



Cambridgeshire Guide to Independent Living 2024

A guide to finding local information and support for older people, people with disabilities, and their carers.

Getting out and about | Staying independent at home | Paying for your care
What to expect from the council | Housing options | Useful contacts

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Welcome	4	Specific support for autistic people	29
My action plan	6	Specific support for people with dementia	29
Getting out and about	7	Home care and personal assistant checklist	33
Travelling	7	Home care providers	35
Local activities and groups you can join	9	Coming home from hospital	47
Cambridgeshire Libraries	10	Reablement	47
Community Navigators	10	Someone to speak on your behalf – advocacy	48
Learning, employment, and volunteering	11	Paying for your care	48
Cambridgeshire Skills	11	Financial assessment and arranging your care	49
Employment	11	Paying for care in your own home	49
Volunteering	11	Paying for care in a care home or nursing home	50
Social training enterprises	12	NHS Continuing Healthcare (NHS CHC)	51
Looking after someone who couldn't manage without your help and support	12	Your health, care, and financial affairs	51
Carers UK Digital Resources	13	Lasting Power of Attorney (LPA)	51
Information and support for adult carers	13	Appointeeship	52
Planning for an emergency	13	Deputyship	52
Information and support for young carers	14	What to expect from Cambridgeshire County Council	52
Parent carers	14	Care and support plans	53
Financial support for carers	16	Making a compliment, comment, or complaint about Adult Social Care	53
Keeping healthy and well	16	Healthwatch Cambridgeshire	54
Your mental health and wellbeing	17	Cambridgeshire and Peterborough Partnership Boards	54
Social Prescribers	18	Worried about someone or yourself – safeguarding adults	54
Health And Wellbeing Coaches	18	Types of abuse	55
Regular health checks	18	How the council can help	55
NHS Cambridgeshire and Peterborough	18	End of life care	56
NHS App	19	Palliative Care Hub	56
Staying independent at home	20	Housing options	57
South Cambridgeshire Mobile and Community Wardens	20	Supported Living	57
Staying steady on your feet	20	Sheltered Housing	57
Care Together	20	Independent Housing with Care	58
Equipment to keep you independent, safe, and well	20	Cambridgeshire Shared Lives	58
Adaptations to your home	21	Cambridgeshire Outreach Service	58
Technology Enabled Care and lifelines	22	Personal care in your own home	59
Looking after your home	23	Live-in care	59
Avoiding scams	24	Inspecting and regulating home care services	59
Support with the cost of living	25	Care homes	60
Keeping your house warm	25	Inspecting and regulating residential care services	60
Food and energy costs	25	Types of care home	60
Heatwaves	27	Choosing care and support	61
Home support	27	Residential dementia care checklist	61
Specific support for people with a sensory impairment	28	Care homes checklist	63
Specific support for people with disabilities	28	Care home/care home with nursing providers	65
		Index	75

To obtain extra copies of this Guide, email carechoices@cambridgeshire.gov.uk

Welcome

Welcome to the Cambridgeshire Guide to Independent Living 2024, produced in partnership with the publisher Care Choices. This Guide introduces the information, care, and support you need to enjoy the best quality of life for as long as possible. It's packed full of information and is easy to use.

Whatever your age or ability, there are things you can do to remain independent, safe, and well. Many of these small lifestyle changes could make a big difference and have a positive impact in your everyday life. There are many people, places, and activities that can help you to carry on doing what matters to you, without having to pay for professional care.

There is a lot of excellent support available in Cambridgeshire. This Guide will assist you to think about the options available and help make choices that are right for you. Have a look through all the help that is available at your fingertips. You will find out about local activities, transport, equipment and adaptations, home support, what you can expect from the council, and much, much more.

Keep your Guide by the phone or somewhere handy,

or even better, start filling in your action plan on page 6.

Tip

To give you some extra help, we've highlighted some handy tips throughout the Guide, so look out for them.



Tip

You might want to use this Guide on your own, or ask a friend or family member to help you think things through:



- Browse this Guide to identify the key things that you are interested in or feel will support you.
- Explore the suggestions to find out more about the areas that matter to you.
- Use your action plan on page 6 to help you think about the things you want to put in place and who you will contact first.

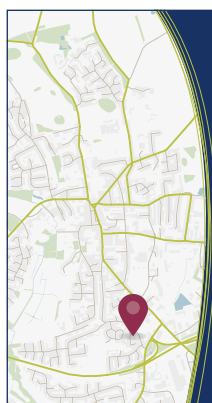
The details in this Guide may change over time. If you can go online, you can find the most up-to-date information about living independently in Cambridgeshire at www.cambridgeshire.gov.uk/adults



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Alternative formats

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



Search for care in your area



www.carechoices.co.uk



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

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



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**Everyone deserves uncompromising care.
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in our care homes.**

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

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



BARCHESTER
in Cambridgeshire
barchester.com/Cambs

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

Hickathrift House Care Home

217 Smeeth Road,
Wisbech, PE14 8JB
01945 223 130

Hilton Park Care Home

Bottisham,
Cambridge, CB25 9BX
01223 633 505

Melbourn Springs Care Home

Hyacinth Drive,
Royston, SG8 6FY
01763 722 320

Oaklands Care Home

Bottisham,
Cambridge, CB25 9BX
01223 633 504

Rose Lodge Care Home

Walton Road,
Wisbech, PE13 3EP
01945 223 132

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

My action plan

This Guide's purpose is to help support you to live independently and continue to do the things you enjoy. Use your action plan to note down the steps you want

to take, including useful resources to help you. Then, follow your plan to get the support that's right for you and your family.

Things you would like to achieve

This could be one thing, or lots of things – try to list all the things that are important to you.

1. What would you like to be able to achieve? This could be making a change, doing more of what you enjoy, having more time to spend with friends and family, or giving back to your community.

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2. If achieved, what difference would this make to your life?

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Use the list that you have written to find some options

This could be one thing, or lots of things – try to list all the things that are important to you.

3. Write down anything you already have in place to help you, for example, family or other support networks, or other solutions that you arrange for yourself.

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5. What other options have you identified from this Guide that you might want to talk through with other people and ask them to help you arrange? Where can you get help? List websites, advice from friends and family, or page numbers of this Guide.

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4. Write down the help and support that a friend, family member, or a local community group could give you.

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For more support to help you live independently, visit www.cambridgeshire.gov.uk/adults

Getting out and about

Travelling

Keeping active is more than just physical activity; it's about staying connected with people and places. It's about feeling productive or knowing that you are contributing to society. There is a range of transport and mobility services that can help you get out and about and do the things that matter to you.

Cycling

Cambridgeshire is one of the best places in the country to cycle. It is relatively flat and has an extensive cycling network for all ages and abilities to enjoy. For more information and to see local cycling route maps, visit

www.cambridgeshire.gov.uk/cycling

Cycling can be a useful means of transport as well as a fun way to exercise and socialise. There are many different types of bikes and many more opportunities for people with disabilities to cycle.

Wheels for Wellbeing has created a 'Guide to Inclusive Cycling' accessible at www.wheelsforwellbeing.org.uk/campaigning/guide

Learning to drive

Many people with a disability drive. There are various modifications to help make your driving or travelling experience as comfortable as possible.

If you are looking to start learning to drive, the **Disability Driving Instructors**' website has an online register of specialist driving instructors. Visit www.disabilitydrivinginstructors.com

Check if a health condition affects your driving

You need to tell DVLA about some medical conditions as they can affect your driving. You can find an A-Z of these medical conditions at www.gov.uk/health-conditions-and-driving

You can voluntarily surrender your licence to DVLA if:

- Your doctor tells you to stop driving for three months or more.
- Your medical condition affects your ability to drive safely and lasts for three months or more.

- You do not meet the required medical standards for safe driving because of your medical condition.

You may be able to get your driving licence back if you can meet the required medical standards of fitness.

Having your own transport

For many people, having their own transport is an integral part of independent living. The Motability Scheme provides an affordable, worry-free way for you to lease a car or accessible vehicle.

Motability Scheme

Web: www.motability.co.uk • Tel: **0300 456 4566**

Obtaining a wheelchair

Mobility shops sell a range of manual and electric wheelchairs. Alternatively, your GP or health worker can refer you to the local NHS wheelchair service to assess whether you meet the criteria for an NHS wheelchair. Current users of the NHS wheelchair service should contact AJM Healthcare Ltd for re-assessment, reviews, appointments, or general enquiries.

AJM HealthCare

Email: cambridgeandpeterborough@ajmhealthcare.org

Web: cambridgeshireandpeterborough.wheelchair.services • Tel: **0808 169 9633**

Parking

A Blue Badge is a parking permit for people who are registered blind, severely sight impaired, have a 'hidden' disability, or severe mobility issues. Blue Badges can't be issued to relatives or carers, but you can use your badge in any car you're travelling in whether you're the driver or a passenger.

If you have a Blue Badge, you may also be eligible to apply for a Disabled Parking Bay. Visit www.cambridgeshire.gov.uk (search 'Disabled parking bay').

Visit www.cambridgeshire.gov.uk/bluebadges or call **0345 045 5204**.

Travelling by bus

Depending on your age and your circumstances, you might be able to get one of the following free bus passes:

- An older person's bus pass.
- A disabled person's bus pass.

Both can be used for free off-peak travel on any local bus in England, including London. In Cambridgeshire, this means free travel from Monday to Friday after 9.30am until the last bus and all day on weekends and bank holidays. Visit **www.transport.cambridgeshirepeterborough-ca.gov.uk** or call **01223 740149**.

Tip

Stagecoach produces 'Journey Assistance Cards' if you need a bit more help using the bus. The cards make it easier for you to let the driver know what extra help you need. Visit **www.stagecoachbus.com/promos-and-offers/national/journey-assistance-cards**



Travelling by train

A railcard gives you discounts on rail fares. To find out about available railcards, including a disabled person's railcard, and a senior railcard for people aged over 60, visit **www.railcard.co.uk**

If you're travelling around by National Rail, you can plan your train journey using the information provided for disabled passengers at **www.nationalrail.co.uk/on-the-train/accessible-train-travel-and-facilities**

To book assistance, you only need to contact one train company and it will organise assistance for your whole journey. You can book assistance by phone or online with the company directly, or centrally by calling **0800 022 3720**, texting 60083 or via textphone/minicom at **0845 605 0600**.

Trainline is a website and smartphone application that aims to bring together all rail, coach, and other travel services, by also providing real time travel info on the go. Trainline also offers information on accessibility on trains and how to book travel assistance. Visit **www.thetrainline.com** (search 'Booking assistance').

Community transport

Provides journeys for people who have difficulty using ordinary public transport. Most community transport schemes are for people who:

- Do not have access to public transport or their own car.
- Find using public transport difficult. For example, because of a disability or age.
- Are socially or rurally isolated from accessing basic public services and facilities, such as healthcare.

For information about local schemes, contact the Community Transport team.

Email: **community.transport@cambridgeshirepeterborough-ca.gov.uk**
Web: **www.transport.cambridgeshirepeterborough-ca.gov.uk/community-transport**
Tel: **01223 790149**

Shopmobility

Shopmobility can lend you a wheelchair or scooter to help you shop or use other local facilities. There is a scheme for most of the major shopping areas in Cambridgeshire.

Cambridge City Centre Shopmobility

Email: **shopmobility@cambridge.gov.uk**
Web: **www.cambridge.gov.uk** (search 'Shopmobility').
Tel: **01223 461858** (Grafton Centre).
Tel: **01223 457452** (Grand Arcade).

Huntingdonshire Shopmobility

Email: **shopmobility@huntsforum.org.uk**
Web: **www.huntingdonshire.gov.uk** (search 'Shopmobility').
Tel: **01480 432793**

Peterborough Shopmobility

Email: **info@disabilitypeterborough.org**
Web: **www.queensgate-shopping.co.uk/shopmobility**
Tel: **01733 313133** (Queensgate).

Local activities and groups you can join

Enjoying your favourite activity and getting to know others in your community can improve your wellbeing, regardless of your ability. To find events and activities, groups, clubs, and organisations near you, visit www.cambridgeshire.gov.uk (search 'Connect with your local community').

The Cambridgeshire Directory of Services provides online listings of events, groups, organisations, and clubs across the county. Visit www.cambridgeshire.gov.uk/directory

You can also search for local events and groups in your area using social media sites such as Facebook or Instagram

Tip

To help you get started, here are some questions to help you think about the type of activities that appeal to you:



- Do you have any hobbies that you would like to do more of?
- Would you like to try something new?
- Would you like to meet people who have similar experiences and interests to yourself?
- How regularly do you want to take part in something?

Setting up a new group

If you are interested in starting a group, the organisations below provide information and support to help set up new groups.

Care Network Community Development Team

Web: www.care-network.org.uk
Tel: **01954 211919**

CCVS – covering Cambridge, South Cambs, and Fenland.

Email: enquiries@cambridgecvs.org.uk
Web: www.cambridgecvs.org.uk
Tel: **07935 649805**

Hunts Forum of Voluntary Organisations

Email: info@huntsforum.org.uk
Web: www.huntsforum.org.uk
Tel: **01480 420601**

VCAEC (Voluntary Community Action East Cambs)

Email: volunteers@vcaec.org.uk

Web: www.vcaec.org.uk • Tel: **01353 666166**

Social connections

Age UK provides a weekly visiting service called Sharing Time which offers friendship and support to older people who are isolated and at risk of feeling lonely.

There are day centres countywide which offer further opportunities to socialise with others who may be isolated at home or to give their carer some time to themselves. Hot meals, entertainment, and access to transport can be provided.

Community Wardens, available in various parts of the county, can offer support in the form of regular visits and phone calls to check on wellbeing and carry out small tasks in the homes of older people, supporting them to remain independent.

Email infoandadvice@ageukcap.org.uk, visit www.ageuk.org.uk/cambridgeshireandpeterborough or call **0300 666 9860**.

The Silver Line is a national, free and confidential helpline providing information, friendship, and advice to people aged 55 and over. Available all day, every day. • Web: www.thesilverline.org.uk
Tel: **0800 470 8090**

Tip

If you can't go online, local library staff can help. You can pop into your local library to use a computer, and library staff will be able to help you. Libraries also offer free WiFi that you can access using your own device.



Cambridgeshire Libraries



Cambridgeshire Libraries are open to everyone. It's free to join. Libraries provide information about public services and local support. They are a carer-friendly organisation and can signpost people in need to appropriate assistance.

Libraries provide many resources, including large print and audiobooks for people with visual impairments, and dementia resources. With your library membership, you can access a wide range of eBooks, eAudiobooks, eMagazines, eNewspapers, and online references.

Some libraries offer one-on-one sessions with the Digital Buddy teaching people basic computer skills. You can also borrow a laptop or a tablet from the library and use it at home.

Libraries have events and activities – most are free or with very low costs. If you have difficulty visiting a library, use the Mobile Library Service near you or apply for the Library at Home Service. Contact Cambridgeshire Libraries to find out more.

Email: your.library@cambridgeshire.gov.uk

Web: www.cambridgeshire.gov.uk/library

Tel: **0345 045 5225**



Community Navigators

A gateway to information and services in your local area, Care Network's local experts work alongside you, providing information and guidance to help you consider your options and live well. Whether you're looking for some help at home, access to shopping, transport, or information on social groups or local activities you'd like to try, Community Navigators know what is available in your area.

They work with all adults over 18 in Cambridgeshire, in lots of different circumstances – sharing free and independent information about your options.

Community Navigators work closely with health and social care professionals and other local organisations to help you find a clear path to information and support when you need it. This includes the Care Network Help at Home and Wellbeing services. To find out what's available in your community, contact your local team.

Cambridge City

Email: city.navigators@care-network.org.uk

Tel: **01223 300460**

East Cambridgeshire

Email:

eastcamb.navigators@care-network.org.uk

Tel: **01353 659639**

Fenland

Email: fens.navigators@care-network.org.uk

Tel: **01354 695208**

Huntingdonshire

Email: hunts.navigators@care-network.org.uk

Tel: **01480 775493**

South Cambridgeshire

Email:

southcamb.navigators@care-network.org.uk

Tel: **01954 212100**



Learning, employment, and volunteering

Adults aged 19+ can enrol on both tailored learning and accredited courses. Delivered throughout Cambridgeshire and online,

you'll find a wide range of opportunities available to help you develop your skills and support you in employment.

Cambridgeshire Skills



A countywide adult learning service that can help you develop the employment skills and knowledge you need. It also offers a free careers advice service. Cambridgeshire Skills runs courses designed to improve your wellbeing and mental health.

Email: camsals@cambridgeshire.gov.uk
Web: www.cambridgeshire.gov.uk/residents/adults/cambridgeshire-skills-adult-learning
Tel: **01353 613013**



For more information, scan the following QR code.

Employment

If you are over 18 and have a disability, your local Jobcentre Plus can offer advice and information on finding a job and the range of programmes and funding that may be available. An Access to Work grant can pay for practical support if you have a disability, health, or mental health condition. It can help you to start and stay in work or start a business. Visit www.gov.uk/access-to-work

prepare for job interviews or access benefits advice. The service will ensure your health and work goals are joined up and plans are made to help you at work.

The Individual Placement and Support (IPS) service helps people with mental health conditions to find and sustain paid employment. IPS can help you write a CV, covering letters, and applications. Or help you

Email: ipsreferrals@cpft.nhs.uk
Web: www.cpft.nhs.uk/service-detail/service/individual-placement-and-support-ips-18
Tel: **01733 748484**

More information on sources of support and advice to help disabled people find and stay in work is available at www.gov.uk (search 'Help and support for young disabled people').

Volunteering

There are five volunteer centres in Cambridgeshire which can answer your questions and help you to find a variety of opportunities.

