assessment.

The team’s assessment will consider your needs under the following headings:

- behaviour
- cognition (understanding)
- communication
- psychological/emotional needs
- mobility
- nutrition (food and drink)
- continence
- skin (including wounds and ulcers)
- breathing
- symptom control through drug therapies and medication
- altered states of consciousness
- other significant needs

These needs are given a weighting marked “priority”, “severe”, “high”, “moderate”, “low” or “no needs”.

If you have at least one priority need, or severe needs in at least two areas, you should be eligible for NHS continuing healthcare. You may also be eligible if you have a severe need in one area plus a number of other needs, or a number of high or moderate needs, depending on their nature, intensity, complexity or unpredictability.

In all cases, the overall need, and interactions between needs, will be taken into account, together with evidence from risk assessments, in deciding whether NHS continuing healthcare should be provided.

The assessment should take into account your views and the views of any carers you have. You should be given a copy of the decision documents, along with clear reasons for the decision.

You can download a blank copy of the NHS continuing healthcare decision support tool.



Fast-track assessment for NHS continuing healthcare

If your health is deteriorating quickly and you're nearing the end of your life, you should be considered for the NHS continuing healthcare fast track pathway, so that an appropriate care and support package can be put in place as soon as possible – usually within 48 hours.

An organisation called Beacon gives free independent advice on NHS continuing healthcare. Visit the Beacon website or call the free helpline on 0345 548 0300.

Care and support planning

If you're eligible for NHS continuing healthcare, the next stage is to arrange a care and support package that meets your assessed needs.

Depending on your situation, different options could be suitable, including support in your own home and the option of a personal health budget. If it's agreed that a care home is the best option for you, there could be more than one local care home that's suitable.

Your CCG should work collaboratively with you and consider your views when agreeing your care and support package and the setting where it will be provided. However, they can also take other factors into account, such as the cost and value for money of different options.

NHS continuing healthcare reviews

If you're eligible for NHS continuing healthcare, your needs and support package will normally be reviewed within three months and thereafter at least annually. This review will consider whether your existing care and support package meets your assessed needs. If your needs have changed, the review will also consider whether you're still eligible for NHS continuing healthcare.

Refunds for delays in NHS continuing healthcare funding

CCGs will normally make a decision about eligibility for NHS continuing healthcare within 28 days of getting a completed checklist or request for a full assessment, unless there are circumstances beyond its control.

If the CCG decides you're eligible, but takes longer than 28 days to decide this and the delay is unjustifiable, they should refund any care costs from the 29th day until the date of their decision.

If your CCG decided that you weren't eligible for NHS continuing healthcare, but then revised this decision after a dispute, it should refund your care costs for the period between their original decision and their revised decision.

If you're not eligible for NHS continuing healthcare

If you're not eligible for NHS continuing healthcare, but you're assessed as requiring nursing care in a care home (in other words, a care home that's registered to provide nursing care) you'll be eligible for NHS-funded nursing care. This means that the NHS will pay a contribution towards the cost of your registered nursing care. NHS-funded nursing care is available irrespective of who is funding the rest of the care home fees.

Read more information from NHS England about NHS continuing healthcare.

FREQUENTLY ASKED QUESTIONS

Q I have a local authority support package that works well. I'm now eligible for NHS continuing healthcare – will my support package change?

If you're concerned about changes to your care package because of a move to NHS continuing healthcare, your CCG should talk to you about ways that it can give you as much choice and control as possible. This could include the use of a personal health budget, with one option being a "direct payment for healthcare".

Q Can I refuse an assessment for NHS continuing healthcare? If I refuse, will I be able to get services from my local authority?

An assessment for NHS continuing healthcare can't be carried out without your consent, so it's possible to refuse. However, if you refuse, although you'll still be entitled to an assessment by the local authority there's no guarantee that you'll be provided with services. There's a legal limit on the type of services that a local authority can provide.

If you refuse to be assessed for NHS continuing healthcare, the CCG should explore your reasons for refusing, and try to address your concerns. If someone lacks the mental capacity to consent to or refuse an assessment, the principles of the Mental Capacity Act will apply and in most circumstances an assessment will be provided in the person's best interest.

Q My relative is in a care home and has become eligible for NHS continuing healthcare. The CCG says the fees charged by this care home are more than they would usually pay, and has proposed a move to a different care home. I think a move will have a negative effect on my relative. What can we do?

If there's evidence that a move is likely to have a detrimental effect on your relative's health or wellbeing, discuss this with the CCG. It will take your concerns into account when considering the most appropriate arrangements.

If the CCG decides to arrange an alternative placement, they should provide a reasonable choice of homes.

Q Is it possible to pay top-up fees for NHS continuing healthcare?

No, it isn't possible to top up NHS continuing healthcare packages, like you can with local authority care packages.

The only way that NHS continuing healthcare packages can be topped up privately is if you pay for additional private services on top of the services you get from the NHS. These private services should be provided by different staff and preferably in a different setting.

Taking charge of your own personal budget

If your local authority agrees to pay for some or all of your home care needs, it must offer you choice and control over how your needs are met.

You'll be given a personal budget, and can choose to receive it as a direct payment.

Personal budgets

A personal budget is the amount of money the local authority allocates for your care, based on its assessment of your needs.

You can be put in charge of this budget either by telling the local authority how you would like it spent, or by the council giving you the money so you can directly pay for your own care (a direct payment).

It can also be given to a separate organisation (such as a user-controlled trust) that will spend the money on your care as you see fit, if you prefer.

You can choose a combination of the above (for example, a direct payment with some council-arranged care and support), often called a mixed package.

Find out how personal budgets work.

Direct payments

Direct payments give you the most control over your care.

If you're unhappy with the services you're getting, you can decide to change who gives you the care services without having to go through the local authority.

But you have to be able to account for how you spend the budget. And you have responsibilities as an employer if you hire a personal assistant with your direct payment.

The Money Advice Service has a guide to using direct payments.

The pros and cons of taking charge of your personal budget

Being in control of your own personal budget means you have to spend some time and effort thinking about your care and support needs and the outcomes you want.

There may be extra responsibilities. For example, if you decide to request a direct payment to cover the cost of home care, you could use the payment to hire an individual, giving you the responsibilities of an employer.

Alternatively, you could hire care workers through an agency. This removes the legal obligations of being an employer, but may cost more and may remove some of the benefits of having the same person provide your care.

Read more about how to choose care services.

Creating your care plan

You and your social worker or care manager need to work together to create a care plan. This plan details your care and support needs, and can be used to work out the value of your personal budget.

Your care plan should include:

- what's important to you, including your interests, lifestyle, personal tastes and the people in your life
- your hopes for the future, such as whether you'd like to study or take on more hobbies outside the home
- what limitations you currently have and how you want to change
- what you want to achieve by managing your own support

Make sure you include information about how you'll manage your money and what you'll spend the money on (including personal assistants, transport, housing adaptations, therapists and respite services).

Clarify how you'll receive your money. If you choose to receive your personal budget as a direct payment, the local authority may pay the money straight into a bank account that you control (you must set up a new bank account to do this) or they may give you a pre-paid card.

Alternatively, you may prefer your personal budget to be managed by the local authority or by someone else, such as:

- a friend or family member (the local authority must agree to this)
- a broker or an independent social worker
- your care manager or social worker

Discuss these options with your social worker or carer to work out which option is best for you.



If someone else will be looking after your money, you may need to create a decision-making agreement. This should state how they'll look after your money and what decisions they can and can't make on your behalf.

The local authority may want to check what you do with your money to make sure you're spending your budget appropriately, and your care and support needs are being met.

You may need to keep receipts (especially for large purchases) so you can show them you have spent your money responsibly.

If you choose a direct payment, the council will give you a direct payment agreement that sets out the terms and conditions.

If you're struggling to manage your money, the local authority can advise you on how to make your money work best for you.

Disagreements about care plans and personal budgets

If you have been told that you're not eligible for services or you don't agree with the amount allocated to you in your personal budget, you can ask for a reassessment.

Speak to your social worker or care manager about being reassessed, or phone your local authority social services department and request a complaints form.

Check your care plan is working

Meet with your local authority at least once a year to discuss whether your care plan is working.

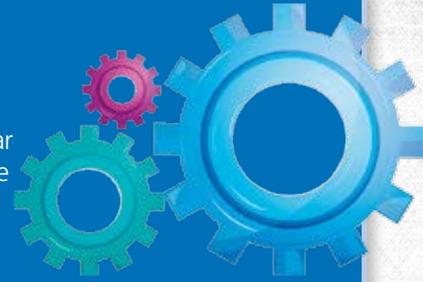
This is an opportunity to discuss whether your needs are being met in the best way, and it's also your chance to talk about changes you want to make for the future.

