

Guide to Later Life in Cheshire West and Chester



Age UK Cheshire is a local organisation working with older people, their families, and their carers to support them in living their best lives

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01244 851744
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To feature within a publication or for further information please contact: info@sure-media.co.uk



Welcome to the first edition of our Guide to Later Life in Cheshire West and Chester

Age UK Cheshire is a local organisation working with older people, their families, and their carers to support them in living their best lives.

We do this by helping people to combat poverty, relieve social isolation and increase their independence. We want to create a future where every older person in Cheshire has the opportunity to live their best life.

Our head office is in Northwich. We have six shops, which include two in Northwich, Frodsham, Crewe, Sandbach and Ellesmere Port.

Within the pages of this guide, you will find the services that we offer and, in addition, services offered by other agencies.

Our aim is that this guide provides a comprehensive reference booklet that can be picked up as and when you need it.

If you cannot find the information that you need within this guide, please contact a member of our team.

Whatever your enquiry, if we are not able to help you, we will be able to put you in contact with someone who can.



Dale Maskell

Chief Executive - Age UK Cheshire



Age UK Cheshire
Castle Community Centre
Barbers Lane, Northwich, CW8 1DT

Email: admin@ageukcheshire.org.uk
www.ageuk.org.uk/cheshire



“They were very friendly and explained everything to us which enabled us to solve the issue. The advisor was very helpful in every way possible.”

Information and Advice

Growing older doesn't come with a manual. We can provide free and confidential information, advice and support to all older people across Cheshire, their family, friends or carers on a range of topics, over the phone.

Each year up to £2.2bn of Pension Credit and Housing Benefit goes unclaimed by older people. Let us help make it easier with Age UK Cheshire's Information and Advice telephone service, available across Cheshire.

We can offer help on a range of issues, including benefits like Pension Credit, Attendance Allowance, Carers Allowance and Personal Independence Payment. Age UK's Benefits Calculator can also help you find out what benefits you could be owed. It's free to use and the details you provide are kept anonymous.

Arranging social care can be a challenge. From knowing where to start, to what type of care and support you need and who pays for it, there are lots of questions to ask. But you're not alone — we're here to help you through the process.

We can help you with information on finding and arranging social care, paying for care, housing options, problems with care, and help for carers looking after a loved one.

Our Information and Advice telephone service is open Monday to Friday, 9am - 1pm. If we are busy answering another call, you will be asked to leave a message and we will get back to you as soon as possible. Outside of these times you will be automatically be re-directed to our colleagues at Age UK information line.

If you would like more information outside of our opening times, you can talk to a friendly adviser through our national Age UK information line on 0800 678 1602. This service is open 8am - 7pm, 365 days a year.

☎ 01244 401500 | ✉ informationqs@ageukcheshire.org.uk



Bright Memories Dementia Service

The Bright Memories service is a day activity group for people living with the early stages of dementia.

At the activity groups, we have a natter and enjoy a wide range of activities that combine mental, physical and social stimulation, including arts and crafts, reminiscence therapy, quizzes, music and movement and a variety of games such as darts, dominoes and carpet bowls. Included is a delicious and nutritious hot two-course meal, with plenty of tea, coffee, cold drinks, cakes and biscuits during the day.

At Age UK Cheshire's Dementia Centre, we provide a high level of support and a wide range of activities for those attending, as well as providing all important respite for carers. We believe that memory loss shouldn't be a barrier to fun, friendship and stimulation for the mind and we are passionate about creating a safe, caring and welcoming environment for our members.

As a local charity focusing on the needs of older people, we have many years experience in providing interesting, stimulating and appropriate activities for people living with the early stages of dementia.

This service builds on that experience, using a combination of paid staff and volunteers, to ensure those we are supporting and their carers receive an excellent level of service.

Who is the service suitable for?

Our activity groups are suitable for people living with the early stages of dementia. We do not offer any assistance with personal care but can offer support to ensure that everyone who does attend has a thoroughly enjoyable experience.

When is the service on and how much does it cost?

Day: Mondays, Wednesdays and Fridays.

Time: 10am - 3pm

New Venue: Age UK Cheshire's Dementia Centre in Northwich.

Cost: £50 a session (includes 2-course meal and refreshments).