CCVS

Web: www.cambridgecvs.org.uk

Voluntary and Community Action for East Cambridgeshire

Web: www.vcaec.org.uk

Volunteer Centre Fenland

Web: www.fenlandvc.org.uk

Volunteer Centre Huntingdonshire

Web: www.huntsvc.org.uk

Volunteer Centre Peterborough

Web: www.pcvs.co.uk/volunteering-centre

Tip

Timebanking is a way for local people to come together and volunteer to help each other by exchanging knowledge, help, and skills. Visit www.supportcambridgeshire.org.uk/volunteering/timebanking



Social training enterprises

Provide vocational training activities for people with disabilities or complex needs. The learning opportunities include social skills, personal development, independent living, careers advice, and nationally recognised qualifications. Research the following services to find out more about what they offer.

Branching Out

Web: www.branchingoutuk.com

Tel: **01353 863221**

Burwell Print Centre

Email: info@burwellprint.co.uk

Web: www.burwellprint.co.uk

Tel: **01638 613102**

Camtrust

Email: info@camtrust.co.uk

Web: www.camtrust.co.uk • Tel: **01223 236786**

Darwin Nurseries

Email: darwin.nurseries@cpft.nhs.uk

Web: www.cpft.nhs.uk/darwinnurseries

Eddie's

Email: info@eddies.org.uk

Web: www.eddies.org.uk • Tel: **01223 883130**

Footprints Café

Web: www.facebook.com/footprintscafesawston

Tel: **01223 839323**

OWL Bikes Papworth Trust

Email: owlbikes@papworth.org.uk

Web: www.papworthtrust.org.uk/owl-bikes

Tel: **01223 839580**

Prospects Trust

Email: enquiries@prospectstrust.org.uk

Web: www.prospectstrust.org.uk

Tel: **01638 741551**

Red2Green

Email: info@red2green.org

Web: www.red2green.org

Tel: **01223 811662**

Rowan Humberstone

Email: info@rowanhumberstone.co.uk

Web: www.rowanhumberstone.co.uk

Tel: **01223 566027**

Social Training Enterprise Group

Web: www.steng.org.uk

Looking after someone who couldn't manage without your help and support

You may be reading this Guide because you are a carer, or you know someone who is. Being a carer can be rewarding – but it is also very hard work. Caring is a stressful role and it's important to think about your own mental and physical health and emotional wellbeing as well as the person you care for.

Support is available for anyone who cares for someone else, whether you would call yourself a carer or not. This support can help make your caring role easier, and it can free up more time for you to take care of yourself so that you can continue caring.

Tip

If you're a carer, you can use the action plan on page 6 to help you and the person you care for understand how you can best support yourselves.



Carers UK digital resources

Many people find it helpful to ask their friends and family for support in their caring role. There are lots of online tools and apps that make it easy for you to let trusted family and friends see what jobs need doing, volunteer for those jobs, see who has agreed to do what, and which jobs have been done.

Cambridgeshire County Council has teamed up with Carers UK to give local carers access to a wide range of digital tools and essential resources that may help make your caring situation easier. Visit **www.carersdigital.org** and use the free access code DGTL3385. This includes Jointly, available at **www.jointlyapp.com**

Information and support for adult carers

In this Guide, there is a lot of advice on how to get out and about in the community on page 7. Page 21 is full of tips about how to adapt the home of the person you are caring for to support them to stay independent, safe, and well.

Support available for carers includes practical help, such as equipment, modifications, or alterations to the home. It can also include emotional support, access to exercise, learning opportunities or social activities, advocacy, and even short breaks.

There is also lots of support in Cambridgeshire for adult carers themselves, including local organisations and voluntary groups.

Caring Together

Provides information, advice, and guidance for adult carers. It also offers a vast range of support including flexible breaks, carers' emergency planning, training, and peer support groups.

Email: **hello@caringtogether.org**

Web: **www.caringtogether.org**

Tel: **0345 241 0954**

Making Space

Supports people who care for someone aged 18-65 with a mental health condition. It offers someone for you to talk to, someone who can speak on your behalf, and help with the complex needs of the person you care for.

Email: **enquiries@makingspace.co.uk**

Web: **www.makingspace.co.uk** • Tel: **01480 211006**

If you need additional support to continue your caring role, you may be eligible for support from Cambridgeshire County Council. The council will offer advice and guidance to help you with your caring responsibilities and help you look after your own wellbeing. The council may also do a more in-depth carers' assessment to understand what's important to you, and your needs. This will focus on the outcomes you want to achieve to help maintain your wellbeing. Carers' assessments are available even if the person you care for does not get any help from the council.

Visit **www.cambridgeshire.gov.uk/residents/adults/looking-after-someone/** If the person that you care for requires care and support to meet their needs, see page 52.

Planning for an emergency

It is important to make sure that the person you care for is kept safe even if you are not able to be there for them. The 'What If?' Plan provides emergency support to the person you care for, should you be unable to care because of a sudden illness, accident, or other unplanned event.

It is a free service funded by Cambridgeshire County Council to look after adults with care needs during an emergency involving their family carer.

As a carer, you can register a 'What If?' Plan and apply for an emergency card.

Emergency support is provided by contacting your nominated contacts for you, with essential back-up support from professional carers available, if required. It operates 24 hours a day, 365 days a year. You can register for this service here at **www.cambridgeshire.gov.uk/residents/adults/looking-after-someone/**

Information and support for young carers

Some young people help to look after someone in their family. It could be someone with a disability or a long-term physical or mental health condition, or regular drug or alcohol use. Taking on levels of responsibility that may not be appropriate for your age can have a significant impact on your physical health and wellbeing, your access to education, and your future opportunities.

There are lots of people you can ask for help including your school's Young Carers Champion or a teacher you trust. To find out more, visit www.cambridgeshire.gov.uk (search 'Young carers').

Centre 33 provides specialist support and advice to young carers up to the age of 18 across Cambridgeshire. It helps young carers meet each other, supports them in their education settings, and helps with the transition to adult services.

Centre 33 assesses individual needs to identify additional support you may be eligible for and can help you to access this support.

Email: hello@centre33.org.uk

Web: www.centre33.org.uk

Tel: **0333 414 1809**

Parent carers

If you are a parent or carer to a child with Special Educational Needs or Disabilities (SEND), the **Cambridgeshire SEND Information Hub** contains a wealth of information, advice, and support. Visit send.cambridgeshire.gov.uk



Cambridgeshire County Council's Child and Family Centres offer events, activities, parenting courses, help, and support for families. They also offer outreach events and activities. Visit www.cambridgeshire.gov.uk (search 'Child and family centres').

The council's Family Hubs provide access to services and support families including Child and Family Centres, Start for Life, Early Help, and Family Information services. Visit www.cambridgeshire.gov.uk (search 'Family hubs').

Caring Together supports all different types of carers, including parent carers. For more information, visit its dedicated parent carer webpage.

Email: hello@caringtogether.org

Web: www.caringtogether.org/support-for-carers/parent-carers

Tel: **0345 241 0954**

Making Space offers support to carers (including parent carers) of adults (18-64) who have a

mental health need. In Cambridgeshire, there are two Making Space carers' groups.

Cambridgeshire and Peterborough Carer Support Service

Suite 4 The Stables, The Shrubby, Church Street, St Neots PE19 2BU

Email: enquiries@makingspace.co.uk

Web: www.makingspace.co.uk/cambridgeshire-carer-support

Tel: **01480 211006**

The Limes

5 Church Lane, Littleport, Ely CB6 1PS

Email: enquiries@makingspace.co.uk

Web: www.makingspace.co.uk/the-limes

Tel: **01353 863194**

Pinpoint is Cambridgeshire's Parent Carer Forum and offers information and support to parent carers.

Email: information@pinpoint-cambs.org.uk

Web: www.pinpoint-cambs.org.uk

Tel: **01480 877333**

SEND Information, Advice and Support Service (SENDIAS)

offers impartial and confidential information, advice, and support to parents and carers who have a child with Special Educational Needs (SEN) or a disability or have concerns that their child has SEN. Visit send.cambridgeshire.gov.uk (search 'SENDIAS').



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Financial support for carers

Carer's Allowance is paid at a standard rate. You might be eligible if you:

- Are aged 16 or over.
- Spend at least 35 hours a week caring for someone.
- Have lived in England, Scotland, or Wales for at least two of the last three years.
- Aren't either in full-time education or earning more than £139 a week after tax and expenses.

Before an application for Carer's Allowance is made, it's a good idea for you to check with the person you're caring for, as it might affect their benefit payments.

Carer's Premium is an extra payment per week that can sometimes be added into the calculation of other means-tested benefits you might get on top of Carer's Allowance.

Tip

If you are a carer and are not in receipt of these benefits, but think you may be eligible, visit

www.gov.uk/browse/benefits/help-for-carers



To check your eligibility for benefits, visit www.gov.uk/benefits-calculators or call **Citizens Advice** on **0800 144 8848**.

Keeping healthy and well

Staying healthy is an important part of living an active and independent life. Whatever your abilities and circumstances, there are many things you can do to improve your health, such as changing your diet, exercising more, or giving up harmful habits like smoking.

Be Well in Cambridgeshire offers advice to help you maintain a healthy lifestyle and keep well. Visit www.bewellcambridgeshire.co.uk

How Are You (H.A.Y) Cambridgeshire and Peterborough is a group of websites, developed and managed by Cambridgeshire and Peterborough NHS Foundation Trust (CPFT), that bring together everything in the local community that boosts wellbeing. Visit www.haycambsporo.co.uk

The **NHS Live Well** website contains advice about healthy living, including eating a balanced diet, exercise, quitting smoking, and drinking less alcohol. Visit www.nhs.uk/live-well

Healthy You

The service provides local, friendly, and low-cost activity sessions across Cambridgeshire and Peterborough to support you to improve your health. It offers a range of sessions including

wellbeing walks, seated activities, walking sports, strength and balance classes, and healthy eating advice.

Healthy You is also your free local stop smoking service. Stop smoking specialists can help you achieve your goal of giving up smoking through a combination of one-to-one support and medication. You can find out more from the Healthy You website, speak to your GP to get referred, or contact your local Healthy You Coordinator. Visit www.healthyyou.org.uk/healthy-lifestyles-2/healthy-lifestyles



Drugs and alcohol support

Change Grow Live (CGL) provides a range of support options for adults living in Cambridgeshire who are struggling with drug and alcohol issues. CGL Cambridgeshire offers support and advice hubs in three locations.

Cambridge

Mill House, Mill Road CB1 3DF

Email: cambridgeshirereferrals@cgl.org.uk

Tel: **0300 555 0101** (option one).

Huntingdon

Hartford House, 2 Hartford Road PE29 3PB

Email: cambridgeshirereferrals@cgl.org.uk

Tel: **0300 555 0101** (option two).

Wisbech

Inspiration House,

Church Terrace PE13 1BW

Email: cambridgeshirereferrals@cgl.org.uk

Tel: **0300 555 0101** (option three).

For more information, visit www.changegrowlive.org/drug-alcohol-service-cambridgeshire

Cambridgeshire Recovery Service

This is a community-based hub of support groups, creative workshops, and wellbeing classes throughout Cambridgeshire (supporting individuals recovering from drug/alcohol addiction). For more information, visit www.cambsrecoveryservice.co.uk

Your mental health and wellbeing

Everyone goes through difficult times; sometimes our problems affect our day-to-day lives, and we feel that we can't cope. Your GP should be your first point of contact for mental health and wellbeing issues, they can discuss your concerns and the right treatment for you.

If your low mood is affecting your wellbeing, you can talk to a Mental Health Trainer from **Healthy You**. Freephone **0333 005 0093** or text 'Healthyu' to **60777**. If you are in a mental health crisis, call **111** (select option two). Specially trained mental health staff are available all day, every day.

The **Psychological Wellbeing Service** is a self-referral service, part of the Improving Access to Psychological Therapies (IAPT) services, an NHS initiative designed to make psychological or talking therapies more accessible to people experiencing common mental health conditions. To self-refer, visit www.cpft.nhs.uk/self-refer-here or call **0300 300 0055**.

Other services available in Cambridgeshire Cambridgeshire, Peterborough, and South Lincolnshire Mind

Email: enquiries@cpslmind.org.uk

Web: www.cpslmind.org.uk

Tel: **0300 303 4363**

Cruse Bereavement Support

Web: www.cruse.org.uk

Tel: **0808 808 1677**

Keep Your Head

Web: www.keep-your-head.com

Lifecraft

Web: www.lifecraft.org.uk

Tel: **01223 566957**

Making Space

Email: enquiries@makingspace.co.uk

Web: www.makingspace.co.uk

Tel: **01480 211006**

MindEd for Families

Web:

www.mindedforfamilies.org.uk/older-people

Rethink

Web: www.rethink.org • Tel: **0808 801 0525**

Help for veterans and service leavers

All veterans, service leavers, non-mobilised reservists, and their family members and carers can access a range of specialist healthcare and support created to provide treatment and care for many different problems. Visit www.nhs.uk (search 'Veterans').

Social Prescribers

Working alongside GPs and other members of the primary health team. You can ask your GP to refer you to a Social Prescriber or NHS Link Worker if you would like to have a conversation about 'what matters to you'. Social Prescribers can help you to find community support and services include volunteering, group activities, healthy lifestyles

information, legal advice, and debt counselling.

Social Prescribing can help you to have more control over your health and find ways to improve how you feel in a way that suits you. Visit www.england.nhs.uk/personalisedcare/social-prescribing or contact your GP.

Health And Wellbeing Coaches

This service supports people to increase their motivation levels, ability to self-manage, and commitment to change their lifestyle.

The coaches are experts in behaviour change and focus on improving health-related outcomes by working with people to set personalised goals. They work with people with physical and/or mental health conditions and those at risk of developing them.

Health And Wellbeing Coaches can be an effective intervention for people experiencing a range of long-term conditions, including respiratory, cardiovascular (including type 2 diabetes and hypertension), and stress/low mood. They can also support people with weight management, diet, and increasing activity levels. Health and Wellbeing Coaches work as part of the Primary Care Team at your local GP surgery.

Regular health checks

By undergoing routine health checks, you can spot any health problems in the early stages when they are easier to treat, helping you to make the best choices about your health and wellbeing. People with a learning disability often experience poorer physical and mental health than others.

A Learning Disability Annual Health Check can address this and help you stay well by talking about your health and finding any problems early, so you get the right care. To arrange a health check, contact your GP. Visit www.nhs.uk/conditions/nhs-health-check for more information.

Vaccinations

It's important to keep up to date with all your vaccinations. If you're eligible for a free flu vaccination, you can book an appointment at your GP surgery or a pharmacy that offers it on the NHS. Some people may be eligible for both the flu and the

COVID-19 booster vaccinations. It is safe to have them at the same time. Visit www.nhs.uk/conditions/vaccinations



NHS Cambridgeshire and Peterborough

The Cambridgeshire and Peterborough ICS (Integrated Care System) brings together NHS organisations and other local providers to promote,

support, and improve the health and wellbeing of people living locally. For more information, visit www.cpics.org.uk

Choosing the right treatment for your health and medical needs

Self-care Cough, cold, small cuts, sore throat	A large range of common illnesses and injuries can be treated at home. You can also get health advice by visiting www.nhs.uk or calling NHS 111 .
Pharmacy Aches and pains, rashes, teething, medicine issues	Pharmacists can advise and treat a wide range of symptoms.
GP surgery Vomiting, arthritis, asthma, low mood	GPs and nurses can see you for a wide range of general health issues. You will need to be registered with a GP surgery and make an appointment to visit a nurse or GP.
You can find information about your local pharmacy and GP surgery at www.nhs.uk	
Minor injuries Small fractures, minor burns, cuts, fever	Wisbech Minor Injuries Unit (MIU) North Cambridgeshire Hospital PE13 3AB Opening times: Monday to Friday, 8.30am to 6.00pm (closed at weekends and bank holidays). Tel: 01945 468787 Ely MIU Princess of Wales Hospital, Lynn Road CB6 1DN Opening times: Monday to Sunday, including bank holidays, 8.30am to 6.00pm. Tel: 01353 772500 Doddington MIU Benwick Road, March PE15 0UG Opening times: Monday to Friday, 8.30am to 6.00pm; and weekends and bank holidays, 9.00am to 5.00pm. Tel: 01354 637078 St Neots Walk-in Centre 24 Moore's Walk PE19 1AG Opening times: Monday to Friday, 8.00am to 9.00am and 6.00pm to 8.00pm; and weekends, 9.00am to 4.00pm. Tel: 01480 219317
A&E/999 Severe bleeding, loss of consciousness, severe chest pain, major trauma	A&E and 999 are for serious or life-threatening situations. If you are unsure if you should go to A&E, NHS 111 can provide expert advice and guidance for non-life-threatening injuries.

NHS App

A simple and secure way to access a range of NHS services on your smartphone or tablet. To use it you must be aged 13 and over and registered with a GP surgery in England.

Use the NHS App to order repeat prescriptions, book appointments, check your symptoms, view your medical record, and more. Visit www.nhs.uk (search 'NHS App').

Staying independent at home

Most people stay living in their own home as their ability and situation changes. There are many things you can do to keep your independence and remain

living in your own home for as long as possible. This might mean changing the way you do something or trying something new.

South Cambridgeshire Mobile and Community Wardens

Mobile and Community Warden schemes can benefit anyone in need of social contact, companionship, and a little bit of extra support at home. Wardens provide a familiar face, offering a listening ear and supporting you to stay in your community for longer.

Regular, weekly visits are provided as well as short-term support, all for a relatively low cost. Help provided could include picking up prescriptions, going to the Post Office, reading post, filling in forms, and making phone calls. Email duty.communities@scams.gov.uk or call **01954 713070**.