You don't have to wait for a review meeting to change the way you spend your budget. You can change things as you go along.

If you want to make a big change, consult your care manager or social worker, who may arrange a review.

You can ask for a review meeting about your care plan at any time. To prepare for a review, provide any receipts you have kept since you were awarded a personal budget.

If someone is managing your funds for you, get them to join the review meeting.



What is NHS-funded nursing care?

NHS-funded nursing care is care provided by a registered nurse for people who live in a care home. The NHS will pay a flat rate contribution directly to the care home towards the cost of this registered nursing care.

Who is eligible for NHS-funded nursing care?

You may be eligible for NHS-funded nursing care if:

- you are not eligible for NHS continuing healthcare but have been assessed as needing care from a registered nurse
- you live in a care home registered to provide nursing care

How will my needs be assessed?

You should be assessed for NHS continuing healthcare before a decision is made about whether you are eligible for NHS-funded nursing care.

Most people don't need a separate assessment for NHS-funded nursing care. However, if you do need an assessment or you haven't already had one, your clinical commissioning group (CCG) can arrange an assessment for you.

Outcome of the assessment

If you're eligible for NHS-funded nursing care, the NHS will arrange and fund nursing care provided by registered nurses employed by the care home. Services provided by a registered nurse can include planning, supervising and monitoring nursing and healthcare tasks, as well as direct nursing care.

If you're not eligible for NHS-funded nursing care and you don't agree with the decision about your eligibility, you can ask your CCG to review the decision.

What is the rate of payment for NHS-funded nursing care?

NHS-funded nursing care is paid at the same rate across England. In April 2018, the rate was set at £158.16 a week (standard rate).

Before October 1 2007, there were three different levels or bands of payment for NHS-funded nursing care – low, medium and high.

If you moved into a care home before October 1 2007, and you were on the low or medium bands, you would have been transferred to the standard rate from that date.

If you moved into a care home before October 1 2007, and you were on the high band, NHS-funded nursing care is paid at a higher rate. In April 2018, the higher rate was set at £217.59 a week. You're entitled to continue on this rate unless:

- you no longer have nursing needs
- you no longer live in a care home that provides nursing
- your nursing needs have reduced and you're no longer eligible for the high band, when you would change to the standard rate of £158.16 a week, or
- you become entitled to NHS continuing healthcare instead.

Self-funding: paying for your own care and sup

If you have more than £23,250 in savings (not including the value of your home or your pension), you may have to pay the full cost of your care. This is known as being a self-funder.

The number of people paying for their own care is growing. While some people are eligible for funding from their council, many end up paying for all of their care.

Arranging your care as a self funder

If you're paying for your own care, you do not need to have a needs assessment first - you can go directly to a homecare agency or care home and organise it yourself without involving social services.

But, it's a good idea to have a needs assessment before arranging your care. This is because you will then have a clear idea of what your care needs are. You will know, for example, whether you need a professional carer to come in for 2 hours a day or 2 hours a week - and what specifically they should help you with.

Ask for a copy of your needs assessment, so you have a record of your assessed needs.

Request a needs assessment from your local council's social services department.

Once you know what your care needs are you can either:

- organise your care package yourself or
- ask social services to commission and arrange it on your behalf (this option depends on where you live, some councils do not offer this service)

How much will care cost?

Care is expensive and the bills can mount up. Knowing how much you'll pay and how costs might change will make things less stressful.

Homecare

Homecare is where a professional carer comes to your home, for example for a couple of hours a day, to help you with tasks like getting washed and dressed, and household chores like preparing meals, cleaning and gardening.

The recommended hourly rate is around £18.00, but this will vary according to where you live.

Live-in homecare costs from around £650 a week. It can cost as much as £1,600 a week if you have complex needs.

Care homes

There are 2 types of care home. A residential home offers only personal care. A nursing home offers nursing care as well as personal care.

- a room in a residential home costs around £600 a week
- a room in a nursing home costs around £840 a week

These prices will vary according to where you live and the type of care you need. For example, serious medical conditions like dementia can increase the cost.

Will I have to sell my home?

- no, you won't have to sell your home to pay for help in your own home
- yes, you may have to sell your home if you need to move permanently into a care home.

Social services works out how much you're expected to pay towards your care and support through a financial assessment - or means test.

Your property will not be included in the means test if you're arranging for help in your home.

Your property will usually be included in the means test if you need to move permanently into a care home. Sometimes it won't be included, for example if it's still the main home of your partner.

Alternatives to selling your home

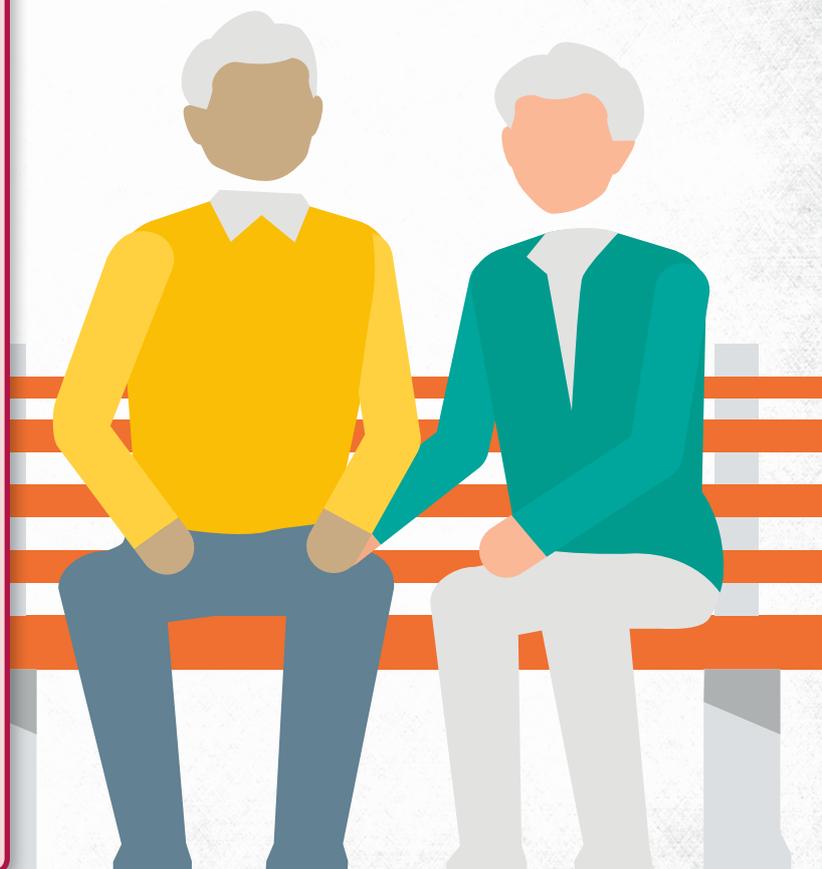
The main ways to avoid selling your home to pay care home fees are:

- releasing money from your home
- renting out your home
- deferred payments

Releasing money from your home

Equity release allows you to release money from your home without selling it.

Make sure you get independent financial advice before considering this.





The Money Advice Service has more information on equity release.

Renting out your home

If you need to fund your care in a care home but don't want to sell your home, you could consider renting it out and using the income to help pay your care home fees.

Deferred payments

Where there is a delay in selling your property, or if you don't want to sell it immediately, you may be eligible to have your care fee payment postponed. This is known as deferred payments. It's where the council temporarily covers the cost of your care and you repay them later.

If the local council agrees to the deferred payment and pays your care home fees, it will take payment from the money raised once the property is sold. This can be:

- during your lifetime if you choose to sell your home
- once you die, in which case the local council can be repaid from your estate

A deferred payment scheme is only available if you don't have enough money to cover your care home fees, and you have less than £23,250 in savings. In these circumstances, the savings don't include the value of your property, but do include money in bank accounts.

What you may be able to get for free

Even if you are a self-funder, you may be eligible for some free care and support regardless of your income, including:

- NHS care such as NHS continuing healthcare, NHS-funded nursing care and care after you've been discharged from hospital
- benefits such as Attendance Allowance. Make sure you're claiming all the benefits you're entitled to with this online benefits calculator: <https://independentage.entitledto.co.uk/home/start>
- equipment or home adaptations that cost less than £1,000

If your savings run out

If your savings fall below £23,250, you might be eligible for council help.

Contact your local council about 3 months before you think your savings will reach this level and ask for a reassessment of your finances and care needs. Councils will only provide funding from the date you contact them for help. So if your capital has already dropped below £23,250 before you contact them, you won't be reimbursed.

Get advice on paying for care

The system of paying for care is complex and every case is different.