“Mum loves Bright Memories group and I get time to get on with things at home.”





A day in the life of a Bright Memories group

Age UK Cheshire Bright Memories Service offers day activity groups to people with mild-moderate memory loss/dementia.

The groups offer fun, friendship and stimulation to people living with dementia, whilst allowing care givers much needed respite. We do this by providing meaningful and stimulating activities, proven to help maintain memory and mental functioning in a supportive environment with peers who all have a shared experience of memory loss.

Members of the group arrive at 10 am, and over a cup of tea we talk about what's happened since we last saw each other, this could be someone attending a wedding, or something notable in the news. We have introduced reminders of the day, date, month which is put on a board for everyone to refer to through the day.

During the day we will complete a word game, e.g. a long word is put on the board, and we try to make as many other words from this, the current record is 109 words! We have letters set out on the desk to enable members to swap letters around and all are able to join in with assistance and encouragement.

This is a set routine that happens every session which is familiar to members.

Lunch is served in our conservatory dining room. Always a sociable atmosphere while everyone tucks into a hot 2 course lunch.

The rest of the day is quite flexible, we sometimes split into two groups especially when crafting is involved (not everyone's cup of tea). We join in number games, which could be; play your cards right, bingo, dominoes ... the list is endless.

We always have a physical activity such as balloon tennis, parachute, basketball, carpet bowls and the Wednesday group are quite partial to a sing song and a boogie! We finish with a cool down, cup of tea and a quiz or another game.

All our planned activities are underpinned by Maintenance Cognitive Stimulation Therapy (MCST) and all of our staff are trained in delivering Maintenance Cognitive Stimulation Therapy (MCST).

If you would like to register an interest in the Bright Memories Club or to find out more please contact us

 07917 638820

 brightmemories@ageukcheshire.org.uk



Maintenance Cognitive Stimulation Therapy (MCST)

What is MCST?

Cognitive stimulation is the only non-drug treatment recommended to improve cognition, independence and well-being by the National Institute for Health and Care Excellence (NICE).

Maintenance Cognitive Stimulation Therapy (MCST) is a programme for people living with memory loss/mild to moderate dementia. Group members take part in meaningful and stimulating activities, proven to help maintain memory and mental functioning.

Why is MCST so important?

After someone is diagnosed with dementia, they may be offered Cognitive Stimulation Therapy (CST). This is a short-term programme for people with mild to moderate dementia and usually runs twice weekly for seven weeks following diagnosis.

However, once this programme finishes, there's limited provision of services for people with mild to moderate dementia. MCST is a longer-term programme based in community settings which helps to fill this gap.



What's its impact so far?

The 2017/18 pilot found that MCST sessions contributed to the maintenance of group members' wellbeing, related to their feelings, memory and everyday life. These would usually be expected to decrease over time for people with dementia who don't attend sessions.

Group members, carers and staff all stated the following benefits:

- Enjoyment, having fun and increasing levels of happiness.
- A sense of belonging and making new friendships.
- Increased confidence in ability and to try other new things.
- Improvements in communication, including reading and writing.
- Improvements in memory and mental ability.
- Having more energy.
- Increased levels of physical activity.

Groups run on a Monday, Wednesday and Friday from our dementia centre in Northwich. For more information or to book a taster session please contact us:

 brightmemories@ageukcheshire.org.uk

 07917 638820



SCAN ME

Connect All



“The computer help I received on a one-to-one basis was excellent. I also used the drop-in service which was very useful in a friendly and comfortable setting.”

This service is delivered in Crewe, Sandbach, Nantwich and surrounding areas. Support can be accessed via one of our Connect sessions in Nantwich or Crewe or by arranging a home visit.

We can help you to get connected, stay safe online, explore loan schemes and devices to suit you, support you and how the internet can be accessed as inexpensively as possible. We can also provide support with a range of digital devices in your home, including home hubs, Smart TV's, doorbells.

Do you need more digital confidence?

Despite the wide popularity of the internet and 'smart devices', the thought of getting online can seem daunting - but it doesn't have to be!

We know there are several reasons why some people don't go online:

- They don't think it's for them.
- They don't think it's safe.
- They don't have support or have the correct kit.
- They think it's too complicated.
- It's just too expensive.