Staying steady on your feet

Falls are not an inevitable part of getting older – much can be done to keep you stronger for longer. Remaining active and doing simple strength and balance exercises at least twice a week is one of the most effective ways of keeping you strong and steady. Visit www.cambridgeshire.gov.uk/strongerforlonger

Visit cambridgeshire-and-peterborough.steadyonyourfeet.org

Take the interactive Steady on Your Feet falls risk checker to understand your personal risk factors for falling and the simple things you can do to stay mobile, independent, and doing the things you enjoy.

Tip

If you would like advice on reducing your chances of falling or to sign up to the free Falls Management Exercise (FaME) programme, visit www.healthyyou.org.uk/services/falls-prevention or contact the [Healthy You Falls Prevention Health Trainer Service](#) on **0333 005 0093**.



Care Together

Cambridgeshire County Council is changing the way it supports people. This is based upon public feedback about how the council can help you to stay living in your own home for as long as possible, doing the things you want to do in your community.

Care Together is helping to set up and expand local groups, activities, and services, including Care

Micro-Enterprises, providing all kinds of care and support services to people in their local community.

For more information about how Care Together can strengthen the support and opportunities in your community, or if you are interested in becoming a Care Micro-Enterprise yourself, visit www.cambridgeshire.gov.uk/council/communities/care-together

Equipment to keep you independent, safe, and well

Many people use equipment to help them remain independent, safe, and well in their homes. This could be a kettle tipper to help you to prepare hot drinks, a shower seat to help you wash, or light bulbs that automatically turn on when you get out of bed.

There is also equipment that keeps your home safe, by checking for smoke or maintaining the temperature. Advances in technology mean there is easier-to-use and inexpensive equipment available, so you can find the solution that best suits your circumstances.

Some everyday items and technology can help as well, such as reminder apps on smart phones, or wide-handled cutlery. Most of this equipment is available through high street and online retailers, or your local pharmacy.



Visit www.cambridgeshire.gov.uk (search 'Equipment and technology for adults and older people').

Tip

Cambridgeshire Libraries offer free ferrule replacement to walking-aid users. Library staff will help to check the rubbery cap at the bottom of the walking aid. If it's worn, staff members will help replace it. Ask library staff for more information.



Adaptations to your home

If you find that equipment is not offering as much support as you need, there are adaptations that you can make to your home. These can include stair lifts, grab rails or large ramps, changing a bath to a shower, or putting in a downstairs toilet.

Many people find that by making these adaptations, their everyday activities are easier to do, they avoid having to move out of their own home and can continue to live as independently as possible.

Safe + Well Cambridgeshire is run by NRS Healthcare and supported by Cambridgeshire County Council. It provides information, advice, and a range of equipment and devices that you can purchase to help with everyday tasks. Visit www.safeandwell.co.uk/cambridgeshire or call **01480 415719**.

Age UK has information on making changes and adaptations to your home. Visit www.ageuk.org.uk (search 'home adaptations').





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For information on local services and support, go to www.cambridgeshire.gov.uk/directory

21

→ local home improvements agencies

Assist you to organise building-related works to your home that will allow you to remain living independently and safely.

Care and Repair Services East Cambridgeshire

Email:

careandrepairservices@eastcambs.gov.uk

Web: **www.eastcambs.gov.uk/care-and-repair**

Tel: **01353 616950**

Care and Repair West Norfolk

Fenland.

Email: **careandrepair@west-norfolk.gov.uk**

Web: **www.careandrepair-wn.org**

Tel: **01553 616200**

Cambridgeshire Home Improvement Agency

Cambridge City, South Cambridgeshire, and

Huntingdonshire. • Email: **hia@cambshia.org**

Web: **www.cambshia.org** • Tel: **01954 713330**

Technology Enabled Care and lifelines

The Technology Enabled Care Services (TECS) team at Cambridgeshire County Council can give advice and guidance on technology for your home that could make your life easier.

Email: **TECS@cambridgeshire.gov.uk**

Web: **www.cambridgeshire.gov.uk** (search 'Technology Enabled Care').

Tel: **01480 378160**

There are several community alarm services in Cambridgeshire (sometimes referred to as Lifeline/Life Line). A community alarm is a pendant alarm in your home which, when pressed, contacts a response centre to notify the service that you need help.

A community alarm service can contact the emergency services and arrange for a GP, district nurse, next of kin, or named key holder to visit or help you. Some providers also offer a key safe so that trusted people can access your home in an emergency. Here are some alternative providers. Please note that the council is not able to recommend these services.

Age Co Personal Alarms (Age UK)

Tel: **0800 085 8032**

Astraline

Tel: **01625 466681**

Careium

Tel: **0300 333 6511**

Careline

Tel: **0800 101 3333**

Careline Community Service

Tel: **01553 616200**

LifeConnect24

Tel: **0800 999 0400**

SAGA personal alarms

Tel: **0800 068 5059**

Sanctuary Technology Enabled Living

Tel: **0330 123 3365**

South Cambridgeshire District Council

Community Lifeline service

Tel: **01954 713000**

Email: **lifelines@scambs.gov.uk**

Telecare24

Tel: **0800 180 8540**

Telecare Choice

Tel: **0800 635 7000**



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2 Benedict Square | Peterborough | PE4 6GD | T: 01733 555838

www.primecomfort.co.uk

DO YOU NEED HELP ADAPTING OR MAINTAINING YOUR HOME?

If you are elderly or disabled **Cambs Home Improvement Agency (Cambs HIA)** may be able to assist you to achieve essential **Adaptations or Repairs** and grant or loan funding, helping you to remain safe and independent in your home.



Contact Us Today:

Tel: **01954 713330/713347** Email: HIA@CambsHIA.org
For more information about Cambs HIA and other local services visit our website: www.cambshia.org



Cambs Home Improvement Agency works in Cambridge City, Huntingdonshire and South Cambridgeshire

Looking after your home

Sometimes you might need some support to look after your home and garden to help you keep safe and healthy.

Home fire safety checks

Cambridgeshire Fire and Rescue Service (CFRS) provides free safe and well visits, where firefighters or specially trained community safety officers can visit your home and provide help and guidance in a variety of areas, including fire safety, falls prevention, cluttering and hoarding, and staying well and warm at home.

For more information, visit www.cambsfire.gov.uk or call **0800 917 9994**.

Clutter and hoarding

High levels of clutter make it easier for fires to start and create a greater risk of fire spreading. Do you or someone you know have:

- Possessions filling up living areas.
- Strong urges to save things rather than discarding them.

- Difficulty avoiding buying new things.
- Cluttered rooms.

Visit www.mind.org.uk (search 'Hoarding') for useful information and advice or see www.nhs.uk/mental-health/conditions/hoarding-disorder

Help with odd jobs or finding a reliable trader

Asking your friends or family for recommendations is a good way of finding a reliable trader. If this doesn't help you, Trading Standards' approved trader scheme, Buy with Confidence, can help. All scheme members have been checked by Trading Standards and have demonstrated a commitment to high-quality service.

Although Trading Standards checks each trader thoroughly before approving them, this does not give a price guarantee. You should still get three quotes to ensure you are being charged a reasonable price.

Visit www.buywithconfidence.gov.uk or call the Citizens Advice Consumer Helpline on **0808 223 1133**.

→ **Cambridgeshire Handyperson Service**

A service run by Age UK Cambridgeshire and Peterborough to help with minor alterations, repairs, and DIY for people aged 65 and over and any adult with a disability. Charges may apply for some services.

Email: chp@ageukcap.org.uk

Web: www.ageuk.org.uk/cambridgeshireandpeterborough

Tel: **01480 700205**

The Bobby Scheme

A registered charity supporting victims of crime who are older, vulnerable, or disabled and are either the victims of burglary, domestic abuse, or who are concerned about home and personal security.

The charity gives expert advice on securing your home and staying safe. It can also help by installing high-quality, effective devices around the home.

Email info@thebobbyscheme.org, visit

www.thebobbyscheme.org call **01480 413311**.

Avoiding scams

Here are some simple tips for dealing with unsolicited contact, to keep you safe from the financial and the emotional harm of scams.

Tips



Do not trust callers or visitors just because they sound official, send legitimate looking paperwork, or have an ID card. Criminals are very clever at faking communications to appear genuine. Don't be rushed by anyone asking you to send money or making you an offer that's too good to be true.

Do not give money, personal, or banking details (including account details or your PIN) to anybody contacting you out of the blue.

Always verify that someone contacting you unexpectedly is who they say they are by contacting the organisation they claim to be from. Use a number you know to be correct – not one that the person has given you. Do not deal with traders on the doorstep.

You can deter cold callers by displaying a 'Please leave and do not return' sign – these are available from the Cambridgeshire and Peterborough Against Scams Partnership.

Reporting scams

Phone, email, and online scams

Action Fraud

Web: www.actionfraud.police.uk

Tel: **0300 123 2040**

Postal scams

Citizens Advice Consumer Helpline

Web: www.citizensadvice.org.uk

Tel: **0808 223 1133**

Rogue trading/doorstep crime

Cambridgeshire Constabulary

Tel: **999** (live incident/emergency).

Tel: **101** (after incident/non-emergency).

For further information, visit www.cambridgeshire.gov.uk/residents/community-protection/scams

Independent Age has lots of useful tips on how to avoid being scammed. Visit www.independentage.org (search 'How to avoid a scam').



Support with the cost of living

Keeping your house warm

Warm Home Discount

A one-off payment of £150 to reduce eligible customers' bills over the winter months. You get the payment automatically if your electricity supplier is part of the Warm Home Discount scheme and you or your partner receive the Guarantee Credit portion of Pension Credit. One of you must be named on your bill. Getting a Warm Home Discount doesn't affect your entitlement to a Winter Fuel Payment or Cold Weather Payment. Visit www.gov.uk/the-warm-home-discount-scheme for updated information.

Cold Weather Payment

This is different to the Winter Fuel Payment. Check if your area is due a payment at www.gov.uk/cold-weather-payment

Winter Fuel Payment

If you were born before 25 September 1957, you could get between £250 and £600, designed to help you cover your winter heating costs.

If you are eligible, you will receive a letter in October or November, advising how much you will receive. Payment is made automatically. The amount you get includes a 'Pensioner Cost of Living Payment' of between £150 and £300. Visit www.gov.uk/winter-fuel-payment/how-much-youll-get for more information.



Food and energy costs

Household Support Fund (HSF)

This has been created to help people experiencing immediate financial hardship to pay for food and household energy bills. Households in need of immediate food, fuel, or essential supplies may apply for financial support of £110, paid in one lump sum either directly into your bank account or via Post Office vouchers.

You are eligible to access this support if all the following apply to you (and your spouse/partner):

- Currently live in Cambridgeshire.
- Have £16,000 or less in money, savings, and investments.
- Have not applied for this support in the last three months.
- Have income levels less than identified in the table at www.cambridgeshire.gov.uk (search 'Household Support Fund').

If you are paid monthly, the table figures are before any tax due, though you should include all sources of income. This includes income from sources such as benefits, pensions, students, dependants' grants, and income from property or other investments. The HSF also offers a variety of support routes as follows.

Older people

If you are struggling financially, you are eligible for support if:

- You are of state pension age.
- You live in Cambridgeshire.
- No one under the age of 19 lives with you.

You can access this financial support by contacting [Age UK](http://www.ageuk.org.uk), who are delivering this service on behalf of the council. Call **01223 221929**. →

→ **Trusted partners**

You can access support through a trusted partner. For a list of partners, visit www.cambridgeshire.gov.uk/council/communities/support-with-the-cost-of-living/household-support-fund (see 'Trusted partners').

Cambridgeshire Holiday Voucher Scheme (CHVS)

The council is running the CHVS until the February 2024 half term, providing supermarket vouchers for parents of children who meet certain criteria. For more information, visit www.cambridgeshire.gov.uk (search 'Cambridgeshire Holiday Voucher Scheme').

Holiday Activities and Food (HAF) Programme

Gives parents access to free childcare (including meals and activities) over Easter, Summer, and Christmas holidays, subject to availability and eligibility. Registered holiday schemes will offer up to 16 hours of free attendance for eligible children and young people. A range of fun experiences, a healthy meal, and snacks are offered. Access this support at www.cambridgeshire.gov.uk (search 'HAF Provider Directory').

Cambridgeshire Home Energy Support Services

Energy advice service that provides households in Fenland, Huntingdonshire, East Cambridgeshire, and Cambridge City with the information and resources needed to stay warm and healthy, whilst cutting costs and carbon.

Email: energyadvice@pect.org.uk

Tel: **0800 802 1773** (freephone).

For help and support with managing your energy bills, visit www.cambridgeshire.gov.uk (search 'Energy support') for helpful links and guidance.

Local Energy Advice Programme (LEAP)

Offers a free, in-home advice visit to households in Peterborough and South Cambridgeshire to help save you money and keep your home warm. LEAP can:

- Install free, simple energy-saving measures such as LED light bulbs and draught-proofing.
- Check if you're on the best energy tariff via its dedicated switching service.
- Arrange a free money advice consultation.

- Help you find funding for further energy-saving home improvements.

Email: support@applyforleap.org.uk

Web: www.applyforleap.org.uk/apply

Tel: **0800 060 7567** (freephone).

Cambridgeshire Local Assistance Scheme (CLAS)

Provides information, advice, and practical support and assistance to those facing unexpected financial difficulties. Following an assessment, you may be eligible for a CLAS award, such as supermarket vouchers, energy vouchers, or recycled white goods and furniture.

Web: www.cambridgeshire.gov.uk

(search 'Local assistance').

Tel: **0344 848 7979** (Monday to Friday, 9.00am to 5.00pm).

Food banks

The Trussell Trust is a UK charity that supports a nationwide network of food banks. Visit www.trusselltrust.org or call **0808 208 2138** (Monday to Friday, 9.00am to 5.00pm).

Stay Well this Winter

Visit www.bewellcambridgeshire.co.uk (search 'Stay well') to access vital support, including appropriate information and resources, helpful services, financial aid, and how to increase the energy efficiency of your home and reduce heating costs.



Heatwaves

Extreme heat can be dangerous, particularly for older people and those with chronic health conditions. To stay safe in the heat:

- Close curtains and windows during the day and open them at night.
- Drink plenty of fluids and avoid excess alcohol.
- Never leave anyone in a closed, parked vehicle.
- Try to keep out of the sun between 11.00am and 3.00pm.
- If you must go outside in the heat, walk in the shade, apply sunscreen, cover up with clothing, and wear a wide-brimmed hat.
- Avoid physical exertion during the hottest parts of the day.

Symptoms of heatstroke:

- Feeling faint and dizzy.

- Difficulty breathing.
- Vomiting.
- Confusion.

If you or someone in your care is displaying these symptoms:

- Take action to cool down as soon as possible.
- Call NHS **111** for advice. Call **999** if a person has collapsed.

British Red Cross has further information. Visit www.redcross.org.uk (search 'Heatwaves advice').

Tip

Many prescription medicines can reduce your tolerance of heat. You should keep taking your medicine but take extra care to keep cool. If in doubt, contact your GP.



Home support

You might need support to stay living independently at home. This could be help from family, friends, neighbours, or others.

Meals, shopping, and food preparation

If you, or someone you care for, is having difficulty shopping or preparing and cooking meals, there are various options you could choose to help make mealtimes easier. Consider asking a friend or family member for help, use supermarkets online, or call home delivery services.

Community Navigators can also help you find support if you don't have anyone that can help you. For more information, see page 10.

Frozen meals delivery services

You can order food with Wiltshire Farm Foods as often or as little as needed, there's no contract. Meals can be ordered online, on the app, or over the phone. To request a brochure, or place an order, visit www.wiltshirefarmfoods.com or call **0800 077 3100**.

Oakhouse Foods offers a wide range of frozen ready meals and desserts, catering for different dietary needs and preferences. Meals are delivered to your home and the team can pack them away for you. To request a brochure, or place an order, visit www.oakhousefoods.co.uk or call **0333 370 6700**.

Hot meals delivery service in Cambridgeshire

CAMMS Meals on Wheels delivers hot meals to people in Cambridgeshire and the surrounding villages, including St Neots, St Ives, Ely, Littleport, Chatteris, and March. There is no eligibility criteria for having meals delivered. Visit www.cammsmealsonwheels.org or call **01223 314288**.

For more information, visit www.cambridgeshire.gov.uk (search 'Help with meals').



Specific support for people with a sensory impairment

There is a range of organisations that support people with sensory impairments to remain living safe and well at home. For more information, visit www.cambridgeshire.gov.uk (search 'Support for sight and hearing loss, and disabilities'). You can also email careinfo@cambridgeshire.gov.uk or call **0345 045 5202**. Other helpful organisations are listed as follows.

Cam Sight

Email: info@camsight.org.uk
Web: www.camsight.org.uk
Tel: **01223 420033** (Cambridge)
Tel: **01945 660795** (Wisbech)

Cambridgeshire Deaf Association

Email: office@camsdeaf.org
Web: www.camsdeaf.org
Tel: **01223 246237**

CDA Hearing Help

Email: enquiries@camsdeaf.org
Web: www.cambridgeshirehearinghelp.org.uk

Tel: **01223 416141**
Text: **07429 231230**

Deafblind UK

Email: info@deafblind.org.uk
Web: www.deafblind.org.uk
Tel: **0800 132 320** • Text: **07903 572885**

Disability Huntingdonshire

Email: info@dish.org.uk
Web: www.dish.org.uk
Tel: **0330 355 3256**

Huntingdonshire Society for the Blind

Email: info@huntsblind.co.uk
Web: www.huntsblind.co.uk
Tel: **01480 453438**

Papworth Trust

Email: info@papworthtrust.org.uk
Web: www.papworthtrust.org.uk
Tel: **01480 357200**

Specific support for people with disabilities

The Physical Disabilities and Older People's teams have amalgamated and are now known as the Community Adults Team. This team continues to support people aged 18-75 who are living with a physical disability or disabled parents. The team also offers carers' assessments to identify any help they might need, and if you are eligible for support, can provide you with a Personal Budget.