You can get independent advice about paying for care from:

- The Money Advice Service. Call their helpline on 0300 500 5000.
- The Society of Later Life Advisers
- Age UK
- Which? Elderly Care
- Independent Age

Care and support: what's available?

If you need help around the home, a good option is to have a care worker come into your home to help you.

Home care costs around £18 an hour. Depending on your circumstances, this may be funded by your local council or you may have to pay yourself.

Types of care and support

Care and support comes in many forms and there are many names used to describe it, including home help, care attendants, and "carers" (not to be confused with unpaid family or friends who care for you).

Care and support can suit you if you need:

- personal care, such as washing or dressing
- housekeeping or domestic work, such as vacuuming
- help with cooking or preparing meals
- nursing and healthcare
- companionship

Care and support can be very flexible. The same person or agency may be able to provide some or all of these options for the duration of your care:

- long-term 24-hour care
- short breaks for an unpaid family carer
- emergency care
- day care
- sessions ranging from 15-minute visits to 24-hour assistance and everything in between

If you already know what you want, you can search NHS Choices directories for:

- local care and support services and agencies
- a list of national care and support organisations
- supported living services – these are services that can help you stay safe and well in your home on a long-term basis, including financial help, help with medicines, advocacy, social support and practical support
- a place to live with a family who will care for you – this is known as shared lives services or adult placement services

Funding home care

If you believe you might benefit from some help at home, the first thing to do is to contact your local authority's social services department to ask for a care needs assessment.

If you're eligible for care and support services funded by your local council, your local council may provide or arrange the help themselves.

Alternatively, you can arrange your own care, funded by the council, through direct payments or a personal budget.

If you choose direct payments or a personal budget, or you aren't eligible for council funding and want to get care privately, you can arrange it in several different ways:

- using a care and support agency
- hiring a personal assistant
- getting care and support from a charity, such as Age UK

Independent care and support agencies

If you use an independent care and support agency, you or the person looking after you has to find the care agency and pay them.

The agency will provide a service through a trained team of care workers, which means you may not always have the same person visiting your home, although the agency will do its best to take your choices into account.

Care and support providers are regulated by the Care Quality Commission (CQC). They must meet the CQC's national minimum standards and regulations in areas such as training and record keeping.

The CQC has the power to inspect agencies and enforce standards. Care and support agencies must vet care and support workers before engaging them by taking up references and carrying out Disclosure and Barring Service (DBS) checks on potential employees.

Care and support agencies can also:

- take over the burden of being an employer – for example, payroll, training, disciplinary issues and insurance



- train their care and support workers through national qualifications and service-specific training
- replace workers when they're ill, on holiday or resign
- put things right when they go wrong

An agency will want to see you and the person looking after you so they can assess your needs.

This also means you can make a joint decision about the right type of care and support.

Find out more from the UK Homecare Association.

How much does a care and support agency cost?

Using a care and support agency can be expensive. The agency will charge a fee on top of the payment made to the care worker to cover their running costs and profits.

You normally have to make a regular payment to the agency, which includes both the worker's earnings and the agency's fee.



Questions to ask when using a care and support agency

Before deciding to go ahead with an agency, you should ask questions about the fee and what it covers.

These include:

- Does the agency check references?
- What training and supervision do they provide?
- What's their complaints policy?
- Who's responsible for insurance?
- Is there any out-of-hours or emergency contact if needed?
- Will they be able to provide staff if your own care worker is ill or away? If an agency is contracted to provide care every day, it must do that.

Hiring a personal assistant

Instead of using an agency, you can hire a personal assistant to act as a care and support worker for you.

Personal assistants can offer you all that you'll get from an agency worker, but you'll also get continuity, familiarity and an ongoing relationship with an assistant.

But if you employ a personal assistant, you have the legal responsibility of an employer. This includes arranging cover for their illness and holidays.

Which? Elderly Care has advice on employing private individuals.

Get more information on becoming an employer.

Care and support from charities

Charities such as Age UK and Carers Trust can provide home help.

Carers Trust also supports carers by giving them a break from their caring responsibilities through care and support services.

Marie Curie Nurses can provide practical and emotional support for people near the end of their lives in their own homes.

Complaining about care and support

You have the right to make a complaint about any aspect of care and support.

It's a good idea to ask a care and support agency or charity about their complaints policy before you start to use their carers.

Read more about how to make a complaint about the care and support you or someone else is receiving.

If you are finding it difficult to make a complaint, find out how an advocate can help you.

Driving and using public transport

Although mobility problems make it harder to get around, transport has been getting more accessible for disabled and elderly people over the years.

You can get help:

- using public transport
- getting discounts on public transport
- from the NHS with travel costs
- finding community transport schemes

If you have mobility problems and you need a car to get around, you may be able to get help with costs through:

- discounted or free road tax
- a Blue Badge parking permit
- help with the cost of leasing a vehicle through the Motability scheme

Using public transport with a disability

All public transport vehicles have to be “accessible” so disabled passengers can use them. Public transport also has to accept guide dogs or assistance dogs.

But if you’re using public transport, it’s worth contacting the transport operator before you travel to make sure they’re able to offer the assistance you require.

Buses and trains usually have priority seating for older people and people with disabilities. They also usually have space and wide doors for wheelchairs. Some buses, trains and trams are fitted with automatic ramps.

The London Underground is being upgraded to improve step-free access.

Staff at Underground stations are also trained to help people move around the underground system – for example, by helping you avoid escalators and calling ahead to arrange for assistance at your destination.



Discounts on public transport for older people and disabled people

Older people and people with disabilities can travel free on local buses anywhere in England between 9.30am and 11pm Monday to Friday, and at any time during the weekend and on bank holidays.

Some authorities offer free travel for longer, and some allow a companion to travel with the pass holder for free.

You may have to apply through your local authority, but in most areas you can apply online for an older person’s bus pass or for a disabled person’s bus pass.

If you often travel by train, it’s probably worth getting a Disabled Railcard Card. This gives you a third off the price of rail tickets. Check the criteria to see if you’re eligible.

Children aged 5 to 16 with disabilities are eligible for a Disabled Person’s Railcard. This lets an adult to travel with them for a third of the cost of an adult fare, while the child pays the normal child fare.

Taxi and private hire companies can provide wheelchair-accessible vehicles if you ask for one when you book a vehicle.

Some councils also give free taxi vouchers to people who find it difficult to use public transport because they’re frail or disabled.



Cars and parking

Road tax reductions

If you're disabled or have a serious long-term condition, you might be eligible for a reduction in your road tax, or even be exempt from it altogether.

Find out more on GOV.UK about vehicle tax exemption and vehicle tax reduction.

Blue Badge disabled parking scheme

If you have severe mobility problems that make using public transport difficult, you may be able to get a Blue Badge parking permit for your car.

This lets you park closer to places you wish to visit, such as in marked disabled parking bays.

You may also be able to:

- park for free within certain time limits in some places
- park on single and double yellow lines
- stay longer in on-street time-limited parking bays

Blue Badge schemes are run by councils. Most councils will let you apply for a Blue Badge online.

Central London is exempt from the national Blue Badge regulations and the central London boroughs of Kensington and Chelsea, Camden, Westminster and City of London don't fully operate the Blue Badge scheme.

But if you're exempt from road tax or have a Blue Badge permit, you may be able to get an exemption from paying the central London congestion charge.

NHS help with travel and transport costs

If you pay to travel to a hospital or other NHS premises for NHS-funded treatment or diagnostic tests, you may be able to claim a refund of reasonable travel costs.

Find out more about the Healthcare Travel Costs Scheme and who's eligible.

Community transport schemes

These schemes provide transport to and from hospitals, doctors' and dentists' surgeries, and opticians and chiropodists.

Many areas offer a free "Dial-a-Ride" service, offering door-to-door transport for people unable to use normal buses.

Some schemes require you to register and may charge a fee. Carers may be able to travel with you for an additional charge.

Check with your local council whether your area has a community transport scheme.

The British Red Cross runs a similar transport service in some areas. Contact your local Red Cross branch for information.



Motability scheme

The Motability scheme allows disabled people to use their mobility benefits to lease a car, powered wheelchair or scooter.

You can also pay an extra amount of money if you want a more expensive vehicle.

The Motability Scheme is open to anyone who gets:

- the higher rate mobility component of Disability Living Allowance (DLA) or Personal Independence Payment (PIP)
- the War Pensioners' Mobility Supplement (WPMS)
- the enhanced rate mobility component of Armed Forces Independence Payment.