If this is you, you're not alone! We can help you understand how useful the internet can be. We can help you stay safe online, loan you an iPad if needed, support you and explore how the internet can be accessed as inexpensively as possible.

What we can offer

Our trained team are here to help show you lots of different ways that the internet is useful and help you stay connected with the world. We can help you learn the basics of your gadget (phone, PC, laptop, tablet), or give you the confidence to use it and help you take your first steps online or even just show you how easy and safe it is to shop online.

Our FREE digital support sessions, in Nantwich and Crewe, provide friendly support in a relaxing environment where you can get the right information and assistance for you.

If this sounds like something you'd be interested in, please get in touch with Amy on 01606 720 431 or by emailing amy.jones@ageukcheshire.org.uk and we can discuss with you how best to help.





Connect Crewe Schedule

Venue: Goddard Court, Goddard Road, Crewe, CW1 3BD. This is a retirement housing complex but the sessions will be open to residents and non-residents.

Every 3rd Tuesday of the month.

Time: 10am to 12pm, in the lounge area of Goddard Court.

Connect Nantwich Schedule

Venue: Nantwich Methodist Church, Hospital Street, Nantwich CW5 5RP

Every last Wednesday of the month.

Time: 2pm to 4pm

**Coffee and Tea available to purchase*



On the other hand, if you have an hour or so to spare each week and you're confident in your digital skills, why not share your skills and join our community of digital volunteers helping people across Cheshire to get online.

Call Hazel on 01606 305 015 or email volunteering@ageukcheshire.org.uk to hear how you can get involved.

If this sounds like something you'd be interested in, please get in touch with Amy on **01606 720 431** or by emailing: amy.jones@ageukcheshire.org.uk and we can discuss with you how best to help.



Sharing Time

Telephone Befriending



Sharing Time is a telephone befriending project that works across the whole of Cheshire, matching people over 50 who may not get the opportunity for a regular friendly chat with one of our friendly telephone volunteers.

Sign up for regular phone calls

We've all experienced loneliness at some point – especially since the start of the pandemic. Today, 4 out of 10 older people aged 65 and over say that they have often or sometimes felt lonely. That's almost 4 million older people for whom loneliness is a daily reality.

If you feel like you could benefit from a regular phone call, are over 50 and live in Cheshire, please get in touch and contact

Age UK Cheshire on **01606 305012**

or email:

linda.smith@ageukcheshire.org.uk



SCAN ME



“At some points the phone call I was getting would be the only person that I would speak with through the week. I looked forward to the call each week.”



Help an older person have the confidence to know they're not alone

If you have an hour to spare each week, why not become a volunteer befriender? Not only will you hear the amazing stories of an older person by providing a friendly call, your support can make all the difference. 225,000 older people across the UK often go a whole week without speaking to anyone at all.

We will match you with an older person who would benefit from having a regular chat once a week over a cup of tea. This can be more or less, depending on what you both agree. All we ask is that you can commit to a minimum of one hour per week. This could be a weekday or at a weekend. You will need to be over 18, can commit to 1 hour per week and complete our volunteer induction remotely, at your own convenience.

To sign up for volunteering, please email volunteering@ageukcheshire.org.uk.

Independent Living Services

Our Independent Living Service is established to help you remain at home, with the right support, for as long as you wish. We offer fully impartial and independent information, advice and support for anyone 65 and over, living in Cheshire West and Chester, who have to fund their care privately and have been assessed by the local authority as having a need for care and support. All our referrals come via the local authority and will be processed via our partner agency Disability Positive.

Our team is small but effective, we have Laura who is the Coordinator for the team, Jackie and Emily are our Advisors and Cyrine who is our Administrator and Review officer. During the time you are supported by us you may have contact with the whole team as we all work part time.

Our team operates between 9am and 5pm Monday to Friday and there will always be someone on hand to support via our main phone line on 0845 051313 or you can email brokerwest@ageukcheshire.org.uk



Green Connections

Reconnect with nature in your yard, garden or window box

- Do you live in Crewe?
- Would like to reconnect with your outside space at home?
- Are you aged 55 or over?

Green Connections is a new project which supports older people in Crewe to reconnect with nature in their yards, gardens and window boxes. We bring everything to your home and you can choose what to do from our wonderful catalogue of activities.