The Learning Disability Partnership helps people who have a learning disability diagnosis by providing health and social care support.

Call **Cambridgeshire Adult Services** on **0345 045 5202** or visit cambridgeshire-self.achieveservice.com/service/Adult_Services_contact_form

For support for people aged 0-25 years with additional needs, visit Cambridgeshire's **Send Information Hub (Local Offer)** at send.cambridgeshire.gov.uk



Specific support for autistic people

There are lots of resources and support available in Cambridgeshire to enable autistic people to live a fulfilled life. Visit www.cambridgeshire.gov.uk (search 'Autism').

The **National Autistic Society** provides information and advice to support autistic people of all ages, and their families and carers. Visit www.nascambridge.org.uk

Autism Alert Card

For £5, Autism Anglia offers a credit card-sized

Autism Alert Card as a way of boosting confidence and giving peace of mind if you are autistic and encounter an emergency. Or, for a free download, visit www.autism.org.uk/advice-and-guidance/resources/downloads/i-am-autistic

The Hidden Disabilities Sunflower is a simple tool for you to voluntarily share that you have a disability or condition that may not be immediately apparent. Visit www.hdsunflower.com/uk for more details.

Specific support for people with dementia

Your GP is your first point of contact for dementia concerns. Your GP will discuss these with you and consider whether they can provide the help and treatment you need. Several community services are available to help people with dementia stay living in their own homes for as long as possible. For example, there are services providing breaks for carers on page 12; and there is advice on equipment and adaptations on page 20.

Alzheimer's Society

A website hosting lots of information and support for people with dementia and their families, including a directory of local services and support groups. Dementia Connect is Alzheimer's Society's personalised support and advice service for anyone affected by dementia.

Web: www.alzheimers.org.uk • Tel: **0333 150 3456** (Dementia Connect Support Line).

Cambridgeshire and Peterborough Dementia Support Service

Offers information and practical guidance to help

you understand dementia, cope with day-to-day challenges and prepare for the future.

Email:

cambridgeshiredementia@alzheimers.org.uk

Tel: **01223 620962**

Dementia Talking Point

An online support community for people with dementia, carers, family, and friends to discuss all aspects of dementia. It's a safe place to ask questions, share experiences, and receive advice and support.

Web: forum.alzheimers.org.uk



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

www.myfamilyourneeds.co.uk

✉ hello@myfamilyourneeds.co.uk

🐦 @WeAreMFON

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- Directory
- Ask the experts
- Monthly columnist

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At Eaton, we work together with each individual client to ensure you, or your loved one, can be safe, independent and happy in the place you love most, your home, because we know it's the little things that make the biggest difference.



"The Eaton carers attended to my dad's practical and medical needs three times a day; they were excellent, got to know my dad, swapped stories with him and encouraged him to be as independent as possible."



DAVID D (SON OF CLIENT)

homecare.co.uk Review for Eaton Homecare

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£24
PER HOUR

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We offer a range of services to suit all your needs, as happiness and comfort is integral to your care.

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Dementia Care

Respite Care

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Visit us online at: eatonhomecare.co.uk

Email us: enquiries@eatonhomecare.co.uk

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Cambridge

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for more details visit
helpinghands.co.uk



Agency 1

Agency 2

Agency 3

Fees per week	Quality rating*
£	
£	
£	

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

About the agency

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

Staff

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

Notes

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Accommodating your needs

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

Regulation

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

*See page 59.

Est. 1986
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Inspected and rated
Good
Care Quality Commission

Anglian Care & Domestic Support Services Limited

MJS House, 425 Wisbech Road, March, Cambs PE15 0BA
01354 705012
Email: acdssltd@gmail.com

We have been a Helping Hand in the Local Community to 100s of Vulnerable Adults since 1997.

We can help you with:

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Or just simply take the time to chat and reminisce.

We can also provide:

Weekend/holiday and respite care at home for you or your loved ones, including check calls when necessary.
Day sitting service available on request.

Areas covered:

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Call us now and let us help to promote your independence.

Registered with the Care Quality Commission. All staff are fully trained and have an Enhanced Disclosure from the Disclosure and Barring Service.

Prefer to continue living in your own home, but finding it harder to manage without regular support?



Whether you are looking for regular daily support, or just occasional help when your family cannot be there, we will be delighted to assist you.

Our kind and friendly carers will give you the care and support you need – and brighten your day with their warm and cheerful company.

With **Chesterford Homecare** you can choose between:

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Our individually-tailored care packages are designed for adults of any age who are looking for regular support in their own home. We cater for a wide range of needs, including:

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- Administration of medication
- Shopping & meal preparation
- Cleaning & ironing
- Transport to medical & other appointments
- Companionship & sitting service
- Assistance with pets

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We offer each of our clients a unique and individual blend of companionship, meal preparation, house-keeping and personal care designed to help them maintain their independence and continue living in comfort and safety in their own home.



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0800 4118636
Call us in confidence 7 days a week

AWARD-WINNING CARE

In the 2020 Great British Care Awards, Chesterford Homecare were regional winners for Care Planning and Assessing and were highly commended for Personalisation of Care and for End of Life Care



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We offer a range of services to suit all your needs, as happiness and comfort is integral to your care.

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Live-in Care

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Dementia Care

Respite Care

Speak to one of our specialists on: **01223 857 235**
Visit us online at: eatonhomecare.co.uk
Email us: enquiries@eatonhomecare.co.uk

Home care providers

Advertisers are highlighted

At the time of publication, all home care agencies listed here were registered by the regulatory body the Care Quality Commission (CQC).

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Cambridge
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OP D PD LDA MH SI YA AD

3BN Care Ltd

Huntingdon
Tel: 07490 530005

OP D MH YA

Availl (Huntingdon)

Huntingdon
Tel: 01480 587758

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A Class Care Ltd

Cambridge
Tel: 01223 864066

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Beaumont Healthcare Ltd

Eaton Socon
Tel: 01480 218300

OP D PD LDA MH SI YA

A Quality Care Service Ltd

Cambridge
Tel: 01223 830257

OP D PD MH YA

Better Home Care

Cambridge
Tel: 01223 262669

Advert page 36
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Chatteris
Tel: 0208 531 5885

LDA MH SI YA

Bircham House

Cambridge
Tel: 07974 264321

OP D PD MH SI YA

Affinity Trust Domiciliary Care Agency East

Cambridge
Tel: 01354 696009

PD LDA MH

Bloomsbury Home Care – Cambridgeshire

St. Ives
Tel: 01223 625031

OP D PD MH SI YA AD

Agincare UK Ltd

Cambridge
Tel: 01223 754327

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Blue Lotus Healthcare Cambridge

Cambridge
Tel: 07899 828866

OP YA

Alina Homecare – Cambridge

St. Neots
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OP D PD LDA YA

Bluebird Care

(Cambridge and South Cambs)

Ely
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Alpha Health & Social Care Services Cambridgeshire

Huntingdon
Tel: 0333 577 4565

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March
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OP YA



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Domiciliary Care • Live-in Care • Community Supported Living
Children's Services

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www.1strecruitmentgroup.co.uk

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



Leading the field in quality home care for Cambridge and surrounding areas

OUR SERVICES

- Elderly care 65 years +
- Adults 18-65 years
- Physical disability
- Dementia
- Help getting up and going to bed
- Personal care
- Medication, hospital & GP visits
- Meals (breakfast, lunch and tea), assistance with feeding
- Help with days out
- Help with cleaning



ABOUT US

Better Home Care has fast earned a reputation for reliability and high quality service delivery with clients, their families and health and social care professionals for homecare in Cambridge and surrounding villages. This has been enhanced by being a small family-run establishment and hence capability to pay attention to what matters to our clients.



Flexible care

Local family run agency

Qualified care

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www.betterhomecare.co.uk

To schedule an appointment
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Caring Together

St. Ives

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Tel: 01223 751362

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D PD LDA MH SI

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Melbourn

Tel: 01763 260564

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LDA MH SI YA

Community Support Service

Huntingdon

Tel: 01480 379800

PD LDA SI

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Cambridgeshire and Peterborough Domiciliary Care Agency

Cambridge

Tel: 0808 808 1111

LDA

Conquest Lodge

March

Tel: 01354 659708

OP PD LDA MH YA

Cambridgeshire County Council Reablement Service

Cambridge

Tel: 01223 703237

OP PD

CorderCare Office

Wisbech

Tel: 07813 582571

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Caremark Cambridge and South Cambridgeshire

Cambridge

Tel: 01223 778818

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Cornerstone Care Ltd

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CareRooms Head Office

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Cambridge

Tel: 01480 504247

OP D PD SI YA

Eaton Home Care Ltd

Cambridge

Tel: 01223 857 235

Advert pages 30, 31 & 34

OP D PD MH SI YA

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

We offer quality care and support for Elderly people, people living with physical disabilities, brain injuries and complex needs across Cambridgeshire and Peterborough. Our care team are able to support you in your own home, supported living accommodation or out in the community.

OUR SERVICES:

- ▶ We can accompany you to the shops
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- ▶ We visit to offer Companionship
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- ▶ Palliative care
- ▶ Dementia care
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- ▶ Live in care
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LDA

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First Assure Care Ltd

Cambridge
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OP YA

ELMS Health Solutions

Cambourne
Tel: 01223 751700

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**Fitzroy Supported Living
– Cambridgeshire**

Huntingdon
Tel: 014-87 773547

PD LDA SI AD

**Ely Diocesan Association for Deaf People
(Cambridgeshire Deaf Association)**

Huntingdon
Tel: 01223 246237

OP SI YA

Four Oaks Healthcare Ltd

Huntingdon
Tel: 0333 772 0156

OP D PD LDA MH SI YA

Faith Care Line Services Ltd

Huntingdon
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OP D PD SI YA

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- Live In Care
- Urgent Care

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With our leadership team’s extensive 30+ years of experience on the frontiers of healthcare delivery, we offer attentive care that adapts to your evolving support needs.

Our collaborative approach enables us to design care packages tailored to your specific support requirements, be it domiciliary care, live-in care, respite care, or urgent care. We prioritise your safety and peace of mind in your home. All our home carers undergo thorough background checks, including DBS screening. We also maintain a programme of ongoing training to ensure they deliver the highest quality care.

For more information, contact us today!

TEL: **07845 527505** EMAIL: **info@elitenurse-hss.co.uk** VISIT: **www.elitenurse-hss.co.uk**



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Personal Care • Palliative Care • Cancer Care • Live-in Care • 24h Care Alzheimer's and Dementia Care • Complex Care • Specialist Care Shopping • Mobility • Housekeeping • Companionship • Leisure Activities

01223 901886 / 07414 658468

info@giftedquality.care
www.giftedquality.care

1010 Regus House,
Cambourne Business Park,
Great Cambourne, Cambs CB23 6DP



GoodCompany provides day centre sessions in Whittlesey. The sessions provide care and support for older people including those living with dementia. GoodCompany believes supporting the local community matters.

We understand how important it is for carers to receive support. The aim of our service is to give carers a break.

We provide well-being activities for each person focusing on their hobbies and interests in a relaxed and sociable environment. We provide lunch and refreshments.

For more information about GoodCompany Day Services please contact:

Suzy Dunham: 07884 202128
suzy.goodcompany@gmail.com

Alison Harrison: 07930 477233
alison.goodcompany@gmail.com



As a home care agency, we specialise in supporting you in your own home, making life easier.

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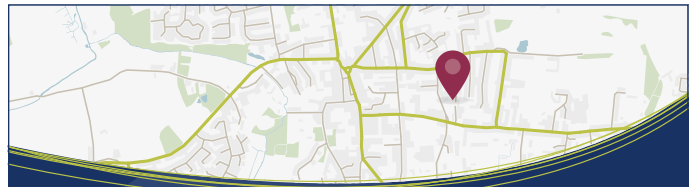
- Dressing, washing, bathing and grooming
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- Food preparation and assistance with meals
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There are single rooms available. Our home provides residents with learning disabilities and physical disabilities, with the care and support they need to live a full and meaningful life in a homely environment.

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www.gracefilledcareservice.com



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

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- Links to inspection reports
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- Brochure requests



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Cambridge
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Future Care Solutions

Cambridge
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Gella Care Services Ltd

St. Neots
Tel: 07564 303108 **OP PD LDA MH YA**

Gifted Quality Care

Cambridge **Advert page 40**
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Huntingdon
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Gracefilled Care Service

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Greenwood Homecare Cambridge

Cambridge
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Guyatt House Care

Chatteris
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Heart Care Services Ltd

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Heart Of Hope Care Ltd

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Tel: 01937 547861 **OP D PD LDA MH SI YA**

Helping Hands Cambridge

Cambridge **Advert page 32**
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Ely
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Joining Hands Healthcare

Cambridge
Tel: 07561 268720 **OP D PD SI YA**

Kingdom Healthcare Services Ltd

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Tel: 07923 070909 **OP YA**

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Tel: 07760 302903 **OP D PD SI YA**

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

Lav Care Services



Lav Care Services is committed to **transparency** and **quality**. This allows us to ensure that we provide the best possible experience for those we care for and their families or representatives.

Lav Care aims and objectives are embedded in a **holistic** and **person centred** care approach which form the core of the services we provide. Our trained and DBS checked staff are committed to meeting our aims and objectives.



Our Services

- LIVE-IN CARE
- LEARNING DISABILITIES AND AUTISM
- SUPPORTED LIVING
- DOMICILIARY CARE
- COMPLEX CARE
- MENTAL HEALTH



📍 Suite 17, Newmarket business centre, Newmarket, CB6 0AT

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We can provide:

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Managing the challenges of ageing or changes in health conditions, whilst keeping your independence at home can be daunting. Moving into a residential facility may feel inevitable. But it doesn't have to be.

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Lucmont Ltd

T/A Home Instead Senior Care

St. Ives

Tel: 01480 495834

OP D PD LDA MH SI YA AD

Mears Care – St Neots

St. Neots

Tel: 01480 478700

OP D PD LDA MH SI YA AD

Mencap – March Domiciliary Care Agency

March

Tel: 01354 652595

OP LDA YA

Mendcare

Wisbech

Tel: 07368 59870

OP D PD MH YA

Mercylink Care Cambridgeshire

Cambridge

Tel: 07365 273990

OP D PD LDA MH SI YA

MF Healthcare Ltd

Wisbech

Tel: 01945 430685

D PD LDA MH SI YA

MiHomecare Cambridge

Ely

Tel: 0333 121 6301

OP D PD LDA MH SI YA

MS Care Ltd

Ely

Tel: 07385 607272

OP D PD MH YA

Multi-Care Community

Services Ltd

Huntingdon

Tel: 01480 466387

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Tel: 01945 474700

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Cambridge

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Advert page 42

OP D PD LDA MH SI YA



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0173 379 3973

admin@totalhc.co.uk

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Total Healthcare is a recently founded, family-owned and -operated firm that is run by individuals that have a significant amount of combined experience working in the care profession. We have a staff of specialists in the disciplines of mental health and learning difficulties that are well-certified and have years of relevant expertise.

We are dedicated to providing you with the very best care while ensuring that you are able to continue living in the environment in which you are most comfortable, at home. Because we understand your unique challenges and situations, we can provide you with care and support that is truly tailored to you and gives you a sense of pride and dignity.



Depending on your specific needs and desires, these services may include the following:

- Assisting with daily tasks such as getting out of bed, bathing, shaving, dressing, grooming, and going to the bathroom, as well as reminding them to take their medication and prepare meals.
- Take clients shopping or to an activity such as a coffee morning or club; offer encouragement; bring articles and information on topics of interest to the client; and have a cup of tea and talk.
- There is also assistance with scheduling visits and ensuring medication is delivered on time.
- Helping with chores such as cooking, cleaning, laundry, and errands is part of living independently.
- This service is designed around you and your social and communal interests, as well as your medical needs

**WE WORK HARD TO
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THE HIGH-QUALITY
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Total Healthcare 5 Market Place Whittlesey PE7 1AB

Oasis Care Solutions Ltd

Cambridge

Tel: 07456 925900

OP D PD YA

Oath Healthcare

Cambridge

Tel: 01223 755887

OP D PD SI YA

Olive Healthcare Solutions Ltd – Cambridgeshire

Peterborough

Tel: 0116 296 2987

OP D LDA MH YA

Omanes Care Ltd

Cambridge

Tel: 01223 678626

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Paxigate Healthcare Ltd

St. Neots

Tel: 01480 731211

OP D PD YA

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Procure Quality Services Pvt Ltd

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LDA MH YA

Quality Home Care Anglia Ltd

Ely

Tel: 01353 865348

OP D PD LDA MH SI YA

Quality Living Plus Services Ltd

Cambridge

Tel: 01223 667364

OP D PD YA

Radis Community Care (Huntingdon)

Huntingdon

Tel: 01480 433880

OP D PD LDA MH SI YA AD

Radis Community Care (Somers Court)

Wisbech

Tel: 01945 429809

OP D PD LDA MH YA

Rainbow Outreach and Healthcare Solutions Ltd

Cambridgeshire

Huntingdon

Tel: 07389 194433

OP D PD LDA MH SI YA

Ranis Healthcare Ltd

Cambridge

Tel: 01223 597892

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Ravdon Health Care Ltd

St. Neots

Tel: 07966 056929

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Ray Care Services

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Tel: 01223 873231

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– Cambridge

Cambridge

Tel: 01223 316554

OP D PD LDA MH SI YA AD

Regional Care Cambridge

Cambridge

Tel: 07715 309773

OP D PD MH YA

Reliance Care Services Cambridge

Cambridge

Tel: 01223 660675

OP D PD SI YA

Rest Assured Homecare (UK) Ltd

Wisbech

Tel: 01945 669779

OP D PD MH YA

Servoca Complex Care – Cambridge

Cambridge

Tel: 07423 693942

OP D PD LDA MH SI YA AD

Support 4 U Healthcare

Huntingdon

Tel: 01480 597317

OP D PD LDA MH SI YA AD

Taylor Care Ltd

Cambridge

Tel: 07921 810680

OP PD YA

TCS Homecare

Cambridge

Tel: 01223 298247

OP D PD LDA MH SI YA

Total Healthcare Ltd

Peterborough

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Advert page 44

OP D PD LDA YA

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

Trinity Carestaff Solutions Ltd

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Tel: 01284 701944

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OP D PD YA

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Voyage (DCA) Cambridge City

Ely
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PD LDA YA

Westminster Homecare (Cambridge)

Cambridge
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OP D PD LDA MH YA AD

Westminster Homecare Ltd (Independent Living Network)

Ely
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OP D PD LDA MH YA

Woodlands Court

Cambridge
Tel: 01223 321115

PD LDA MH SI

Yew Tree Cottage

Cambridge
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OP LDA YA

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OP D

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Ely
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OP D PD SI



Where trust and care come first

Our motivation is to provide high standard quality of care to enable individuals to maintain their independence in the comfort of their own home.