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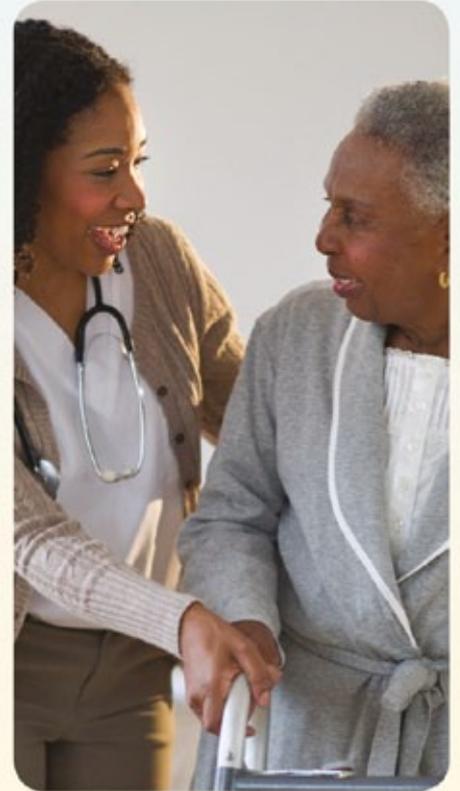
All the information you need

We do not recommend individual care homes, but provide you with all the information you need to make an informed choice about the best care home for you or your relative. We can also arrange packages of care in your own home. We can help you if you are paying for your own care or have social services funding.

How our service works

You will be given your own dedicated adviser who will:

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- 2 Carry out a search for suitable homes or care services within your area.
- 3 Can provide transport and accompany you on care home visits.
- 4 Advice and support throughout the process



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Or text **HALES LEICESTER** to 66777

After a stay in hospital, returning to your own home can sometimes feel a little daunting, everyday tasks can become more difficult and you may find yourself needing a little more support than before.

Age UK Leicester Shire and Rutland understand the importance of remaining in your own home during later life. We offer a variety of services to support you and help you to retain that all important independence.

All our staff are fully trained and DBS checked. We offer both male and female workers and have multi-lingual staff based across Leicester and Leicestershire. Our rates are very competitive and as a charity in receipt of no government funding, any surplus is channelled directly into the many free projects and services we provide across the county. Our home care department offers a variety of different services to support you but if you require any advice then please give us a call on 0116 2992266.



Personal Care

If attending to your own or your loved ones personal care needs has started to become difficult then our experienced team can support you at home. We can provide short term assistance to help you get back on your feet or provide a more permanent solution if you need it. Our friendly team can support you with getting in and out of bed, bathing and washing, washing your hair, using the toilet and dressing. We can also help you to manage your medication, from a gentle reminder to full support. We can also support you to apply creams or eye drops if you are no longer be able to do it. Our fully trained team can provide advice on how best to support you with your personal care requirements.

Domestic Help

When housework becomes more challenging, or if you simply no longer want to do it, our Domestic Services can help you to keep on top of things. We can assist you with as much or as little as you need, whether that's a spring clean and de-clutter or just someone to help with the washing up. As well as general cleaning, our team are happy to help you with things like changing the bed, laundry, ironing and cleaning the windows.

If you are starting to struggle with your food shopping then we can also help. You can either prepare us a list and we will go to your preferred shop or we are happy to go shopping with you. Ensuring you eat correctly is a big part of maintaining a healthy lifestyle; if you need support with meal preparation then our team will be happy to help. We



can prepare breakfasts, lunches or evening meals as well as leaving sandwiches or snacks for you to have later.

Our dedicated team can also support you with bill paying or pension collection should you need it.

Companionship

As we get older, we can experience life changing events that can affect your confidence and your opportunity to socialise. Our team can provide companionship when you need it most. We can come to your home to sit and chat, play dominos, watch TV or do other activities you enjoy. We can take you to appointments or social activities and stay with you to provide that extra level of support or accompany you to places you enjoy like garden centres, cafes, church services or pubs. Doing things you enjoy can really help with your wellbeing so if you feel you would benefit from some companionship, give us a call to see how we can help.

Handyman

It can often be hard to find a tradesman to do the small jobs around the house and be confident that they are competent and will charge fairly. Our handyman service can help with the small jobs that most other traders will not undertake such as putting up shelves or curtain rails, installing handrails, repairing fences, fitting keysafes and smoke alarms. We can also help with bigger jobs such as decorating. Our friendly team can provide you with a no obligation quote so that you have an exact and fair price for the work you need doing. Unfortunately our team are unable to assist in any work that involves water, gas or electricity; however our business directory can provide you with trusted reputable traders to contact. The business directory can be found online via <http://www.aubdleicestershire.co.uk/> or by giving us a call on 0116 2992266.

Our handymen can also undertake Home Efficiency Checks to give you advice and tips on how to save heat and energy in your home. We can also offer free energy saving products such as lightbulbs, draught excluders, and socket timers to help you save money on your energy bills as well as ensure that your home is heated correctly during winter.

Gardening

Gardening can be hard work so always be honest with yourself and know your limitations. If there are parts of your garden that you are struggling to manage then help



is available. Our gardening service can do as much or as little as you need. We can help with the more physical tasks such as weeding, lawn mowing and hedge trimming or the smaller jobs such as pruning. Our experienced gardeners can give advice on the plants best suited to your garden or even help you to start a vegetable patch. No job is too small or garden too large, we are happy to help. Our professional and friendly service is very competitive so give us a call on 0116 2992266 to find out how we can help you to continue enjoying your garden.

Caring for carers

At Age UK we appreciate that caring for a friend or relative can sometimes be difficult and isolating. Informal carers provide an invaluable service and it is important that carers look after themselves as well. Taking time for yourself is important; you may need time to recharge your batteries or may have other aspects of your life to manage. Our team offer a service to help support carers and give you time to look after yourself. A member of our team can stay and care for your loved one allowing you some precious personal time. Asking for help can be daunting but our experienced team can guide you through the process and help to make things as easy as possible.

Age UK Leicester Shire and Rutland offer many other services that can be beneficial including:

- Befriending
- Lunch Clubs
- Men in Sheds
- Information and Advice
- Resource Centres

If you would like any further information or to discuss how we can help you then please call the Home Care Department on
0116 2992266

The Care Quality Commission is here to make sure health and adult social care services including hospitals, home and residential care as well as GPs in England provide people with safe, effective, high-quality care.

We publish independent inspection reports and ratings about services – information you can use when you're choosing care for yourself, or a loved one.

You can use our website to search for services you might be interested in by geographical area, or by specialism. For example, a care home that might offer specialist care for someone who has dementia.

We also welcome your feedback on the care you have received – good or bad. We use this information to help inform our inspections and can alert authorities including local social services, if there are safeguarding concerns about care being provided.

You can visit our website at www.cqc.org.uk to find our inspection reports, or share an experience of care. You can also call us to share an experience of care on 03000 61 61 61.

Here are some tips to help you choose your care.

Social care Top tips

- 1 The **Care Quality Commission (CQC)** registers **all care homes and home care agencies**. You can find out which ones support specific groups of people, such as people with a learning disability or those living with dementia.
- 2 CQC's Chief Inspector for Adult Social Care, Andrea Sutcliffe always uses **'The Mum Test'**: is a care home safe, caring, effective, responsive to people's needs and well-led? In other words, **is it good enough for my Mum** (or anyone else I love and care for)?
- 3 Look for care homes and home care agencies where the **staff involve people who use services and their families and carers**, and treat individuals with **compassion, kindness, dignity and respect**.
- 4 Whether you are being cared for in your own home or in a residential setting, the **staff looking after you** need to be **skilled, kind and supportive**. They should also be **capable and confident** in dealing with your particular needs. **You should always feel that their support is helping you** to live the life you want to.
- 5 A care home will be a home for you or your loved one. Residents should be **treated as individuals** with their **likes and dislikes** taken into account. Think about whether a home is **close enough to family, friends, and community facilities**.
- 6 Look at how **well-led and managed** a home is. **What does it have in place** to ensure that it delivers **high quality care**? Does it promote meaningful activity and connect the home with the community?
- 7 If you or a loved one needs **help with day-to-day care**, you can contact your local council's social services department. They will **'make an assessment of your needs'** and depending on circumstances, may be able to **help you access financial help**. For more advice visit Age UK's website www.ageuk.org.uk/home-and-care.
- 8 If you would like to organise your care yourself, you can **find a care worker or personal assistant through an agency**. **Your local social services department should be able to provide details of approved agencies**.
- 9 CQC's ratings will identify services as:
 - Outstanding** ☆
 - Good** ●
 - Requires improvement** ●
 - Inadequate** ●

This will help you make informed choices around your care.
- 10 **Safeguarding adults** who receive social care is **everybody's business**. If you are concerned about the safety of a loved one receiving care, **contact the service provider in the first instance**. You can also contact social services at your local council. If you feel a crime has been committed, contact the police. **You can share your safeguarding concerns with us on our website or contact our National Customer Services on 03000 616161.**

GP Top tips

1 If you are **new to an area** you can find details of **local GP services** such as doctors' practices, out-of-hours services and walk-in centres in our **online directory of care services** www.cqc.org.uk/content/doctorsgps

2 You can **search** any of these services by the name of the service, a place name or your postcode at www.cqc.org.uk

3 After an inspection, **CQC publishes its findings** in a report on its website. You can use these reports to **check and compare services in your area**.