We can offer sessions at home, free of charge, with our Green Connections coordinator and volunteers.

We will support you to become connected to nature in your own space by developing your gardening skills, improving your wellbeing in nature and helping you to connect with local social activities in your area.

You can choose what you would like to do from our activities catalogue and we will bring everything to you so you can enjoy the activities at home.

Email: bethany.caley@ageukcheshire.org.uk

Telephone: 07717 501315

What's been growing in Crewe?

The Green Connections project is officially up and running and our Green Connections Coordinator has been up to all sorts since the start of the year! Plenty of garden projects have been completed and local partnerships have been made.

Spring/Summer

The start of the year saw the project open for referrals. I had lots of lovely people express their interest in the project, resulting in a number of garden projects being completed. I've helped clients to complete their summer weeding, trimmed plenty of hedges and pruned a number of roses! I have prepared a few vegetable beds ready for summer planting, given out bird boxes, hedgehog houses and bug hotels and created lots of wildlife friendly flower planters. I've had really positive feedback so far, with one lady saying she 'hasn't been this happy in years'.

Autumn/Winter

As we approach the autumn/winter months I know people might be a little less enthusiastic about getting outdoors, but there's still plenty that can be done! Seasonal flower planters, wildflower seed sowing and planting spring bulbs are all garden jobs for the colder months. Not to mention working with our partners to support them with their autumn/winter events. I have lots of ideas ready for the rest of the year, so watch this space!

The New Year

2024 is looking like an amazing year with lots of potential. I've made lots of connections and partnerships with other local green projects so it'll be great to work more with them. I'm also hoping to have a group of volunteers who can help to deliver the service and support the project going forward. The ultimate goal is to reach as many people as possible in Crewe to help them to connect with nature and their local communities, so there's lots to do!

Find us on social media

We have recently joined Facebook and Instagram so please give us a follow!

Facebook: [Green Connections - Age UK Cheshire Facebook](#)

Instagram: [@green_connections_aukc](#)



SCAN ME



Coach Trips

If you want to discover new places, enjoy beautiful scenery and immerse yourself in Britain's culture, why not join us on a coach trip?

We offer a range of exciting day trips with various pick-up points, making travelling enjoyable and stress-free.

The Benefits of Coach Trips for Older People

As we get older, it's easy to fall into a routine, sticking to the familiar and comfortable surroundings of our homes. However, it's essential to maintain an active and adventurous spirit as we grow older. Coach trips offer the perfect opportunity to explore new places, make lasting memories, and connect with others who share similar interests.

Social Connection and Companionship:

Loneliness and isolation are significant challenges for many older adults. Coach trips provide a unique chance to foster new friendships and maintain existing ones.

Stress-Free Travel:

Organising a trip can be daunting, but coach trips are designed to be stress-free. This leaves you with the peace of mind to fully enjoy your journey without the hassles of planning.

Discovering New Places:

One of the most exciting aspects of coach trips is the opportunity to explore new places and coach trips offer a safe and comfortable way to do just that.

Physical Well-being

Traveling can also have positive effects on physical health. Walking and other activities included in coach trips encourage people to stay active. Additionally, the change of scenery can be refreshing.

Creating Lasting Memories

Coach trips offer a chance to create cherished memories with loved ones or newfound friends. The shared adventures and stories become lasting treasures that can be revisited in conversation or through photo albums for years to come.

Enhanced Quality of Life

The combination of social interaction, mental stimulation, physical activity, and the joy of exploration all contribute to an enhanced quality of life for older adults.

All coach trips are open to anyone over the age of 18. All we ask is that individuals are able to access the bus independently.

To book on a coach trip: **01606 881660**
or email: castlehub@ageukcheshire.org.uk



Will Writing Service

Making a Will is vital if you want to be certain that your wishes are met.



A Will is the only way to make sure your money, property, possessions and investments (known as your estate) go to the people and causes that you care about.

We have teamed up with specialist approved solicitors in Cheshire to provide a professional LOW COST Will writing service.

This offer is up to HALF PRICE of a basic Will*. We can take your donation directly when you book an appointment.

We have appointments available, so don't delay and plan your will today!

Here are our current clinics available. Appointments last up to 30 minutes and are with Cullimore Dutton Solicitors, Chester.