OUR SERVICES:	OUR VALUES:
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Reablement Support	Communication
Complex Care Support	Commitment
End of Life Support	Compassion
Respite Care	Courage
Companionship	
Live-in Care	



If you have any requirements not listed above, please contact us for more information

01223 618280

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Visit www.homecare.co.uk/homecare/agency.cfm/id/65432227372 for reviews



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

Coming home from hospital

Going into hospital can be a worrying time for people and their carers/family members. It is useful to think early on about what will happen when you leave hospital, whether you will need ongoing care and support and, if so, how you will pay for it. Unlike NHS services, social care is chargeable for people based on their own financial circumstances.

Support whilst you recover

You might need a bit of temporary support for a few days after leaving hospital whilst you recover and adapt to new ways of doing things. Often, informal support networks can be preferable to people who don't know you. You can arrange support with domestic tasks and personal care on a short-term basis. More information on these topics can be found on pages 27 and 59 respectively.

Care Network offers a free Help at Home service, for up to six weeks of practical and emotional support for any adult who has come out of hospital. The service can visit you at home or in hospital to discuss your individual needs and how they might help. All staff and volunteers undertake training and have enhanced DBS (police checks). Volunteers can call in to check you are okay and help with tasks such as picking up prescriptions, collecting shopping, light

housework and practical tasks, and can link you with a range of community groups.

Care Network



Email: helpathome@care-network.org.uk
Web: www.care-network.org.uk

Cambridge, South Cambs and East Cambs

Tel: **01223 714433**

Huntingdonshire and Fenland

Tel: **01354 694413**

If appropriate, the council can also arrange short-term support for when you return home. You can ask to speak to the hospital social work team, who can help you identify what is important to you, agree your outcomes, and discuss the help and support available.

Age UK Cambridgeshire and Peterborough's

Hospital Discharge and Admission Avoidance Support Service can support people aged 60 and over on their return home for up to four weeks free of charge. Email hdsupport@ageukcap.org.uk or call **01354 691896**.

Reablement

The council's Reablement team will support you to maximise your independence by helping you maintain or relearn the skills needed for everyday life. Reablement programmes last from a few days to a few weeks and are tailored to you individually. Many people find that after their Reablement programme they can cope very well on their own, without the need for further care and support.

As part of your Reablement programme, the council will help you to plan any ongoing care that you might need or advise on local services you may be interested in, as well as suggest equipment which could make your day-to-day living easier.

Cambridgeshire County Council

Email: careinfo@cambridgeshire.gov.uk
Web: www.cambridgeshire.gov.uk
Tel: **0345 045 5202**



Someone to speak on your behalf – advocacy

Sometimes you might need someone to help you express yourself or speak on your behalf. This is known as advocacy. Advocates can give advice, support, and information to people of any age, helping you to voice your concerns and guiding you through the care planning process.

You can have an advocate present with you when you have conversations with the social care worker or if you feel unsure or concerned when you are faced with making an important decision about your care and support. Visit www.cambridgeshire.gov.uk (search 'Advocacy').

Paying for your care

There's lots of free support available in the community that can help you to continue to live independently. However, you may have to pay for some support you receive.

If you think you may need care in the future, it is a good idea to get advice on how to pay for it before making any decisions.

Visit www.cambridgeshire.gov.uk (search 'Money and benefits') for financial support or refer to the following organisations.

Age UK Cambridgeshire and Peterborough

Email: infoandadvice@ageukcap.org.uk

Web: www.ageuk.org.uk/cambridgeshireandpeterborough

Tel: **0300 666 9860**

Cambridge and District Citizens Advice

Web: www.cambridgecab.org.uk

Tel: **0808 278 7808**

Independent Age

Email: advice@independentage.org

Web: www.independentage.org

Tel: **0800 319 6789**

Money Helper

Web: www.moneyhelper.org.uk

Tel: **0800 138 7777**

Typetalk: **18001 0800 915 4622**

Society of Later Life Advisers (SOLLA)

Email: admin@societyoflaterlifeadvisers.co.uk

Web: www.societyoflaterlifeadvisers.co.uk

Tel: **0333 202 0454**

Disability benefits

You may be entitled to disability benefits which you can use to help pay for the care and support you need. These benefits include:

- Personal Independence Payment (PIP) – a benefit that helps with the extra costs of a long-term health condition or disability for people aged between 16 and State Pension age. There are two parts to PIP, a daily living part – if you need help with everyday tasks, and a mobility part – if you need help with getting around.
- Attendance Allowance – a benefit for people over State Pension age, paid at two different rates depending on the level of help you need. The lower rate is for those needing care by day or night, and the higher rate is for those needing care both day and night, or who are terminally ill.

Attendance Allowance and the daily living component of PIP will be included in the calculation of your financial assessment.

Visit www.gov.uk/browse/benefits/disability or call **Citizens Advice** on **0808 278 7850**.

Financial assessment and arranging your care

If you are unable to meet the cost of your care yourself, the council will carry out a financial assessment to see if it is able to contribute towards the cost. If your capital, savings, and income are above the current threshold, you will need to pay the full cost of your care and support.

The financial assessment, or means test, works out what you'll have to pay towards the cost of your care. It's carried out by the council after they complete your care needs assessment, which looks at what care needs you may have. The financial assessment will consider:

- Your income, including any pensions and benefits.
- Your capital, including savings and assets (such as a second property and stocks and shares etc.).

Paying for care in your own home

If you have capital or savings of more than the current threshold, not including your home, or you choose not to disclose your financial circumstances, you will have to pay the full cost of any care and support you require in your own home or periods of respite care in a care home. The council can arrange care for you, and you will be invoiced for this, or you can arrange your care privately and pay for it directly.

If you ask the council to arrange your care and support for you, you may be liable to pay an arrangement fee in addition to the costs of meeting your assessed care and support needs. This arrangement fee covers the cost of putting the care and support you need in place. Visit www.cambridgeshire.gov.uk/adults (see 'Money and benefits').

What you'll have to pay

This depends on your financial situation. The council can't charge anyone else, such as your partner or someone you live with, and the following factors will be considered.

Your income

This must not reduce below a certain amount, known as the Minimum Income Guarantee (MIG).

If you'll be getting care services at home, the value of your home is not included if you own it. This is different to the rules about charging if you're moving to a care home.

Deprivation of assets

If someone intentionally reduces their assets – such as money, property, or income – so that these won't be included in the financial assessment for care, this is known as 'deprivation of assets'.

If the council concludes that you have deliberately reduced your assets to avoid paying towards the cost of care, your financial assessment may be completed as if you still owned the assets.

This is so you can still afford daily living costs, such as food and utility bills. If your weekly income is higher than your care costs, you'll usually have to pay for all of your care yourself – as long as you're left with at least your MIG amount. If the council includes any disability-related benefits you receive in your financial assessment, it must also consider any disability-related expenses you have.

Your capital

Capital is money or items that have a financial value. For example, savings, investments, land, and property.

Visit www.cambridgeshire.gov.uk (search 'Paying for care').



→ Direct Payments

If you are eligible to receive council-funded services, Cambridgeshire County Council will allocate you a 'Personal Budget'. This is the amount of money the council will pay towards your social care support. Personal Budgets give you more choice and control over how your money is used to buy care and support. You can choose from a range of options for managing your Personal Budget:

- Direct Payments – money for your support is sent directly to you, or someone you have nominated. You can then arrange your own care and support arrangements. If you choose this option, you can get support from People Plus to manage your Direct Payments.
- Cambridgeshire County Council can manage the budget. This means the council will arrange care and support to meet your assessed needs.
- An Individual Service Fund (ISF) Provider.
- Any combination of these approaches.

People Plus is currently contracted by the council to provide the Direct Payments Support Service.

Email: ilscambridgeshire@peopleplus.co.uk

Web: www.peopleplus.co.uk/health-social-care-support

Tel: **0330 123 2815**

Visit www.cambridgeshire.gov.uk (search 'Paying for care').

Individual Service Fund (ISF)

An ISF is where you choose a provider, rather than the council or yourself, to manage your Personal Budget. The ISF provider will arrange services and support for you, with your agreement. With an ISF, you get choice and control over your support without having to manage the money yourself, which can be the case with a Direct Payment.

Your family, advocate, or carer could also help you. You would work with the provider to plan support services and activities to help achieve the outcomes identified in your care and support plan. ISFs can be used for a range of different purchases if they demonstrate that they are achieving positive outcomes for you. The services and activities must help meet your assessed needs.

Paying for care in a care home or nursing home

If your income, capital, and savings are more than the current threshold, you are likely to have to pay the full cost of your care. If you own your home, its value will usually be included when calculating your capital. Sometimes it won't be included. For example, its value will be disregarded if it's still the main home of your partner, a close relative aged 60 or over, or a close relative with a disability. Other exemptions may apply; call **0345 045 5202**.

The care homes you consider must be able to meet your assessed care needs. If the council is contributing towards the cost of your care, your choice of care home will be limited to those that accept the council's funding level. If the home you have chosen charges more than the council's funding level, you must find someone to help pay the difference.

Except in limited circumstances, the law states that you are not allowed to make this additional

payment yourself. The responsibility for this often falls to a member of your family or a benevolent sponsor such as a charity. Once confirmed, they must sign an agreement with the council formalising the arrangement.

You may be able to arrange a Deferred Payment Agreement with the council. This is an arrangement which lets you use the value of your home to help pay for care home costs. This means the council could provide financial help which it will then recover once your home has been sold, or from your estate.

Visit www.cambridgeshire.gov.uk (search 'Paying for residential care').

Who can pay top-up fees

You can only pay your own top-up fees in one of the following situations:

- You've just moved permanently into a care home

and are in the 12-week property disregard period. Visit www.independentage.org/get-advice/health-and-care/paying-for-care (select 'Selling your home to pay for residential care').

- You have a Deferred Payment Agreement with the council.
- Your accommodation is being provided as aftercare under section 117 of the Mental Health Act 1983.

The top-up fee contract must explain how much the payments will be, how often they'll need to be paid, what might happen if you or your chosen third party can no longer afford the top-up, and how any annual increase in costs will be shared.

NHS Continuing Healthcare (NHS CHC)

This is a package of care for adults aged 18 or over which is arranged and funded solely by the NHS. To receive NHS CHC funding, individuals must be assessed by integrated commissioning boards (ICBs)

Visit www.cambridgeshire.gov.uk (search 'Paying for care in a care home').

If you move into a care home that provides nursing care, you may be entitled to a non-means-tested contribution towards the cost of your nursing care from the NHS, paid directly to the home. Visit www.nhs.uk (search 'NHS-funded nursing care').

Running out of money

If your capital and savings are likely to fall below the current threshold, let the council know well in advance. The council can arrange a financial assessment and may be able to contribute towards the cost of your care.

according to a legally prescribed decision-making process to determine whether the individual has a 'primary health need'. Visit www.nhs.uk (search 'NHS Continuing Healthcare').

Your health, care, and financial affairs

There may come a time when you are unwell and cannot tell the people around you what you do and do not want. Recording your wishes allows you to express who you are and what is important to you. This gives you control over your treatment and care, and reassurance that the right decisions will be made.

Further information on planning for the future can be found using the following websites.

Age UK

Web: www.ageuk.org.uk/information-advice

Cambridgeshire County Council

Tel: www.cambridgeshire.gov.uk (search 'Mental capacity and planning for the future').

Compassion in Dying

Web: www.compassionindying.org.uk

Lasting Power of Attorney (LPA)

An LPA is a legal document that lets you appoint one or more people as an 'attorney/s' to help you make decisions or to make decisions on your behalf. This gives you more control over what happens to you if you have an accident, or an illness, and can't make your own decisions, meaning you 'lack mental capacity'. You must be 18 or over and have mental capacity (the ability to make your own decisions) when you make your LPA.

There are two types of LPA:

- Health and welfare.
- Property and financial affairs.

You can choose to make one type or both. There is no need to involve solicitors and you can make an LPA online or by using paper forms. Visit www.gov.uk/power-of-attorney

Appointeeship

You can apply for the right to deal with the benefits of someone who cannot manage their own affairs because they're mentally incapable or severely disabled. Only one appointee can act on behalf of someone who is entitled to benefits (the claimant) from the Department for Work and Pensions (DWP). An appointee can be:

- An individual. For example, a friend or relative.
- An organisation or representative of an organisation. For example, a solicitor or local council.

Visit www.gov.uk/become-appointee-for-someone-claiming-benefits

Deputyship

You can apply to become someone's deputy if they 'lack mental capacity'. This means they cannot make important decisions independently. They may still be able to make decisions independently at other times. People may lack mental capacity because, for example:

- They've had a serious brain injury or illness.
- They have dementia.
- They have severe learning disabilities.

As a deputy, you'll be authorised by the Court of

Protection to make decisions on their behalf.

There are two types of deputy:

- Property and financial affairs deputy – you'll do things like pay the person's bills, receive their income, and manage their financial affairs.
- Personal welfare deputy – you'll make decisions about medical treatment and how someone is looked after.

Visit www.gov.uk (search 'Deputyship').

What to expect from Cambridgeshire County Council

Adult Social Care can provide you with the advice, information, and support you need to stay independent, safe, and, well. You may be able to get all the support you need from friends, family, and your local community but sometimes you might need some additional support. In this case, the council's Adult Social Care service could help you. Adult Social Care supports adults of all ages and disabilities.

Tip

Before contacting Adult Social Care, ask yourself the following questions:

- What would you like to be able to achieve?
- What difference would this make to your life?
- What has changed recently in your life?
- What options have you considered?

Write down the answers to help you remember them as you will be asked to discuss this when you contact Adult Social Care.

Adult Social Care will work with you to identify the best options available to help you. This could be accessing community-based support, getting some equipment, or referring you for a more in-depth assessment.

If you're planning to contact Adult Social Care on behalf of someone else, you'll need to make sure that they know you're planning to do so. If you can, it's helpful to discuss the questions at the beginning of this section with the individual before making contact.

If you're looking after someone who couldn't manage without your help, you may also need some support so that you can continue to care and maintain your own health and wellbeing. See page 12 for more information.

For more information, visit www.cambridgeshire.gov.uk/residents/adults/organising-care-and-support or call **0345 045 5202**.

Care and support plans

If you are referred for a more in-depth care and support assessment, the Adult Social Care team will have a detailed conversation with you to understand your circumstances and to appreciate what you would like to achieve. The team will look at the support you receive from family, friends, and your local community, and will work with you to determine what additional support will help you to remain independent.

Your care and support plan is all about you – your strengths and abilities, your care needs, what you want to achieve, and the support you need to live as independently as possible.

Once your initial care and support plan meets your desired outcomes, takes any risks into account, and is considered reasonable in terms of the available budget, it can be agreed by the council.

Making a compliment, comment, or complaint about Adult Social Care

You can provide feedback yourself, or a family member, friend, or representative can contact the council on your behalf. You can provide feedback:

- Online at www.cambridgeshire.gov.uk/council/contact-us/council-complaints-procedures
- Over the phone on **0345 045 5202**.
- In writing to Customer Care Team, Adult Safeguarding and Quality Service, Scott House, Box SCO2116, 5 George Street, Huntingdon PE29 3AD.

For all social care complaints, you can raise your concerns with a social care representative.

What if I need help to provide my comments?

If you need assistance in providing feedback, call **0345 045 5202**. If you would prefer to discuss this in person, you can also be supported to provide feedback at the council's main office receptions, or in a library where staff can support you in completing the online form.

What happens when I provide feedback?

Cambridgeshire County Council will let you know that it has received your feedback. If you do this online, the council will let you know immediately, otherwise it will acknowledge your feedback within three working days. Once the council has received your comments, it will review them and determine whether your feedback is a complaint, compliment,

suggestion, or representation. The council will then let you know details of the respective process.

If your feedback is about a service that is being funded by or arranged by the council, the usual first step is to speak to the manager of the service. You may find that asking for a chance to speak to them informally about your concerns is enough to resolve the matter, or you could put your concerns into a letter if you prefer.

If the problem hasn't been resolved by raising it with the care provider, contact your local council. Find out more about giving feedback at www.cambridgeshire.gov.uk (search 'Adult social care complaints').