4 There are already over **1,000 reports** about GP practices published on the CQC website.

5 Last year, **CQC launched its new-style inspection reports** for GPs – looking at the five key areas **SAFE, EFFECTIVE, CARING, RESPONSIVE** and **WELL-LED** – you can use the reports to compare local GPs and choose services.

6 You can also use these new style inspection reports to **find out more about local services** and choose the one that is best for your needs.

7 **CQC rates all GPs** to help people make choices about where they get treatment. This will be on a four-point scale:

Outstanding ☆
Good ●
Requires improvement ●
Inadequate ●

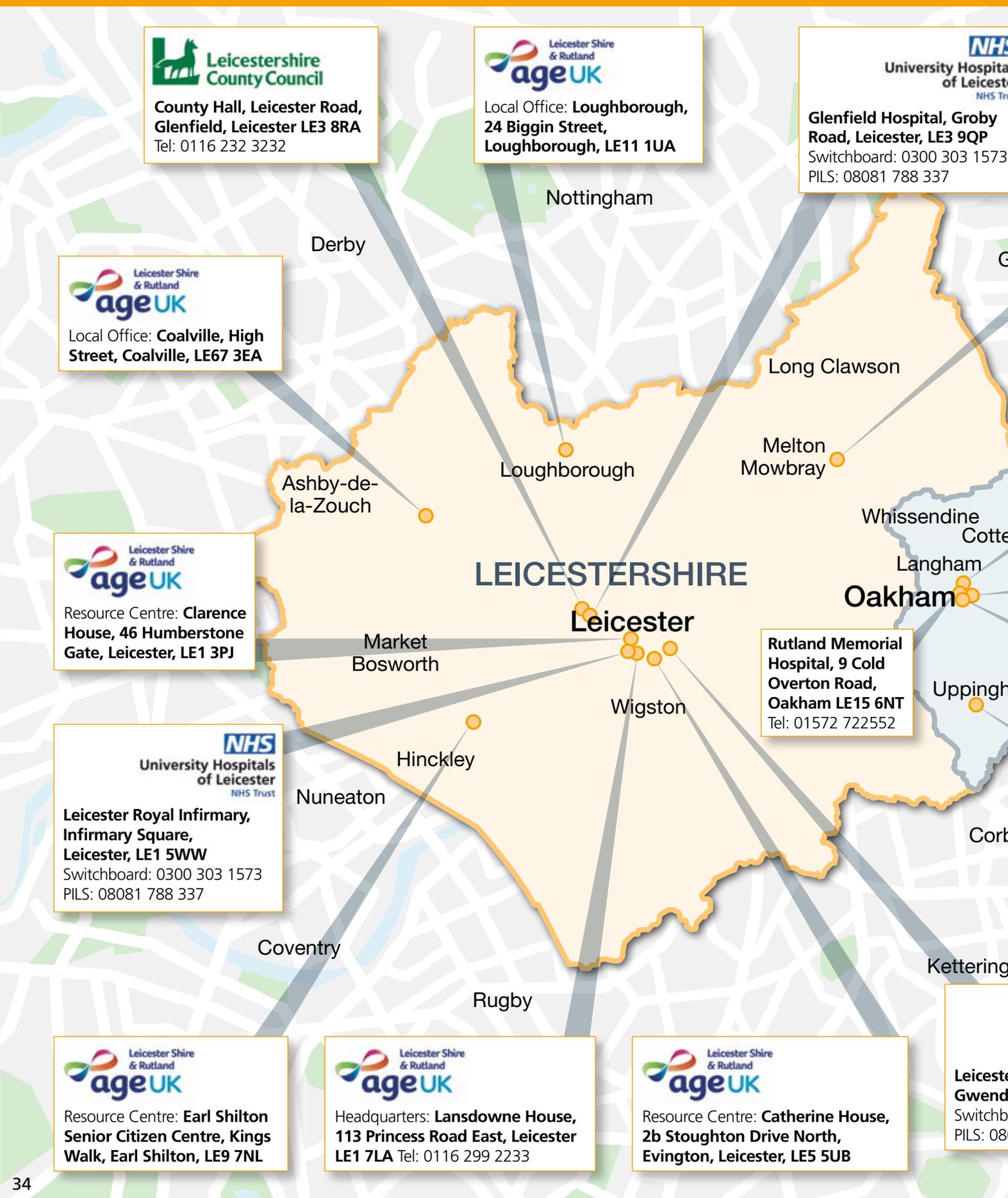
8 CQC will also look at **how specific population groups are treated** and give a rating. For instance how well they serve: **Mothers, children and young people, vulnerable older people (over 75s) and people with long-term conditions**. People will be able to choose a GP service that rates highly on the areas that matter to them.

9 We welcome your feedback (good and bad) on the services you, or a loved one, receives from your GP. You can share information with us online at <http://www.cqc.org.uk/share-your-experience-finder> or call us on 03000 61 61 61.

Telephone: **03000 616161** • Web: www.cqc.org.uk

 /CareQualityCommission  @CareQualityComm

NHS Hospitals and services in Leicestershire and Rutland



Leicestershire County Council
 County Hall, Leicester Road,
 Glenfield, Leicester LE3 8RA
 Tel: 0116 232 3232

Leicester Shire & Rutland ageUK
 Local Office: **Loughborough**,
 24 Biggin Street,
 Loughborough, LE11 1UA

NHS University Hospitals of Leicester NHS Trust
Glenfield Hospital, Groby Road, Leicester, LE3 9QP
 Switchboard: 0300 303 1573
 PILS: 08081 788 337

Leicester Shire & Rutland ageUK
 Local Office: **Coalville**, High Street, Coalville, LE67 3EA

Leicester Shire & Rutland ageUK
 Resource Centre: **Clarence House**, 46 Humberstone Gate, Leicester, LE1 3PJ

NHS University Hospitals of Leicester NHS Trust
Leicester Royal Infirmary, Infirmary Square, Leicester, LE1 5WW
 Switchboard: 0300 303 1573
 PILS: 08081 788 337

Rutland Memorial Hospital, 9 Cold Overton Road, Oakham LE15 6NT
 Tel: 01572 722552

Leicester Shire & Rutland ageUK
 Resource Centre: **Earl Shilton Senior Citizen Centre**, Kings Walk, Earl Shilton, LE9 7NL

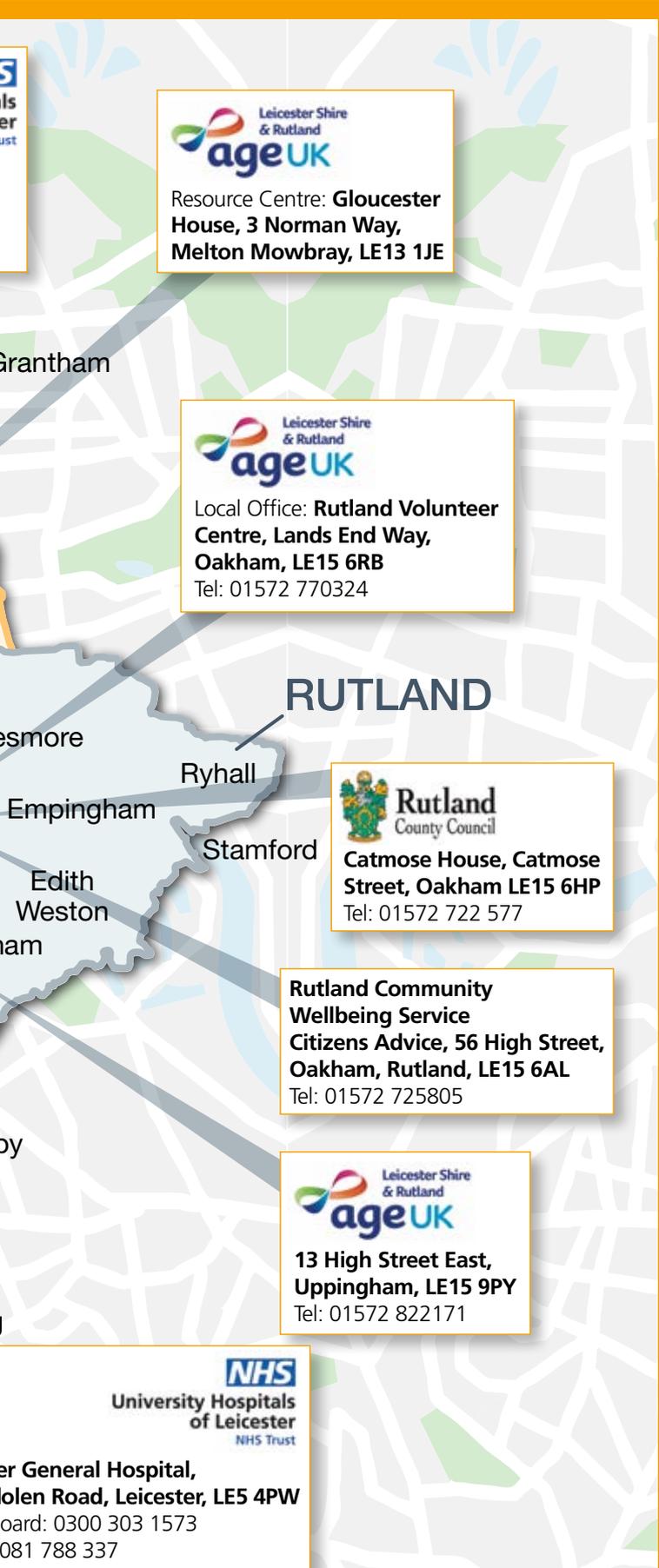
Leicester Shire & Rutland ageUK
 Headquarters: **Lansdowne House**, 113 Princess Road East, Leicester LE1 7LA
 Tel: 0116 299 2233