*The donation includes preparation and finalisation of a basic Will. Any additional requirements may incur a fee. Additional fees will be discussed directly with the solicitor prior to the completion of the Will.

To book your Will writing appointment, contact us:

 **01606 881660**

 **castlehub@ageukcheshire.org.uk**

Support us

Donate online

Giving online is quick and easy. Your gift will allow us to continue to be there for older people, however they need us - now and in the future.

You can make a regular monthly donation, or a one-off donation by visiting our website www.ageuk.org.uk/cheshire/get-involved/donate/

Donate by phone

Call us to donate by debit or credit card over the phone - **01606 881660**

Donate by cheque

If you would like to make a donation via cheque, please make your cheque payable to Age UK Cheshire and post it to:

Donations, Age UK Cheshire, Castle Community Centre, Barbers Lane, Castle, CW8 1DT.

We will send confirmation once it has been received. Alternatively you can pop it in at any of our shops or offices.

In Memory donations

Giving to Age UK Cheshire in memory of your loved one is a meaningful way of honouring their life, and all they meant to the people who knew them.

You can make a regular monthly donation, or a one-off donation by visiting our website www.ageuk.org.uk/cheshire/get-involved/donate/

Leave a legacy

By leaving Age UK Cheshire a legacy: a gift in your Will, it will help us to be here, day after day. Every gift in every Will, no matter how large or small, makes a difference

Your solicitor will be able to advise you on the required wording to carry out your wishes. If you wish to leave a gift to Age UK Cheshire in your will, all you need is our charity details below: **Age UK Cheshire, Castle Community Centre, Barbers Lane, Castle, CW8 1DT. and our registered charity number 1091608**

Get Involved

Why not get involved and help Age UK Cheshire?



“If you have some time to spare and a ‘can-do’ attitude, we would love to talk to you about volunteering with us.”

Volunteering Opportunities

If you have some spare time, there are lots of things you can do, whether you want to give your time by volunteering, take part in a fundraising event, or help with our campaigns, your help would be much appreciated.

What can I expect from volunteering?

- To enjoy a rewarding experience and personal development
- To be supported
- To be respected and valued
- To be invited to opportunities for socialising and learning
- To be paid mileage expenses

How will I benefit as a volunteer?

- Make a real difference to an older persons life
- Do something rewarding for your community
- Meet new people and make new friends
- Develop or gain skills, knowledge and experience
- Opportunity to share your knowledge and skills with others
- Gain confidence and self-esteem

Do I need previous experience?

No - just an interest in the wellbeing of older people and the ability to make a commitment to the service. Interested in volunteering? We have lots of opportunities for you to make a difference.

- Sharing Time and Telephone Befriending
- Day Services help
- IT volunteer
- Fundraising and promoting awareness
- More opportunities developing

Volunteering at our shops

Our Age UK Cheshire Shops are powered by volunteers who donate their time and skills to help us raise money. Do you enjoy meeting and talking to different people every day? Why not join us today? You can develop your retail and people skills or give something back with your skills, experience and knowledge, all while raising crucial funds to support local older people in Cheshire.

How do I become a volunteer?

To find out more about volunteering with Age UK Cheshire, contact Hazel on **07467 045488** or email volunteering@ageukcheshire.org.uk

Planning for your future care needs

There may be times in your life when you think about the consequences of becoming seriously ill or disabled. This may be at a time of ill health or as a result of a life-changing event. It may simply be because you are the sort of person who likes to plan ahead.

You may want to take the opportunity to think about what living with a serious illness might mean to you, your partner or your relatives, particularly if you become unable to make decisions for yourself. You may wish to record what your preferences and wishes for future care and treatment might be.

The costs of long-term care

Care has never been free and everyone should think about the care they might need in the future. The long-term costs of care can be significant, and while none of us like to think that we will become old, ill or disabled, it does happen. Just like your pension, it is never too early to start thinking and planning your care and support needs and their costs.

Even if you're generally fit and healthy and of working age, don't ignore your future care. If you're making long-term financial arrangements, you may want to take into account the potential costs of your future care needs.

The point at which you may be eligible for financial help from your local authority with your care costs is being extended. Currently, if you have more than £23,250 in assets, such as your home or savings, you will need to meet the full cost of your care.