If the service is registered and regulated by the [Care Quality Commission \(CQC\)](http://www.cqc.org.uk) you can also share your experiences with them. Email enquiries@cqc.org.uk, visit www.cqc.org.uk/share-your-experience-finder or call **0300 061 6161**.

If you remain dissatisfied with the council's final response to your complaint, ask the [Local Government and Social Care Ombudsman \(LGSCO\)](http://www.lgo.org.uk) to look at your complaint. Visit www.lgo.org.uk/how-to-complain, call **0300 061 0614** or write to PO Box 4471, Coventry CV4 0EH.

Healthwatch Cambridgeshire

Your local health and social care champion. If you use GPs and hospitals, dentists, pharmacies, care homes, or other support services in your area, Healthwatch wants to hear about your experiences. Healthwatch is independent and has the power to make sure NHS leaders and other decision makers listen to local feedback and improve standards of care.

Where possible, Healthwatch will let you know when changes are planned to services in your community and help you have a say. It will also encourage those

in charge of local care services to involve you when changes are being planned to services. Healthwatch can also help you to find reliable and trustworthy information and advice.

Email:

enquiries@healthwatchcambspboro.co.uk

Web: **www.healthwatchcambridgeshire.co.uk**

Tel: **0330 355 1285** • Text: **07520 635176**

Write to: Healthwatch Cambridgeshire,
The Maple Centre, 6 Oak Drive,
Huntingdon PE29 7HN

Cambridgeshire and Peterborough Partnership Boards

Providing people with experience of using Adult Social Care services a say on current and future care. Each Partnership Board is made up of:

- Service user representatives – called Independent Members.
- Voluntary sector service providers.
- Statutory services such as health and social care.

Healthwatch organises the board meetings and provides support and training to the Independent Members to help them in their roles. See above for contact details.



Worried about someone or yourself – safeguarding adults

Anyone can be vulnerable to abuse, neglect, or self-neglect at some point in their life. Some adults with care and support needs are less able to protect themselves against abuse or neglect, and some have difficulty making their wishes and feelings known. The council call these ‘adults at risk’.

For someone to be considered an ‘adult at risk’ there are three things that all need to apply:

- The person has care and support needs, whether or not these are being met.
- The person is experiencing, or is at risk of experiencing, abuse or neglect.
- As a result of their needs, they are unable to protect themselves from this.

Abuse can take place anywhere, including at home, in a care home, or in the wider community. The harm may be caused by anyone, or someone else with care and support needs, and it may be deliberate or unintentional. If you’ve been affected by abuse; you might feel scared and helpless. It’s important to know that there are people you can turn to for help and there are things you can do to protect yourself.

Whatever the circumstances, it is important that you raise your concerns with the council. If you are raising concerns about someone else, it’s helpful for the council if you can let the person know that you are planning on doing so. Ideally, you will gain their consent. However, this isn’t always possible and it’s important that you still raise your concerns with the council.

Types of abuse

There are different types of abuse that you or someone that you know could be experiencing:

- Physical: such as someone hitting, slapping, pushing, or kicking you.
- Sexual: this includes any type of sexual behaviour that you don't want or cannot consent to.
- Psychological: such as bullying, threatening to leave you on your own, or threats to put you in a care home, or denying you access to your friends.
- Financial: such as taking or spending your money without your permission.
- Neglect or self-neglect: such as not being given or eating enough food, not being given or taking medication, or not allowing access to care workers.
- Discriminatory: any behaviour that is based on being different such as exclusion from an activity due to a hearing impairment, because of your ethnicity, or because of the language you speak.
- Domestic abuse: this is any form of unacceptable personal abuse committed by a partner, ex-partner, or a family member.
- Organisational: such as your care provider or other organisations treating you badly, neglecting you, or providing a poor service.
- Modern slavery: such as being forced to work by people who abuse you or are cruel to you.

Tip



If you or someone else you know is in immediate danger or needs urgent medical treatment, contact the police and/or call an ambulance on **999**.

If you are worried that either you or someone that you know is experiencing, or is at risk of, abuse, and there is no immediate danger:

- Tell someone you trust today – this may be a family member, friend, neighbour, or GP.
- Call the police on **101** if you think they need to be involved.

If you are concerned that you, or an adult you know is at risk of experiencing abuse or neglect, contact the council as follows.

Email:

referralcentre-adults@cambridgeshire.gov.uk

Tel: **0345 045 5202** (9.00am to 5.00pm, Monday to Friday).

If it is outside of office hours and someone is in danger and unable to protect themselves, or cannot remain in the community without immediate intervention, call **01733 234724**. It does not matter whether you are able to identify an actual abuser. Visit **www.cambridgeshire.gov.uk/adults** and search 'report abuse' for more information.

How the council can help

The council will provide information and offer practical advice to you, or the person suffering abuse, so that you can make an informed choice about any help that might be needed, or any action you may wish to take.

If the person being abused, or at risk of being abused, is unable to make an informed choice themselves, care will be taken to support and protect them. What happens next will depend on the wishes of the person being abused and the seriousness of the situation.

If they are in physical danger, or at risk of serious neglect, ensuring their safety will be the most important thing to do.

What to expect after you have submitted a referral?

You should receive feedback to confirm that your referral has been received and is being looked at. Any feedback would need to take account of data protection rules so the person who contacts you may not be able to share any information with you unless the person who the referral is about agrees.

End of life care

Talking about the future and dying can be difficult, but it is important that you and your family, friends, and carers discuss your wishes as you near the end of your life.

More people are starting to make 'end of life plans' to make it easier for others to support and carry out their wishes when the time comes. This could include where you want to die, what treatment you would want, any cultural or religious requirements, and planning for your funeral. You might want to consider taking out a funeral plan to ensure that costs for your funeral are covered.

End of life care should help you live as well as possible until you die, and to die with dignity. Planning for your needs should mean that, if you wish to, you can remain in your own home or care home and not have to be admitted to hospital. Wherever you are being cared for, as you approach the end of your life you are entitled to a high quality of care.

Advance Decisions

This allows you to write down any treatments that you don't want to have in the future in case you later become unable to make or communicate decisions for yourself. It will only be used if you can't make or communicate a decision for yourself. The legal name is an Advance Decision to Refuse Treatment, and it's also sometimes called a Living Will or an Advance Directive.

Advance Decisions are legally binding in England and Wales, if they meet certain requirements. This means that if a healthcare professional knows you've made an Advance Decision,

they must follow it. If they ignore an Advance Decision, then they could be taken to court. Visit www.compassionindying.org.uk (search 'Planning ahead').

Preferred Priorities for Care (PPC)

This can help you prepare for the future. It gives you an opportunity to think about, talk about, and write down your preferences and priorities for care at the end of your life. You do not need to do this unless you want to.

The PPC can help you and your carers (your family, friends, and professionals) to understand what is important to you when planning your care. If a time comes when, for whatever reason, you are unable to decide for yourself, anyone who must make decisions about your care on your behalf will have to action anything you have written in your PPC. The PPC is not meant to be used for legally binding refusals of specific medical treatments in advance.

For an example of the PPC document, visit www.nhs.uk/Planners/end-of-life-care/Documents/Preferred_Priorities_for_Care.pdf

If you are being cared for at home or in a care home, your GP has overall responsibility for your care. The people providing your care should ask you about your wishes and preferences and take these into account as they work with you, your family, and your GP to plan your end of life care.

There are several useful websites and publications providing information about planning ahead and end of life care. Visit www.nhs.uk or www.cambridgeshire.gov.uk (search 'End of life care').

Palliative Care Hub

This is a free telephone service for anyone in Cambridgeshire and Peterborough who needs specialist palliative care advice or support. It is available to patients, family, friends, carers, GPs, and other health care professionals. Anyone who has been diagnosed with a life-limiting illness can access the service.

The hub can give advice and support where able, signpost to appropriate services, transfer you to another healthcare professional that can better help you, or complete necessary referrals to other services.

Call **111** (select option three).

Housing options

Finding the right support or accommodation is key to helping you remain independent and confident in your wellbeing and security. Visit www.cambridgeshire.gov.uk/adults (select 'Staying independent') or see page 20 of this Guide.

Tip

Use your action plan on page 6 to help you decide what you could do to stay safe, well, and independent at home for longer.



If you feel that you would benefit from being closer to family and friends or have easier access to services such as your local doctor, library, and shop, there are several housing options available that might meet your needs and help you to remain living independently at home for as long as possible.

Your district council's housing advice service can give you more information on housing in your area and what you might need to do to apply for social housing. The service will be able to assist if you are being asked to leave the home you are living in or think you might be at risk of becoming homeless.

Cambridge City Council

Email: housing.advice@cambridge.gov.uk
Tel: **01223 457000**

East Cambridgeshire District Council – Housing Advice Service

Email: housingservices@eastcambs.gov.uk
Tel: **01353 665555**

Fenland District Council

Email: housingadvice@fenland.gov.uk
Tel: **01354 654321**

Huntingdonshire District Council

Email: housingadvice@huntingdonshire.gov.uk
Tel: **01480 388218**

South Cambridgeshire District Council

Web: www.scambs.gov.uk/housing/housing-advice
Tel: **01954 713000**

Housing advice is also available from the following independent organisations.

Shelter

Web: england.shelter.org.uk
Tel: **0808 800 4444** (emergency advice helpline).

Citizens Advice

Web: www.citizensadvice.org.uk/housing

Supported Living

This can support people with a wide range of needs such as learning disabilities, autism, mental health conditions, and physical disabilities.

Supported Living services can vary between

homes that are shared by more than one person with similar needs. This is usually between two to four people although some schemes are bigger. The kitchen, living area, and garden will usually be shared.

Sheltered Housing

If you are feeling isolated in your current home or need some additional support on a long-term basis, Sheltered Housing may suit your needs.

In Sheltered Housing you have your own home, and usually you will also have access to an alarm that will allow you to call for help if needed.

You may also have access to visiting support staff if you need some extra help.

Accommodation is self-contained, and most schemes have a communal lounge, laundry room, and a garden. Many schemes run social events that are usually organised and run by residents living in the scheme.

Independent Housing with Care

Also known as Extra Care Housing, this is specially designed to enable older people to live independently. Like Sheltered Housing, you have your own self-contained flat with your own front door, but also have the reassurance of knowing that there is a care team on site 24 hours a day to meet your personal care needs and to respond to emergency calls, providing you and your family with peace of mind.

Extra Care Housing can be rented, owned outright, or shared ownership (part-owned and part-rented). Many people choose Extra Care Housing as an alternative to a residential care home because it provides a greater independence and flexibility to have family and friends to visit and stay.

Older People's Visiting Support Service

This service can provide short-term support to any older person in Cambridgeshire, including people living in Sheltered Housing.

The aim of the service is to support people to continue to live as independently as possible by helping them with things such as benefits, home

adaptations, applying for grants, and contacting other services that may be of help to them.

Cambridge City Council

Email: independent.living@cambridge.gov.uk

Web: www.cambridge.gov.uk/visiting-support-service

Tel: **01223 457199**

P3 – East Cambridgeshire, Fenland, and Huntingdonshire

Email: cpfss@p3charity.org

Web: www.p3charity.org/services/cambridgeshire-floating-support-service

Tel: **0808 169 8099**

South Cambridgeshire District Council

Email: visitingsupport@scambs.gov.uk

Web: www.scambs.gov.uk/housing/supported-and-older-people-services/visiting-support-service

Tel: **01954 713000**

For more information about national housing options, visit www.hoop.eac.org.uk

Cambridgeshire Shared Lives

A regulated service where an adult who has support and/or accommodation needs moves in with, or regularly visits a local individual, couple, or family, who has been trained and approved to be a Shared Lives carer.

Shared Lives enables a wide range of people who need support to live independent lives and have

their health and wellbeing promoted and can reduce the need for admission to hospital or residential care.

Email: cambridgeshiresharedlives@cambridgeshire.gov.uk

Web: www.cambridgeshire.gov.uk (search 'Shared Lives').

Tel: **01354 750084**

Cambridgeshire Outreach Service

Individualised support in your home and local community. The service works with you to develop your independence and community connections. This might include support to maintain your living environment, manage bills and correspondence, complete daily tasks, attend health appointments, access educational or health and fitness activities, or source work or volunteering opportunities.

Email: cambridgeshireoutreachservice@cambridgeshire.gov.uk



Personal care in your own home

If you need support with your personal care, such as washing yourself or getting dressed, you can employ a care worker to help you. The length of visits will

depend on the support that you need. The hourly rate charged for services depends on what help is required, the time of day, and location.

Live-in care

If you require a lot of help with your personal care, you may want to consider having a support worker who lives in your home, or 24-hour live-in care on a short-term basis. This will enable anyone who might support you informally to take a break.

Charges for live-in care depend on the amount of care and the skills and support required. When choosing your care worker, you can choose your own personal assistant, or you can use an agency. Before you make any decisions, you should contact home care providers and personal assistants to ask what they provide, their charges, and get a draft contract between you and them.

Tip

Some care workers may also help you with cleaning, shopping, and cooking. Before you choose who to use, ask them what they can and can't do. You can use the checklist on page 33 to help you choose a care worker.



People Plus Independent Living Services – Cambridgeshire

An experienced support and guidance provider to help people have choice and control over their care and support packages. People Plus can support with:

- Information about Direct Payments.
- Recruiting and employing a personal assistant.
- Identifying a suitable support provider.
- Planning for emergencies.
- Access to peer support in local community.

Email: ilscambridgeshire@peopleplus.co.uk
Web: www.peopleplus.co.uk/health-social-care-support
Tel: **0330 123 2815**

Inspecting and regulating home care services

All registered providers of home care must be regulated and inspected by the Care Quality Commission (CQC). All services are awarded quality rating reports. The ratings mean you can easily see where a service is performing well, and where it needs to improve.

Tip

It's always a good idea to check inspection reports and ratings when choosing a care service. You can find reports and ratings on the **CQC's** website at www.cqc.org.uk



care you need will cost you. If you are unable to afford this, the council may be able to contribute towards the cost. To find out more about support Cambridgeshire County Council can provide, see page 52. For more information about care at home, visit www.cambridgeshire.gov.uk/residents/adults

For home care arranged by Cambridgeshire County Council, the agencies used are accredited to work for the council. It will let you know how much the



Care homes

Moving into a care home is a major commitment – it involves changing where you live and potentially paying a lot of money for your ongoing accommodation and care needs.

Tip

Before you think about moving into a care home, consider other less disruptive, and potentially less costly options such as equipment, adaptations, or personal care support.



Consider whether you really need the amount of care available at a care home and look at

alternative accommodation such as Extra Care Housing schemes or Supported Living. These offer independence with an increased level of care and support.

If no other accommodation options are suitable for you, a care home may be the way to meet your needs.

Residential and nursing care homes are where a number of people live together, supported by care staff, who are available 24 hours a day. Care homes cater for older people, and for younger adults with disabilities.

Inspecting and regulating residential care services

All care homes must be registered and inspected by the Care Quality Commission (CQC), who award quality rating reports. The ratings mean you can easily see where a service is performing well, and where it needs to improve.

Tip

It's always a good idea to check inspection reports and ratings when choosing a care service. You can find reports and ratings on the **CQC's** website at www.cqc.org.uk



providing care for people with dementia, use the checklist on page 61. Care homes may be privately owned or run by charities or councils. To be eligible for a care home placement arranged by the council, you will need to have a care and support assessment and must have a care and support need that cannot be met through alternative options.

The council will let you know how much the care home will cost you, and, if you are unable to afford this, the council may be able to contribute towards the cost. To find out more about the support the council can provide, see page 52.

When considering potential care homes, use the checklist on page 63 and for homes

Types of care home

Residential care homes

For people who can't continue to live at home, even with additional support, or changes to their home. If you are unable to receive the support you need at home, you may want to consider a residential care home. A residential care home helps you with personal care, including eating, washing, going to the toilet, and dressing. These homes do not offer nursing support.

Care homes with nursing

Provide the same personal care as residential care homes, but they also provide 24-hour nursing care

by trained nursing staff. Before entering a nursing home, you will need to be assessed to ensure that your needs will be best met within a nursing home. If the person requiring care has a diagnosis of dementia, you will need to make sure that the home is able to meet these needs.



Choosing care and support

Residential dementia care checklist

© 2024 Care Choices Ltd

Home 1

Fees per week	Quality rating*
£	
£	
£	

Home 2

Home 3

We suggest that you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 63. You can download and print this checklist at www.carechoices.co.uk/checklists

Design

Are there clear signs throughout the home?

Has the home been designed or adapted for people with dementia?

Are the home and grounds secure?

Are there prompts outside the residents' rooms to help people identify their own?

Is the décor familiar to your loved one?

Choices

Do residents get a choice in terms of what they wear each day?

Are residents encouraged to be independent?

Can residents decide what to do each day?

Can residents have a say in the décor of their room?

Activities

Are residents able to join in with household tasks like folding washing?

Are there activities on each day?

Can residents walk around outside on their own?

Are residents sitting in front of the TV or are they active and engaged?

Are there rummage boxes around?

Health

Can residents get help with eating and drinking?

How often does the home review residents' medication?

Does the home offer help if a resident needs assistance taking medication?

Do GPs visit the home regularly?

Staff

Are staff trained to identify when a resident might be unwell?

Are staff trained to spot when someone needs to go to the toilet?

Do the staff have any dementia-specific training/experience?

Will your loved one have a member of staff specifically responsible for their care?

Approach to care

Does the home follow a specific approach to dementia therapy, for example, validation therapy?

Will the home keep you informed about changes to your loved one's care?

Does the home have a specific approach to end of life care?

Does the home keep up to date with best practice in dementia care?

*See page 60.