Leicester Shire & Rutland ageUK
 Resource Centre: **Catherine House**, 2b Stoughton Drive North, Evington, Leicester, LE5 5UB

Leicester Gwendolyn
 Switchboard: 01533 444444
 PILS: 08081 788 337



d



Leicester Shire & Rutland ageUK
 Resource Centre: **Gloucester House, 3 Norman Way, Melton Mowbray, LE13 1JE**

Leicester Shire & Rutland ageUK
 Local Office: **Rutland Volunteer Centre, Lands End Way, Oakham, LE15 6RB**
 Tel: 01572 770324

Rutland County Council
Catmose House, Catmose Street, Oakham LE15 6HP
 Tel: 01572 722 577

Rutland Community Wellbeing Service
Citizens Advice, 56 High Street, Oakham, Rutland, LE15 6AL
 Tel: 01572 725805

Leicester Shire & Rutland ageUK
13 High Street East, Uppingham, LE15 9PY
 Tel: 01572 822171

NHS University Hospitals of Leicester NHS Trust
General Hospital, Glen Road, Leicester, LE5 4PW
 Board: 0300 303 1573
 081 788 337

The locations on the map indicate where services operate out of.

Useful contacts

A

Action on Elder Abuse **080 880 88141**
 We work to protect, and prevent the abuse of, vulnerable older adults. Action on Elder Abuse, PO Box 60001, Streatham SW16 9BY
 | www.elderabuse.org.uk | enquiries@elderabuse.org.uk

Admiral Nurses **0800 888 6678**
 This helpline has been set up to provide people with an opportunity to talk through their worries and concerns about themselves, friends or relatives with dementia. The lines are open on Tuesdays and Thursdays between 11am and 9pm. Callers can leave messages any time and request a call back.
 | www.dementiauk.org | direct@dementiauk.org

Age UK Leicester Shire & Rutland **0116 299 2233**
 Lansdowne House, 113 Princess Road East, Leicester LE1 7LA
 | www.ageuk.org.uk/leics/ | enquiries@ageukleics.org.uk

Alzheimer's Society Leicestershire & Rutland **0116 231 1111**
 Oak Spinney Park, Ratby Lane, Leicester Forest East, Leicester, Leicestershire LE3 3AW | www.alzheimers.org.uk

C

CareAware **0161 707 1107**
 A one stop shop for free advice on care fee funding for older people.
 | www.careaware.co.uk | enquiries@careaware.co.uk

Care Quality Commission (CQC) **03000 616161**
 National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA
 | www.cqc.org.uk | enquiries@cqc.org.uk

Central Leicestershire Dial a Ride **0116 221 1457**
 An organisation which provides accessible transport for people who find using buses a problem. It is available to anyone of any age.
 | www.leicester.gov.uk/transport-and-streets/travelling-by-bus/dial-a-ride/

Citizens Advice LeicesterShire **0300 330 1025**
 60 Charles St, Leicester LE1 1FB | www.leicscab.org.uk/

CLASP **0116 251 0999**
 A Leicestershire based charity dedicated to supporting family carers across Leicester, Leicestershire and Rutland who look after people with different needs.
 | www.claspthecarerscentre.org.uk
 | enquiries@thecarerscentre.org.uk >>



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Useful contacts *contd.*

C

Cruse Bereavement Care 0800 808 1677

Cruse Bereavement Care is here to support you after the death of someone close.

| www.cruse.org.uk | helpline@cruse.org.uk

D

Disability Benefits – for Disability Living Allowance and Attendance Allowance 0845 712 3456

| Textphone: 0845 722 4433

| www.direct.gov.uk/en/DI1/Directories/DG_10011169

E

Elderly Accommodation Counsel 0800 377 7070

Elderly Accommodation Counsel (EAC) is a national charity that aims to help older people make informed choices about meeting their housing and care needs.

| www.eac.org.uk | info@firststopadvice.org.uk

F

First Contact Plus

First Contact Plus is an online tool which helps adults in Leicestershire find information about a range of services all in one place.

| www.firstcontactplus.org.uk | firstcontact@leics.gov.uk

H

Healthwatch Leicester 0116 251 0601

| www.healthwatchleicester.co.uk

| information@healthwatchleicester.co.uk

Healthwatch Leicestershire 0116 2574 999

Healthwatch Leicestershire is the county's patient and public champion for health and social care services.

| www.healthwatchleicestershire.co.uk

| info@healthwatchleics.co.uk

Healthwatch Rutland 01572 720381

| www.healthwatchrutland.co.uk

| info@healthwatchrutland.co.uk

I

Integrated Care Council 01379 678243

The Integrated Care Council (ICC) is a body that brings together British health and social care, public and independent sector organisations that commission or directly provide support for people living at home.

| www.integratedcarecouncil.co.uk

L

Leicester City Council | www.leicester.gov.uk/asc

Leicestershire County Council | www.leicestershire.gov.uk

Leicestershire Partnership NHS Trust 0116 225 6000

| www.leicspart.nhs.uk

M

Mind (National Association for Mental Health) 0300 123 3393

The leading mental health charity in England and Wales. We work to create a better life for everyone with experience of mental distress.

| www.mind.org.uk | contact@mind.org.uk

the Money Advice Service 0800 138 7777

Free and impartial money advice, set up by government.

| www.moneyadviceservice.org.uk

Mosaic: shaping disability services 0116 231 8720

| www.mosaic1898.co.uk | enquiries@mosaic1898.co.uk

N

National Osteoporosis Society 0845 450 0230

Advice, information and support group for people with osteoporosis.

| www.nos.org.uk

N

National Rheumatoid Arthritis Society (NRAS) 0800 298 7650
or 0845 458 3969

Provide information, support and advice for people living with Rheumatoid Arthritis. | www.nras.org.uk

NHS 111 111

NHS Choices

Helping put you in charge of your healthcare

| www.nhs.uk

P

Parkinson's Disease Society 0800 800 0303
| www.parkinsons.org.uk

R

Royal Voluntary Service 0845 608 0122

A volunteer organisation that enriches the lives of older people and their families across Britain. We support older people by giving time and practical help to help them get the best from life.

Royal Voluntary Service, Cardiff Gate, Beck Court, Cardiff Gate Business Park, Cardiff CF23 8RP

| www.royalvoluntaryservice.org.uk

Rutland Admiral Nurse 01572 758341

Support for carers of people living with dementia.

| adultduty@rutland.gov.uk

Rutland Community Wellbeing Service 01572 725805

| info@rutlandrap.org.uk

Rutland County Council 01572 722 577

| www.rutland.gov.uk

Rutland Housing MOT 01933 410084

Help to remain independent at home.

| housingmot@loughurst-group.org.uk

Rutland Information Service

Directory of organisations, activities, events and services across Rutland, including information about health and wellbeing, things to do and staying independent.

| <http://ris.rutland.gov.uk>

S

Service Personnel & Veterans 0808 1914 2 18
| www.gov.uk/government/organisations/veterans-uk

SSAFA 0800 731 4880

SSAFA works to ensure that the needs of the Armed Forces, veterans and their families are met in an appropriate and timely way.

| www.ssafa.org.uk

Stroke Association 0845 3033 100

Advice and information for stroke patients and their families.

| www.stroke.org.uk

Support for Carers 0845 689 9510

Support for Carers Leicestershire supports carers throughout the county.

| www.supportforcarers.org | maureen@supportforcarers.org

T

The Department of Work and Pensions

| www.dwp.gov.uk

The Pension Service 0845 606 0265

| www.dwp.gov.uk/about-dwp/customerdelivery/the-pension-service

V

Vista 0116 249 8839

Vista is Leicester, Leicestershire and Rutland's leading charity for people with sight loss.

| www.vistablind.org.uk | info@vistablind.org.uk

At the core of our ethos is valuing your individuality, choice and dignity.