How your local authority can help with planning your care

The Care Act 2014 makes clear that local authorities must provide or arrange services that help to prevent people developing care and support needs, or delay people deteriorating to the point where they would need ongoing care and support.

Even if you don't want or need financial assistance with your care, your local authority can still help you plan your care, so it is worth contacting the adult social services of your local council to find out the options available to you and your family.

Local authorities must work with people in their areas to provide or arrange services that help to keep people well and independent.

This should include identifying the local support and resources already available, and helping people to access them.

They should make clear:

- what types of care and support are available - such as specialised dementia care, befriending services, reablement (short-term care time, for example, to get someone safe, happy and able to live independently in their home after they have been discharged from hospital), personal assistance and residential care

- the range of care and support services available to local people - in other words, what local providers offer certain types of services
- what process local people need to use to get care and support that is available

Financial planning for future care needs

Local authorities have to help people get independent financial advice, to enable planning and preparation for future care costs. This encompasses a range of services from generic sources of information and advice, such as websites or helplines, to tailored advice relating to specific financial products, which can only be provided by a regulated financial advisor. Some of these services may charge a fee.

The Money Helper website has tips on planning ahead for a time when you can't manage your own finances.

Making decisions about your future care needs and wishes

If you are nearing retirement age, it's important that you take account of your likely care needs and plan accordingly. You may wish to consider setting up a Power of Attorney or an advanced decision (living will).

These will help people to take account of your preferences if you lose the capacity to make decisions. You will also want to ensure that you have thought about how you might pay for the care you need. Many of us will put off planning for care and support arrangements until the last possible moment.

Having an urgent need for care and support after a crisis may mean that we and our families feel pressured into making decisions quickly. Under such pressure, asking the right questions, thinking and planning for your future needs - including options for meeting the cost of care - are vital.



Preparing for your future

We all like to have the freedom to make our own choices and decisions in life. Whilst we have mental capacity and are able, this is not a problem, but what would happen if you became unable to make important decisions about your health, care and finances?

Oliver & Co Solicitors can help you to prepare a Will and Lasting Power of Attorney. We offer:

- Initial free telephone appointment
- Five star customer service from our friendly team
- Fixed fees, disclosed to you at the outset
- Hospital or home visits
- Free storage of your documents
- Free review of your Will every 2 years

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CH1 1HE



01244 312306
law@oliverandco.co.uk
www.oliverandco.co.uk

Rated as "Excellent"  Trustpilot

It is important that you seek good advice on these subjects so that you can consider your best short-term and long-term options.

There are several factors to consider when planning social care. These include:

- the type of condition you have, and the best ways for you to stay healthy and independent
- the type of care you would prefer, and whether it would meet your needs
- where you would like to be cared for – in your own home, in a residential care setting such as a care home, or in the community while you are living at home
- where local people can find independent financial advice about care and support and help them to access it
- how people can raise concerns about the safety or wellbeing of someone who has care and support needs

If you think you need care now, or in the very near future, the best way to plan your care and find out about your care needs is to ask your local authority for an assessment. The sooner you ask for an assessment, the sooner that plans for your care can be made.

These plans should include what should be done in the event of an emergency.

- how much your care is likely to cost and whether you may be entitled to free care or financial help
- who you want to care for you, and whether, if you want friends or family to be your carers, they are able and willing to do so



You will need to weigh up the pros and cons of each care option against these factors.

One of the common decisions people are faced with is whether they should sell their home to pay for their care.

If you are thinking about moving into a residential care home and are worried about meeting the costs, ask your council for information about a “deferred payment agreement”. This is an arrangement whereby the person agrees, with their local authority, to pay some of their care fees at a later date.

This means they should not be forced to sell their home during their lifetime to pay for their care. A person or their estate usually repays the local authority from the sale of their property at a later date. The Care Act 2014 introduces rules that mean councils have to offer deferred payments to people.

Independent advice on planning your care

If you are making plans for your future care - at whatever stage – it is worth getting advice.

You may want to get specific care advice from a charity, general advice from Citizens Advice or specialist legal, financial or welfare rights advice. If you have difficulty communicating or exerting your rights, you may want to have an advocate to deal with these issues on your behalf.

Your local authority social services department should have information about organisations in your area that help people who have social care needs. They may offer an advocacy service.