9.7

Average Group
Review score 2023
carehome.co.uk*

*carehome.co.uk scores are based on independent reviews with a maximum score of 10. Rating correct as at 06/12/2023.

Regulated by



A wonderful care home with wonderful staff always very helpful and friendly.

Nelson Lodge relative carehome.co.uk quote

In a 2023 survey of all our care homes, when asked if 'Staff have a professional and friendly manner', **97% of family and friends agreed.**



anchor

Who Cares? We do, and we always will

**Clayburn Court care home, Clayburn Road,
Peterborough, PE7 8LB | 01733 910 203**

**Nelson Lodge care home, Whinfell Close, Eaton Socon,
St Neots, PE19 8AB | 01480 710 699**

Visit ww.anchor.org.uk/care-homes

Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

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

Staff

- What is the minimum number of staff that are available at any time?
- Are staff respectful, friendly and polite?
- Do staff have formal training?
- Are the staff engaging with residents?

Activities

- Can you get involved in activities you enjoy?
- Is there an activities co-ordinator?
- Does the home organise any outings?
- Are residents escorted to appointments?
- Do the residents seem entertained?
- Does the home have a varied activities schedule?

Life in the home

- Is the home adapted to suit your needs?
- Can you bring your own furniture?
- Are there enough plug sockets in the rooms?
- Are there restrictions on going out?
- Is there public transport nearby?
- Does the home provide any transport?
- Can you make/receive calls privately?
- Can you decide when to get up and go to bed?
- Does the home allow pets?
- Does the home use Digital Care Planning accessible to families?

Personal preferences

- Is the home too hot/cold? Can you control the heating in your room?
- Is the décor to your taste?
- Are there restricted visiting hours?
- Is there somewhere you can go to be alone?
- Does the home feel welcoming?

Catering

- Can the home cater for any dietary requirements you may have?
- Does the menu change regularly?
- Can you eat when you like, even at night?
- Can you have food in your room?
- Is there a choice of food at mealtimes?
- Is alcohol available/allowed if you want it?
- Can visitors join you for meals?

Fees

- Do your fees cover all of the services and activities?
- Are fees likely to change regularly?
- Is the notice period for cancellation of the contract reasonable?
- Could you have a trial period?
- Can you keep your room if you go into hospital?
- Can you handle your own money?

*See page 60.



TLC Care in Cambridge

Cambridge Manor and Cherry Hinton Care Home warmly welcomes you and your loved ones to discover the excellence of our Nursing, Dementia, Residential, and Respite care. Our committed teams emphasise personalised care, seamlessly integrating advanced technology and state-of-the-art healthcare facilities.

From engaging activities to delightful cuisine, we create a fulfilling environment.

Conveniently situated, our homes provide a flexible care pathway to meet evolving needs. Embrace outstanding short or long-term care with a dedicated emphasis on exemplary Dementia and Nursing care, supported by cutting-edge technology and healthcare resources.

66

Cambridge Manor is excellent. I was dreading coming to a care home for respite, but I needn't have worried at all. It is heaven here. Every member of staff is so kind and friendly. They are always around and help is immediate. Rooms lovely. Food fabulous. I can't thank them enough.

Residents, August 2023
Cambridge Manor Care Home

Such a lovely home. All staff are friendly and helpful. Would recommend this home. All our worries have been taken away, we as a family, couldn't ask for more, can't find fault with anything. Always a warm friendly welcome from reception when you walk in. Thank you for your care.

Daughter in law of the residents,
October 2023
Cherry Hinton Care Home

99

 **TLC**
Cambridge Manor
Care Home

33 Milton Road,
Cambridge, CB4 1UZ

01223 633 940

cambridgemanor.co.uk

 **TLC**
Cherry Hinton
Care Home

369 Cherry Hinton Road,
Cambridge, CB1 8DB

01223 633 932

cherryhintoncarehome.co.uk

Cambridge City care homes

See page 67 for the **Service User Bands** key

Brook House Care Home

45 Seymour Street, Cambridge CB1 3DJ
Tel: 01223 247864

OP D

Primrose Croft Care Home

Primrose Street, Cambridge CB4 3EH
Tel: 01223 354773

OP D

Cambridgeshire County Council – 40-44 Russell Street

Cambridge CB2 1HT
Tel: 01223 712261

LDA YA

Rosewood

1 Edmund Close, Milton, Cambridge CB24 6ZS
Tel: 01223 440183

PD LDA

Pauline Burnet House

1 Pippin Drive, Chesterton, Cambridge CB4 1GL
Tel: 01223 883130

PD LDA

Winston House

19 Brooklands Avenue, Cambridge CB2 8BG
Tel: 01223 356795

MH

Cambridge City care homes with nursing

Advertisers are highlighted

Buchan House Care Home

Buchan Street, Cambridge CB4 2XF
Tel: 01223 712111

OP D

Heathlands House

Bullen Close, Cambridge CB1 8YU
Tel: 01223 618838

OP D PD YA

Cambridge Care Home, The

5 High Street, Chesterton, Cambridge CB4 1NQ
Tel: 01223 323774

OP D

St Georges Court Care Home

Russell Street, Cambridge CB2 1HT
Tel: 01223 712135

OP D

Cambridge Manor Care Home

33 Milton Road, Cambridge CB4 1UZ
Tel: 01223 633940 **Advert page 64**

OP YA

Woodlands Care Centre

Hawkins Road, Cambridge CB4 2RD
Tel: 01223 324444

OP D PD YA

Cherry Hinton Nursing Home

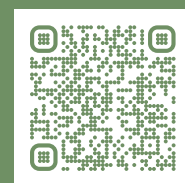
369 Cherry Hinton Road, Cambridge CB1 8DB
Tel: 01223 633932 **Advert page 64**

OP D YA

For more information about care homes with nursing, see page 60.

Care decisions can be daunting.

greensleeves
care
You're among friends



At Greensleeves Care, we understand that.

That's why, when you join one of our homes, you can try for 6 weeks before committing. You have peace of mind knowing we will never ask you to leave if your funds run out. And you get the satisfaction that every penny goes towards delivering 24/7 care and supporting a charity.

Ready to find out more? Call your local Greensleeves Care home today.

Rose Cottage

01487 801 957

School Rd, Broughton,
Huntingdon PE28 3AT

The Orchards

01353 880 414

2 Forsythia Rd,
Ely CB6 2FU



Alderton House

5 Wellington Street, Littleport, Ely CB6 1PN
Tel: 01353 862677

LDA YA

Lily House

Lynn Road, Ely CB6 1SD
Tel: 01353 666444

OP D YA

Brambles, The

104 Station Road, Soham, Ely CB7 5DZ
Tel: 01353 722971

LDA

Littleport Grange

Grange Lane, Ely Road, Littleport, Ely CB6 1HW
Tel: 01353 861329

OP D YA

Fair Haven Care Home

102 Station Road, Soham, Ely CB7 5DZ
Tel: 01353 720916

OP D

Orchards, The

2 Forsythia Road, Ely CB6 1DP
Tel: 01353 880414 **Advert page 65**

OP D PD SI

Fen House

143 Lynn Road, Ely CB6 1SD
Tel: 01353 667340

OP PD YA

Queens Court

2 Downing Close, Bottisham, Cambridge CB25 9DD
Tel: 01223 811905

OP D

Firs Residential Care Home, The

Tower Farm, Tower Road, Little Downham, Ely CB6 2TD
Tel: 01353 699996

OP D PD YA

Robinson House

24c Fordham Road, Soham, Ely CB7 5AQ
Tel: 01353 624330

LDA YA

Guyatt House

42 The Causeway, Burwell, Cambridge CB25 0DU
Tel: 01638 610109

LDA YA

Vera James House

Chapel Street, Ely CB6 1TA
Tel: 01353 661113 **Advert below**

OP D YA

Holly Cottage LLP

1 Egremont Street, Ely CB6 1AE
Tel: 01353 661297

LDA

Waterbeach Lodge

Ely Road, Cambridge CB25 9NW
Tel: 01223 862576

OP D PD LDA MH SI YA

Advert inside front cover

Laburnum Lodge

2 Victoria Street, Littleport, Ely CB6 1LX
Tel: 01353 860490

OP D PD SI YA

If you are considering a care home, see the checklist on page 63.

East Cambridgeshire care homes with nursing

Hilton Park Care Home

Bottisham, Cambridge CB25 9BX
Tel: 01223 633 505 **Advert page 5**

OP D PD MH YA

Oaklands Care Home

Bottisham, Cambridge CB25 9BX
Tel: 01223 633 504

Advert page 5
OP D PD MH YA

Limes 1, The

5 Church Lane, Littleport, Ely CB6 1PS
Tel: 01353 863194

D MH

Soham Lodge

Soham Bypass, Soham, Ely CB7 5WZ
Tel: 01353 720775

OP D MH YA

www.glenholme.org.uk

Glenholme
Passionate about care

Find reassurance and care for you or your loved one at our Cambridgeshire Care facilities.



Vera James House

A 42-bed care home providing residential, dementia, respite and end of life care.
A purpose-built residential care home for older people situated in the centre of Ely within walking distance of the market place and the cathedral.

Wendreth Court Opening in 2024

A 54-bed care home providing residential, dementia, respite and end-of-life care.
Situated in the heart of March, Cambridgeshire, Wendreth Court Care Home stands as a sanctuary of comfort and well-being.

✉ enquiries@glenholme.org.uk

Vera James House ☎ 01353 661113
Chapel St, Ely CB6 1TA

Wendreth Court ☎ 01354 702777
Peterhouse Crescent, March PE15 8QT

Fenland care homes

Aliwal Manor Care Home

Turners Lane, Whittlesey PE7 1EH
Tel: 01733 203347

OP D

Dove Court

Kirkgate Street, Wisbech PE13 3QU
Tel: 01945 474746

OP D YA

Barton Manor Care Home

99 Barton Road, Wisbech PE13 4TF
Tel: 01945 793126

OP D PD MH SI YA

Gables Care Home, The

1 East Park Street, Chatteris PE16 6LA
Tel: 01354 693858

OP

Belmont Road

9-10 Belmont Road, March PE15 8RQ
Tel: 01354 660623

PD LDA YA

Hermitage, The

6-12 St Marys Street, Whittlesey PE7 1BG
Tel: 01733 204922

OP

Cambridgeshire County Council – 20 Alder Close

March PE15 8PY
Tel: 01354 654146

OP LDA YA

Keneydon House

2 Delph Street, Whittlesey PE7 1QQ
Tel: 01733 203444

OP D

Chestnuts Residential Care Home, The

169 Norwich Road, Wisbech PE13 3TA
Tel: 01945 584580

OP D PD SI YA

Langley Lodge Residential Home

26 Queens Road, Wisbech PE13 2PE
Tel: 01945 582324

OP

Clovelly House

44 Station Road, March PE15 8LE
Tel: 01354 655768

OP

Lyncroft Care Home

81 Clarkson Avenue, Wisbech PE13 2EA
Tel: 01945 475229

OP D YA

Conquest Lodge

Dagless Way, March PE15 8QY
Tel: 01354 659708

OP PD LDA MH YA

Springfield Residential Home

63 The Causeway, March PE15 9NY
Tel: 01354 652451

OP D

Fenland care homes with nursing

Aria Court

Coronation Close, March PE15 9PP
Tel: 01354 661551

OP D PD YA

Askham Place

13 Benwick Road, Doddington, March PE15 OTX
Tel: 01354 740269

PD YA

Askham Court

13 Benwick Road, Doddington, March PE15 OTX
Tel: 01354 740269

PD YA

Cedar Court Nursing Home

37 New Road, Whittlesey, Peterborough PE7 1SU
Tel: 01733 350320

OP D

Askham Grove

13 Benwick Road, Doddington, March PE15 OTX
Tel: 01354 740269

OP D PD

Conifer Lodge

134 North Brink, Wisbech PE13 1LL
Tel: 01945 474912

OP LDA MH YA

Askham Hall

13 Benwick Road, Doddington, March PE15 OTX
Tel: 01354 740269

OP D

Gables Care Home, The

101 Coates Road, Eastrea, Whittlesey, Peterborough PE7 2BD
Tel: 01733 515235

OP D MH YA

Askham House

13 Benwick Road, Doddington, March PE15 OTX
Tel: 01354 740269

OP MH

Glennfield Care Home

Money Bank, Wisbech PE13 2JF
Tel: 01945 581141

OP D

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

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The Hillings, St Neots, PE19 8HZ

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Orchard House Care Home

107 Money Bank, Wisbech PE13 2JF
Tel: 01945 578654

OP D PD MH

Swan House Care Home

Swan Drive, New Road, Chatteris PE16 6EX
Tel: 01354 696644

OP D PD SI

Rose Lodge Care Home

Walton Road, Wisbech PE13 3EP
Tel: 01945 223 132

Advert page 5
OP D PD MH YA

For more information about care homes with nursing, see page 60.

Huntingdonshire care homes

Brookfield Residential Home

1 High Street, Somersham, Huntingdon PE28 3JA
Tel: 01487 840900

OP

Hill House

High Street, Ellington, Huntingdon PE28 0AG
Tel: 01480 890324

OP D YA

Cambridgeshire County Council – 6 St Lukes Close

Huntingdon PE29 1JT
Tel: 01480 456941

LDA YA

Hill View

46 St Judiths Lane, Sawtry, Huntingdon PE28 5XE
Tel: 01487 831709

OP D

Chase Care Home, The

Medway Road, Huntingdon PE29 1SF
Tel: 01480 278080 Advert page 68

OP D PD SI

Hillings, The

Grenville Way, Eaton Socon, St. Neots PE19 8HZ
Tel: 01206 646646 Advert page 68

OP D YA

Conquest House

Straight Drove, Farcet, Peterborough PE7 3DJ
Tel: 01733 244623

LDA MH YA

Manor Farm

Pittsdean Road, Abbotsley, St. Neots PE19 6UW
Tel: 01767 679900

LDA

Elm House

Howitts Lane, Eynesbury, St. Neots PE19 2JA
Tel: 01480 471166

LDA

Manor, The – Care Home Physical Disabilities

Church Road, Brampton, Huntingdon PE28 4PF
Tel: 01480 412412

OP PD LDA YA

Eynesbury House

Howitts Lane, Eynesbury, St. Neots PE19 2JA
Tel: 01480 218899

LDA MH

Nelson Lodge

Whinfell Close, Off Nelson Road, Eaton Socon, St. Neots PE19 8AB
Tel: 01480 710699 Advert page 62

OP D YA

Ferrars Hall Care Home

Ferrars Road, Huntingdon PE29 3DQ
Tel: 01480 456359

OP D

Oakleigh Residential Care Home

22 North Road, Alconbury Weston, Huntingdon PE28 4JR
Tel: 01480 890248

OP D

Florence House Residential Home

Westfield Road, Ramsey, Huntingdon PE26 1JR
Tel: 01487 812295

OP

Hardwick Dene

Hardwick Lane, Buckden, St. Neots PE19 5UN
Tel: 01480 811322

OP D YA

Oakley House

10 Bushmead Road, Eaton Socon PE19 8BP
Tel: 01480 407010

LDA

HF Trust – Corunna Close

1 Corunna Close, Eaton Ford, St. Neots PE19 7NE
Tel: 01480 471937

OP LDA YA

Oaktrees

Warboys Road, Oldhurst, Huntingdon PE28 3AA
Tel: 01487 822878

LDA

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



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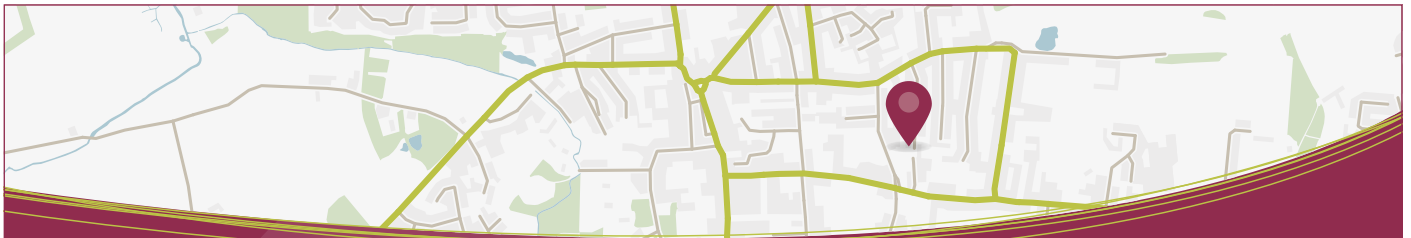
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27 Church Street, St. Neots PE19 2BU

Tel: 014-80 476789

OP D PD MH SI YA

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Hawthorne Road, Yaxley, Peterborough PE7 3JP

Tel: 01733 240972

OP D PD SI

Paxton Hall Care Home

Rampley Lane, Little Paxton, St. Neots PE19 6NY

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OP D LDA

Potton View

Mill Hill, Potton Road, Gamlingay, Sandy SG19 3LW

Tel: 01767 654866

OP

Rheola Care Home

Broad Leas, St. Ives PE27 5PU

Tel: 014-80 375163

OP D

Rose Cottage Residential Home

School Road, Broughton, Huntingdon PE28 3AT

Tel: 014-87 801957 **Advert page 65** OP D PD MH SI

Royal Mencap Society – 32 Kings Lane

Popewalk House, St. Neots PE19 1LB

Tel: 014-80 214928

LDA

Saxon Manor Care Home

Russet Close, Godmanchester, Huntingdon PE29 2FF

Tel: 014-80 741553 **Advert page 70** OP D PD SI YA

Woodlands

50 High Street, Earith, Huntingdon PE28 3PP

Tel: 014-87 841404

OP D YA

If you are considering a care home, see the checklist on page 63.