Langdale View is a Residential and Nursing Home that is fully registered with the Care Quality Commission.

At Langdale View, we provide a homely environment whereby every resident is treated as an individual. We understand that every person is different and that their individuality should be recognised and understood in order to best address their needs. Our main focus lies in delivering our caring values to those living at the home. Values of treating the resident with respect and compassion, upholding their privacy and delivering their care in a dignified manner.

Langdale View is situated next to Humberstone Heights Golf Club, less than 3 miles from the centre of Leicester.



Langdale House is a Residential and Nursing Care Home, which is fully registered with the Care Quality Commission (CQC).

At Langdale House, we understand that successfully addressing the needs of our residents is paramount to creating a positive environment in the eyes of those living there and those that deliver care. Once the individual needs are identified, bespoke support packages are created to meet these and their lifestyle preferences.

Langdale House is centrally located in the quaint village of Sapcote, Leicestershire with a variety of local amenities within a very short walk and a park situated right on the doorstep.

Langdale View Care Home

590 Gipsy Lane | Leicester | LE5 0TB

Tel/Fax: 0116 276 2186

Langdale House Care Home

9 Church Street | Sapcote | Leicestershire | LE9 4FG

Tel/Fax: 01455 274 544

info@langdalecarehomes.co.uk • www.langdalecarehomes.co.uk

Everdale Grange is a 3-unit home that operates to meet several categories under CQC registration. We provide an environment that is safe and secure, relaxed and well-maintained.

Along with all our care homes within the Langdale Group, we have an internal audit system to monitor service levels to enhance the quality of service provisions to the residents. Ultimately, in order to give them a feeling of it being a 'home from home', we endeavour to personalise our approach to meeting any of their needs.

Everdale Grange is located a short distance from the centre of Leicester and approximately a couple of miles from Leicester Royal Infirmary.



Everdale Grange Ltd 78-80 Lutterworth Road | Aylestone | Leicester | LE2 8PG Tel/Fax: 0116 299 0225



Come and visit Vista's Kathleen Rutland Home, our care home for older people in Leicester Forest East.

With dedicated staff organising daily activities; regular outings in our own minibus and visiting hairdresser and nail technician, there is always something going on in our home. Let us challenge your perceptions of life in a care home - call **Hayley** on **0116 2394234** to arrange a time to pop in

For more information, please get in touch on **0116 249 8839**, email **residential@vistablind.org.uk** or visit **www.vistablind.org.uk**



Reg charity number 218992

A Care Home With A Difference



Cedar Mews in Birstall, part of The Cinnamon Care Collection, is a luxury care home which provides permanent care for long-term needs, respite care for short-term needs and day care. It also provides specialised dementia care. We spoke to Helen Cooke, General Manager at Cedar Mews to find out more.

What should you look for when choosing a care home for a loved one?

'Care' is key - select an environment in which your loved one will be looked after by experienced, caring individuals. I recommend you visit a prospective home without an appointment to see what day-to-day life is really like.

It's also important to ask other people with relatives in local care homes about their recommendations or look on the reviews website, CareHome.co.uk for insight from residents and their families.

Based on reviews, CareHomes.co.uk recently named Cedar Mews as one of the Top 20 care homes in the East Midlands. Given that there are 1562 care homes in the East Midlands, we were thrilled to have been rated so highly by the very people we care for.

When is the 'right' time to consider care?

People need care at different stages. In addition to long-term care Cedar Mews offers short stay or respite for convalescence. We also offer long-term specialist dementia care, with dementia friendly environments including themed spaces to stimulate resident engagement and aid reminiscence.

How do you differ from other care homes in the area?

We think we offer something special that illustrates the difference between good care and great care. Our aim is to help older people live happier, healthier, more fulfilled lives and give peace of mind to their families who entrust us with their wellbeing.

The Cinnamon Care Collection's ethos is to shape care around the individual with every need catered for, from favourite foods and activities to group outings and tailored events. Ultimately, we are determined to be the difference, both in the expert 24-hour care we provide and the luxurious quality of our homes.

Cedar Mews has 73 en-suite bedrooms, 5 dining areas, an on-site hair salon, numerous lounges, a bar and two resident gardens. To arrange a visit or for further information, please contact Ben Dalgetty on 0116 267 4835 or visit www.cinnamoncc.com

PA Housing offers a range of independent living schemes across the Midlands and London.

Our independent living properties are unfurnished one bedroom and studio flats, with fitted kitchens with lift access. A lot of the schemes also offer on-site laundry facilities.

Our tenants have access to communal living rooms, where they can take part in various activities or just relax with friends. Our green fingered tenants are also welcome to do some gardening in the communal gardens and green spaces.

Our independent living housing is perfect for anybody who wishes to live independently as well as being part of a vibrant community of active people.



For more information, please call **0116 257 6716**

Paragon Asra
PA Housing



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Care Assistants

To find out more please call or pop in for a chat

☎ **0150 9650513**

✉ **westroyd.house.m@fshc.co.uk**

🌐 **fshc.co.uk**

Westroyd House Care Home,
Tickow Lane, Shepshed, Loughborough, LE12 9LY



Welcome to Hinckley's No 1 rated care home, Moat House



For award-winning,
affordable luxury
residential &
dementia care, call
Nicky on
01455 633271



a superb place to live or work

adeptcarehomes

Welcome to Leonard Cheshire

Everything humanly possible.

Since founding in 1948, Leonard Cheshire has supported disabled people in the UK and across the world to fulfil their potential and live the lives they choose.

We are Leonard Cheshire - supporting individuals to live, learn and work as independently as they choose, whatever their ability. Led by people with experience of disability, we are at the heart of local life - opening doors to opportunity, choice and support in communities around the globe.

Like our founder, we believe that diversity and inclusion create a world of possibility. Through pioneering research and innovation we are building a fairer, more inclusive society. One that recognises the positive contributions we all make, and where we are all proud to play our part.

Leading by example, we do everything humanly possible to empower people to live their lives as freely and as fully as they choose.

What kind of services are provided?

We have a range of specialist nursing, residential and supported living services in the Leicestershire area and across the UK.

The full-time support we provide is flexible and designed to help build skills, inspire confidence and encourage people to live more independently. We work directly with each individual to develop a personalised support programme based on their needs, wishes and aspirations.



Get in touch to find out more.

Leonard Cheshire
Referrals Team:

0203 242 0392

referrals@leonardcheshire.org



Leonard Cheshire Disability is a company limited by guarantee, registered in England no. 552907, and a registered charity no. 218 588 England & Wales and no. SC280117 (Scotland).



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Devonshire Court Leicester

At RMBI Home Devonshire Court we provide residential, and dementia care for up to 69 residents.

We treat people as individuals and we give everyone the chance to experience wellbeing and to live meaningfully. At Devonshire Court, you will have a spacious, fully furnished bedroom, and a specialist team to support your care needs.

Adrienne, daughter of a resident at Devonshire Court, said: "My mother is well cared for and is relaxed and happy. The staff are all 100% committed to her care. The rooms are bright, clean and very comfortable. Many activities are being arranged for the residents, including entertainment and outings."

Caring is our way of life

www.rmbi.org.uk

[facebook.com/thermbi](https://www.facebook.com/thermbi) twitter.com/thermbi

Registered Charity No: 1163245 Company No: 1293566



For more info or to visit the Home, contact:

Devonshire Court

T: 01162 714 171

E: devonshire@rmbi.org.uk

Howdon Road, Oadby

Leicester, LE2 5WQ



Your home, your life, your care...

...so trust in the very best, Bluebird Care. More than care.

At Bluebird we believe that being able to live in the comfort of your own home can be a major benefit to a person's wellbeing.

Friends and family can't always be on hand, but at Bluebird Care we are always there when you need us most. From as little as one visit through to multiple visits, to full time or live-in care, we offer complete peace of mind tailored to your exact needs.

So whether it's help with your shopping or running an errand to specialist care, your local, award winning Bluebird Care team have the knowledge, skills and caring people to give you the care and peace of mind you deserve.



Care in your own home

- Washing and dressing, personal care
- Domestic support, housework or shopping
- Companionship, assistance to appointments or trips out
- Support with medication

24 hour live in care

- 24 hour care and support at home
- Rehabilitation care
- Respite care

Night care

- Peace of mind through the night hours
- Waking night care
- Sleep-in night care

Specialist care

Short or long term care for:

- Dementia
- Parkinsons
- Stroke
- End of life care
- Respite and recovery care

Our award winning care teams are only ever a phone call away and cover the following areas:

Stamford and surrounding villages including Ryhall • Casterton • Bainton • Barnack • The Deepings • Peterborough • Rutland • Oundle • Empingham • Oakham • Uppingham



To find out more about how we can help, tailor care and support to suit your exact needs, simply call us on:

01780 480 881 OR 01733 459 907

bluebirdcare.co.uk/peterborough-rutland | stamford@bluebirdcare.co.uk



KIRBY GRANGE RESIDENTIAL HOME



Kirby Grange Residential Home is situated in the beautiful, rural Leicestershire countryside, over looking picturesque and tranquil views.

Kirby Grange is a warm and welcoming environment, both for our residents and for all visiting friends and family. Understanding that moving into a care-focussed residence is a huge and often a daunting experience, the Kirby Grange team are committed to making the transition as easy as possible and ensuring the wellbeing and comfort of not only the resident, but also each and every member of the family. It is vital that each Kirby Grange resident is treated

individually, and that any specific requirements are catered for to the best of our ability, both physically and emotionally.

At Kirby Grange, we provide our residents with a range of daily activities from walks, creative projects, relaxing spas, yoga and other activities to stimulate both mind and body; we are constantly striving to maximise our residents' individual capabilities and fully meet their specific needs and wishes. We feel that these activities on a daily basis keep our residents engaged, and create a really fun and friendly atmosphere.

Our talented chefs at Kirby Grange provide a wide

range of menus for our residents to choose from. All meals are prepared and cooked in house, using our high quality and nutritious ingredients. We will always provide choice, learning our guests favourites and bringing big smiles and happy tummys.

Other day-to-day care services include: housekeeping, laundry, gardening, maintenance, hairdressing, chiropody and beauty treatments. We also provide day care for people that might find it hard or lonely living alone at home. Day care can be arranged ad hoc or for every day of the week, to give carers or family a break with the peace of mind that their loved one is being well cared-for.

Kirby Grange Residential Home

Spinney Drive, Off Markfield Lane, Botcheston, Nr Leicester LE9 9FG

Tel: 01455 824167



*The standard
of care received by
both of my parents is
excellent.*

*Daughter of residents
at Beaumont Hall*

carehome.co.uk

Beaumont Hall

Care Home

Beaumont Hall makes a real difference to the lives of our residents. Offering 24 hour all inclusive residential and dementia care, Beaumont Hall's caring and highly trained staff cherish our residents, assisting them to remain independent and ensuring they enjoy an active lifestyle.

A home is more than just bricks and mortar - it is a place you feel safe, well cared for and relaxed.



Passing by? Pop in for a cuppa ...



Beaumont Hall Care Home

120 Beaumont Leys Lane, Beaumont Leys, Leicester, LE4 2BD

beaumont.hall@idealcarehomes.co.uk

0116 232 3291

ideal carehomes

idealcarehomes.co.uk



Clarendon Mews

Located in the heart of Leicester since 2002, Clarendon Mews re-opens its doors under new management and a full refurbishment providing a serene environment for service users, enabling them to lead a full and active lifestyle.



CQC Inspection Results – 2015

Overall Good <small>Read overall summary</small>	Safe	Good ●
	Effective	Outstanding ☆
	Caring	Good ●
	Responsive	Good ●
	Well-led	Good ●

CQC Inspection Results – 2017

Overall Good	Safe	Good ●
	Effective	Good ●
	Caring	Outstanding ☆
	Responsive	Good ●
	Well-led	Good ●

“People made many positive comments about the caring nature of the staff. They used words like ‘tender’ and ‘loving’ to describe them. People said the staff always had time for them. Staff knew the people they supported well and valued them as unique individuals. All the interactions we saw between staff and people were positive and personalised.” – **Care Quality Commission Report, September 2017.**

Call us on 0116 255 2774

and drop by for a cup of tea and get to know the exciting new developments at Clarendon Mews!

Clarendon Mews Care Home

Grasmere Street, Leicester, Leicestershire, LE2 7FS

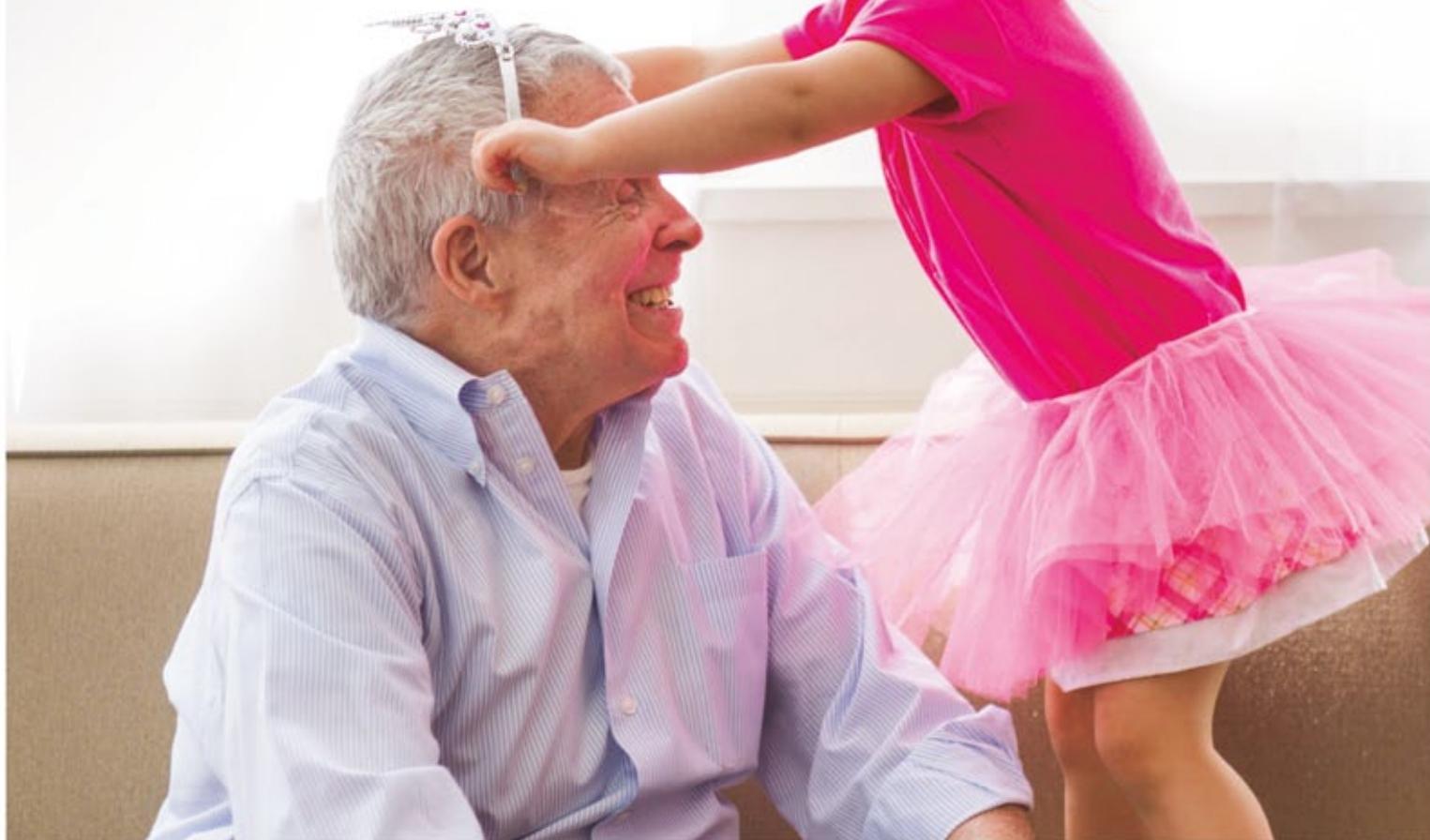
Telephone: 0116 255 2774

Email: manager@clarendonmews.co.uk



CEDAR MEWS

LUXURY CARE HOME IN LEICESTER



We are the difference between quality and excellence and between caring at work and caring like family. If you need help finding care, we will do whatever we can to be the difference you need.

Determined to be the difference

Residential Care | Dementia Care | Respite Breaks

Call **0116 267 4835** | Visit **cinnamoncc.com**

Cedar Mews Care Home Hallam Fields Road, Birstall, Leicestershire, LE4 3LX