Huntingdonshire care homes with nursing

Cromwell House Care Home

82 High Street, Huntingdon PE29 3DP

Tel: 014-80 411411

OP D

Eltisley Manor

Cambridge Road, Eynesbury, Hardwick,

St. Neots PE19 6SR

Tel: 014-80 881006

OP MH YA

Field Lodge

London Road, St. Ives PE27 5EX

Tel: 014-80 499840

OP D PD MH YA

Ford House

140 St. Neots Road, Eaton Ford,

St. Neots PE19 7AL

Tel: 014-80 472017

OP D PD MH

Glebe Farm

Green Lane, Upton, Huntingdon PE28 5YE

Tel: 014-80 702702

LDA MH

Hunters Down Care Home

Hartford Road,

Huntingdon PE29 1XL

Tel: 014-80 456899

OP D PD MH SI YA

Manor House Care Home

80 Huntingdon Road, Upwood, Ramsey,

Huntingdon PE26 2QQ

Tel: 014-87 814333

OP D MH

Montague House

Keeling Lane, Brampton, Huntingdon PE28 4BS

Tel: 014-80 772303 **Advert page 15** OP D PD SI YA

Primrose Hill Care Home

Thames Road, Huntingdon PE29 1QW

Tel: 014-80 450099

OP D YA

Red House Care Home, The

Bury Road, Ramsey, Huntingdon PE26 1NA

Tel: 014-87 813936

OP D PD



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

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10 June 2023

Aurora Orchard Manor Transition Service

Manor Road, Meldreth, Royston SG8 6LG
Tel: 01763 268020

LDA YA

Box Tree Cottage Residential Home

16 Way Lane, Waterbeach, Cambridge CB25 9NQ
Tel: 01223 863273

OP D MH YA

Bramley Avenue

73 Bramley Avenue, Melbourn,
Royston SG8 6HG
Tel: 01763 261682

PD SI YA

Chamarel

8 High Street, Longstanton, Cambridge CB24 3BP
Tel: 01954 789856

LDA

Churchfield Avenue

21-23 Churchfield Avenue, Sawston CB22 3LA
Tel: 01223 835733

LDA YA

Fitzwilliam House Care Home

Rooks Street, Cottenham, Cambridge CB24 8QZ
Tel: 01954 273310

OP D

Hatley Court

37 Burgess Road, Waterbeach,
Cambridge CB25 9ND
Tel: 01223 863414 **Advert page 72**

OP PD SI YA

Home Meadow

Comberton Road, Toft CB23 2RY
Tel: 01206 646646 **Advert page 68**

OP D

Kay Hitch Way

4 Kay Hitch Way, Histon, Cambridge CB24 9YR
Tel: 01223 235406

OP PD LDA MH SI YA

La Marsh

9 Crowlands, Cottenham, Cambridge CB24 8TE
Tel: 01954 250734

PD LDA

Maycroft Care Home

73 High Street, Meldreth, Royston SG8 6LB
Tel: 01763 260217

OP D PD SI YA

Melbourn Springs Care Home

Hyacinth Drive, Melbourn, Royston SG8 6FY
Tel: 01763 722 320 **Advert page 5**

OP D YA

Mill Lane

17a Mill Lane, Histon, Cambridge CB24 9HW
Tel: 01223 232288

OP PD LDA SI YA

Orchard House Residential Care Home

191 High Street, Sawston CB22 3HJ
Tel: 01223 712050

OP D

Poplars, The

58 Station Road, Histon, Cambridge CB24 9LQ
Tel: 01223 232201

PD LDA

Southwell Court

Hinkins Close, Melbourn, Royston SG8 6JL
Tel: 01763 750006

OP YA

Voyage 1 Ltd – Waterbeach

Fresh Fields, Primrose Lane, Waterbeach,
Cambridge CB25 9JZ
Tel: 01223 441452

OP YA

Wheatsheaf House

5 High Street, Cottenham CB24 8SA
Tel: 01227 832981

D LDA MH

Yew Tree Cottage

15-17 Padlock Road, West Wrating,
Cambridge CB21 5LS
Tel: 01223 290600

OP LDA YA

Yewdale Farm

West Fen, Willingham, Cambridge CB24 5LP
Tel: 01954 261307

OP LDA YA



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

Arlington Manor Care Home

Wellbrook Way, Girton, Cambridge CB3 0FW

Tel: 01223 733660

OP D PD SI YA

Bramley Court

Chivers Way, Histon CB24 9AH

Tel: 01223 202139 **Advert page 72**

OP D

Cambridgeshire Care Home, The

176-178 Cambridge Road, Great Shelford,

Cambridge CB22 5JU

Tel: 0808 223 5550

OP D PD SI YA

Cottenham Court Bupa Care Home

High Street, Cottenham,

Cambridge CB24 8SS

Tel: 01954 768553

Advert page 72

OP PD YA

Eden View

High Street, Bottisham, Cambridge CB25 9BB

Tel: 01223 813620

PD

Etheldred House Care Home

Clay Street, Histon CB24 9EY

Tel: 01223 236079

OP D MH SI YA

Gracefield Nursing Home and Residential Care Home

St. Neots Road, Dry Drayton, Cambridge CB23 8AY

Tel: 01954 210833

OP D PD LDA MH SI

Home Close

Cow Lane, Fulbourn CB21 5HB

Tel: 01206 646646 **Advert page 68**

OP D

Midfield Lodge

Cambridge Road, Oakington CB24 3BG

Tel: 01223 232267 **Advert below**

OP D PD YA

Sunflowers Care Ltd

119 Histon Road, Cottenham,

Cambridge CB24 8UQ

Tel: 01954 252138

PD LDA SI YA

Symonds House

44 Symonds Lane, Linton, Cambridge CB21 4HY

Tel: 01223 891237

OP D

For more information about care homes with nursing, see page 60.



Midfield Lodge

With 60 beds and recently refurbished, Midfield Lodge is a welcoming environment specialising in nursing care for younger adults with disabilities, elderly care and end of life care. We are also conveniently located between Girton and Oakington.

We promote individual, person-centred care in a relaxed and comfortable atmosphere, encouraging independence, choice and dignity throughout all that we do. The team provide 24/7 residential care, elderly care, end of life care, respite care and nursing care – this includes caring for a wide range of ailments and mental health issues.

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- ◆ Promote choice, dignity, respect and control
- ◆ To promote individuality within a person centred approach

01223 232 267

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midfield.lodge@mavenhealthcare.co.uk ◆ www.mavenhealthcare.co.uk

Cambridge Road, Oakington, Cambs, CB24 3BG



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

Index (By subject)

Activities and groups	9	Financial information and advice, independent	16, 49	Motability	7
Advocacy services	48	Finding a reliable trader	23	My action plan	6
Age UK Cambridgeshire and Peterborough	9, 24, 47-48	Getting out and about	7	Paying for care	48-51
Alarms and detectors	22-23	Handyperson Service, Cambridgeshire	24	Paying for residential care	50-51
Assessments, social care	52-53	Healthwatch Cambridgeshire	54	Paying for your own care and support at home	48-49
Avoiding scams	24	Help at Home (Care Network)	10, 47	Personal Budgets	50
Benefits information	11, 16, 25, 48-49, 52	Home adaptations	20-22	Personal care	59
Blue Badges	7	Home care checklist	33	Physical disability services	28
Cambridgeshire Skills	11	Home fire safety checks	23	Planning for an emergency (carers)	13
Care homes	50, 60, 61, 63	Hospital, coming home from	47	Reablement	47
Care homes checklist	63	Housing options	57-58	Residential dementia care checklist	61
Care in your own home	27-29, 33, 47, 49-50, 59	Inspecting and regulating care services	59	Safe + Well Cambridgeshire	21
Care Network	9-10, 47	Lasting Power of Attorney	51	Safeguarding adults	54-55
Carer's Allowance	16	Learning, employment, and volunteering	11-12	Sensory services	28
Carers' information	9, 12-14, 17	Library services	10	Sheltered housing	57-58
Checklists	33, 61, 63	Live-in care	59	Shopmobility	8
Community Navigators	27	Living at home	20-26, 59	Silver Line, The	9
Community transport	8	Looking after someone	12-14	Specialist services	25-26
Daily living and equipment	20-21	Making a compliment, comment, or complaint	53	Staying independent and living at home	20-24
Deferred Payment Agreements	50-51	Meals on wheels	27	Transport	7-8
Dementia care	29, 60	Mental health	9-10, 17-18	Wheelchair service	7
Direct Payments	50-52			Worried about someone or yourself	54-55
End of life care	56				
Extra Care housing	58				
Falls	19-20				



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A Quality Care Service Ltd	35	Christine Marie Care	37	Helping Hands Cambridge	41
Adelaide Care Ltd	35	CHS Homecare (Domiciliary Care Agency)	37	Hills Independent	
Affinity Trust Domiciliary Care Agency East	35	City Care Services	37	Homecare Service	41
Agincare UK Ltd	35	Community Support Service	37	Holistic Healthcare Cambridge	41
Alina Homecare – Cambridge	35	Compassionate Heart	37	Home Instead Huntingdon	41
Alpha Health & Social Care Services Cambridgeshire	35	Conquest Lodge	37	Hunts Mencap Hub	41
Anglian Care and Domestic Support Services Ltd	35	CorderCare Office	37	Jasmine House – Ely	41
Aspire Plus Ltd	35	Cornerstone Care Ltd	37	Join Homecare Ltd	41
Astar1 Care Agency Ltd	35	Destiny Intergrated Care Cambridge Branch	37	Joining Hands Healthcare Kingdom Healthcare Services Ltd	41
Avail (Cambridge)	35	DJSupport	37	Lilyrose Care Group Ltd	
Avail (Huntingdon)	35	Dream Elite Care	37	– Cambridge	41
Beaumont Healthcare Ltd	35	Eaton Home Care Ltd	37	Love Life Care	41
Better Home Care	35	Edina Court	39	Lucmont Ltd T/A Home Instead Senior Care	43
Bircham House	35	Edmund House	39	Mears Care – St Neots	43
Bloomsbury Home Care – Cambridgeshire	35	EliteNurse Home Support Services	39	Mencap – March Domiciliary Care Agency	43
Blue Lotus Healthcare Cambridge	35	ELMS Health Solutions	39	Mendcare	43
Bluebird Care (Cambridge and South Cambs)	35	Ely Diocesan Association for Deaf People (Cambridgeshire Deaf Association)	39	Mercylink Care Cambridgeshire	43
Bluebird Care (Huntingdonshire)	37	Faith Care Line Services Ltd	39	MF Healthcare Ltd	43
Bluebird Care (Newmarket and Fenland)	37	Fara Healthcare Ltd	39	MiHomecare Cambridge	43
Bridging Gaps Services	37	Fen Homecare	39	MS Care Ltd	43
BZ For Care Ltd	37	First Assure Care Ltd	39	Multi-Care Community Services Ltd	43
Caerus Care Ltd	37	Fitzroy Supported Living – Cambridgeshire	39	Nobilis Wisbech	43
Cambridge Care Services	37	Four Oaks Healthcare Ltd	39	Northcrest Healthcare Ltd	43
Cambridgeshire and Peterborough Domiciliary Care Agency	37	Frontal Care Ltd	39	Nurseplus UK – Cambridge	43
Cambridgeshire County Council Reablement Service	37	Fuschia Homecare Cambridge	41	Oasis Care Solutions Ltd	45
Caremark Cambridge and South Cambridgeshire	37	Future Care Solutions	41	Oath Healthcare	45
CareRooms Head Office	37	Gella Care Services Ltd	41	Olive Healthcare Solutions Ltd – Cambridgeshire	45
Caretech Community Service Ltd (East Anglia)	37	Gifted Quality Care	41	Omanes Care Ltd	45
		Girassol Community Care (Huntingdonshire)	41	Paxigate Healthcare Ltd	45
		Gracefilled Care Service	41	Priory Supported Living East England	45
		Greenwood Homecare Cambridge	41	Procure Quality Services Pvt Ltd	45
		Guyatt House Care	41	Quality Home Care Anglia Ltd	45

Quality Living Plus Services Ltd	45	Cambridge	45	Visiting Angels	46
Radis Community Care (Huntingdon)	45	Rest Assured Homecare (UK) Ltd	45	Voyage (DCA) Cambridge City	46
Radis Community Care (Somers Court)	45	Servoca Complex Care – Cambridge	45	Westminster Homecare (Cambridge)	46
Rainbow Outreach and Healthcare Solutions Ltd Cambridgeshire	45	Support 4 U Healthcare	45	Westminster Homecare Ltd (Independent Living Network)	46
Ranis Healthcare Ltd	45	Taylor Care Ltd	45	Willow Care and Support Group	46
Ravdon Health Care Ltd	45	TCS Homecare	45	Woodlands Court	46
Ray Care Services	45	Total Healthcare Ltd	45	Yew Tree Cottage	46
Reed Specialist Recruitment Ltd – Cambridge	45	Trinity Carestaff Solutions Ltd	46	Yolanda Company Ltd	46
Regional Care Cambridge	45	Triple Home Care Ltd	46	Your Life (Ely)	46
Reliance Care Services		Trust Homecare Solution Ltd	46		
		Unified Home Care Ltd	46		

Care homes and care homes with nursing

Alderton House	66	Cambridgeshire County Council	65	Fitzwilliam House Care Home	73
Aliwal Manor Care Home	67	– 40-44 Russell Street	65	Florence House Residential Home	69
Aria Court	67	Cedar Court Nursing Home	67	Ford House	71
Arlington Manor Care Home	74	Chamarel	73	Gables Care Home, The	67
Askham Court	67	Chase Care Home, The	69	Glebe Farm	71
Askham Grove	67	Cherry Hinton Nursing Home	65	Glennfield Care Home	67
Askham Hall	67	Chestnuts Residential Care Home, The	67	Gracefield Nursing Home and Residential Care Home	74
Askham House	67	Churchfield Avenue	73	Guyatt House	66
Askham Place	67	Clovelly House	67	Hardwick Dene	69
Aurora Orchard Manor Transition Service	73	Conifer Lodge	67	Hatley Court	73
Barton Manor Care Home	67	Conquest House	69	Heathlands House	65
Belmont Road	67	Conquest Lodge	67	Hermitage, The	67
Box Tree Cottage Residential Home	73	Cottenham Court Bupa Care Home	74	HF Trust – Corunna Close	69
Brambles, The	66	Cromwell House Care Home	71	Hill House	69
Bramley Avenue	73	Dove Court	67	Hill View	69
Bramley Court	74	Eden View	74	Hillings, The	69
Brookfield Residential Home	69	Elm House	69	Hilton Park Care Home	66
Brook House Care Home	65	Eltisley Manor	71	Holly Cottage LLP	66
Buchan House Care Home	65	Etheldred House Care Home	74	Home Close	74
Cambridge Care Home, The	65	Eynesbury House	69	Home Meadow	73
Cambridge Manor Care Home	65	Fair Haven Care Home	66	Hunters Down Care Home	71
Cambridgeshire Care Home, The	74	Fen House	66	Kay Hitch Way	73
Cambridgeshire County Council		Ferrars Hall Care Home	69	Keneydon House	67
– 6 St Lukes Close	69	Field Lodge	71	Laburnum Lodge	66
Cambridgeshire County Council		Firs Residential Care Home, The	66	La Marsh	73
– 20 Alder Close	67			Langlely Lodge Residential Home	67

Lily House	66	Old Vicarage Care Home, The	71	Royal Mencap Society	
Limes 1, The	66	Olivemedede	71	– 32 Kings Lane	71
Littleport Grange	66	Orchard House Care Home	69	Saxon Manor Care Home	71
Lyncroft Care Home	67	Orchard House Residential		Springfield Residential Home	67
Manor Farm	69	Care Home	73	Soham Lodge	66
Manor House Care Home	71	Orchards, The	66	Southwell Court	73
Manor, The – Care Home Physical		Pauline Burnet House	65	St Georges Court Care Home	65
Disabilities	69	Paxton Hall Care Home	71	Sunflowers Care Ltd	74
Maycroft Care Home	73	Poplars, The	73	Swan House Care Home	69
Melbourn Springs Care Home	73	Potton View	71	Symonds House	74
Midfield Lodge	74	Primrose Croft Care Home	65	Vera James House	66
Mill Lane	73	Primrose Hill Care Home	71	Voyage 1 Ltd – Waterbeach	73
Montague House	71	Queens Court	66	Waterbeach Lodge	66
Nelson Lodge	69	Red House Care Home, The	71	Wheatsheaf House	73
Oaklands Care Home	66	Rheola Care Home	71	Winston House	65
Oakleigh Residential		Robinson House	66	Woodlands	71
Care Home	69	Rose Cottage Residential Home	71	Woodlands Care Centre	65
Oakley House	69	Rose Lodge Care Home	69	Yew Tree Cottage	73
Oaktrees	69	Rosewood	65	Yewdale Farm	73

Other advertisers

AgeCare	Inside front cover	Connaught	68	Mobility Your Way	21
Anchor	62	Eaton Homecare	30, 31 & 34	My Family, Our Needs	29, 75
Avery	70	Glenholme	66	Park House	68
Barchester	5	Good Company	40	Prestige Nursing & Care	42
Bluebird Care	Inside back cover	Greensleeves Care	65	Prime Comfort Mobility	
Bupa	72	Hamberley Care Homes	15	Aid Centre	23
Cambs Home		Healthcare Homes	68	Pure Heart Homecare Ltd	43
Improvement Agency	23	Helping Hands	32	TLC Care	64
Care Choices Ltd	4, 40, 70	Henbrook House	68	Visiting Angels	
Chesterford Homecare	34	Hickathrift House	5		Outside back cover
Clayburn Court Care Home	62	Lav Care Services	42	Wendreth Court	66



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