Are you a Carer?

If you care for someone, you can have an assessment to see what might help make your life easier. This is called a carer's assessment.

It might recommend things like:

- someone to take over caring so you can take a break
- gym membership and exercise classes to relieve stress
- help with taxi fares if you don't drive
- help with gardening and housework
- training how to lift safely
- putting you in touch with local support groups so you have people to talk to
- advice about benefits for carers

A carer's assessment is free and anyone over 18 can ask for one.

It's separate from the needs assessment the person you care for might have, but you can ask to have them both done at the same time.

How to get a carer's assessment

Contact adult social services at your local council and ask for a carer's assessment.

If you're a parent carer or a child, contact the children with disabilities department.

You can call or do it online.

How to tell if you're a carer

You're a carer if you're looking after someone regularly because they're ill, elderly or disabled - including family members.

Carers help with:

- washing, dressing or taking medicines
- getting out and about and travelling to doctors' appointments
- shopping, cleaning and laundry
- paying bills and organising finances

They can also give emotional support by:

- sitting with someone to keep them company
- watching over someone if they can't be left alone

All of these count as being a carer.

What happens in the carer's assessment

Someone from the council, or an organisation the council works with, will ask how you're coping with caring.

This includes how it affects your physical and mental health, work, free time and relationships.

The assessment is usually face to face. Some councils can do it over the phone or online. Assessments usually last at least an hour.



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How to prepare for your carer's assessment

You'll need:

- your NHS number (if you have one)
- your GP's name, address and phone number
- contact details of anyone who's coming to the assessment with you
- the name, address, date of birth and NHS number of the person you care for (if you have it)
- your email address

Give as much detail as you can about the impact caring for someone is having on your life. This will help make sure you get all the help and support you need.

Which? Later Life Care has a checklist of questions to help you prepare for a carer's assessment, regardless of your age.

Have someone with you

It can help if you have someone with you during the assessment. This could be the person you care for, a friend or relative.

You could also use an advocate. Advocates are people who speak up on your behalf.

They can help you fill in forms and sit with you in meetings and assessments. They're often free.

Find an advocate in your area



Telephone help

If you want to talk to someone about carer's assessments, call:

- your local council's adult social services department
- Carers Direct's free helpline on 0300 123 1053
- Age UK's free helpline on 0800 055 6112
- Independent Age's free helpline on 0800 319 6789
- Contact a Family's free helpline on 0808 808 3555

Getting the results

You'll usually get the results of the assessment within a week.

If you qualify for help from the council, they'll write a care and support plan with you that sets out how they can help.

Help with costs

Your council might be able to help with the costs. You might need a financial assessment (means test) first. This will be arranged for you after the carer's assessment.

You might also qualify for benefits for carers that can help with costs.

If you don't qualify for help from your council

If you're told you don't qualify for help and support, your council should give you free advice about where you can get help in your community. Ask if this doesn't happen.

Funding care

Care and support services in England have never been free. Most people have to pay something towards their own care and some will have to pay for all of the costs.

Your local authority (council) may cover some or all of the cost of care in some circumstances, but its help is “means-tested”. This means that who pays depends on what your needs are, how much money you have, and what level and type of care and support you require.

For most people needing social care services, the first place to start is by asking your local authority for an assessment of your social care (care and support) needs.

If the local authority considers that you need support that it can provide, it may also carry out an assessment of your finances. This assessment will determine whether the local authority will meet all the cost of your care, or whether you will need to contribute towards your care cost or whether you will have to meet the full costs yourself.

Find out about support paid for by your local authority.

You might be eligible for the local council to pay towards the cost of your care if you have less than £23,250 in savings.

Exactly how much your council will pay depends on what care you need and how much you can afford to pay.

You will not be entitled to help with the cost of care from your local council if:

- you have savings worth more than £23,250
- you own your own property (this only applies if you're moving into a care home)

You can ask your council for a financial assessment (means test) to check if you qualify for any help with costs.

You can choose to pay for care yourself if you don't want a financial assessment

How the council pays for and arranges your care

If the council is going to pay towards your care, you'll get a personal budget. The amount will be worked out when the council makes a care and support plan with you.

You can choose to get your personal budget in 3 ways, as:

- a direct payment into your bank account each month for you to pay for your care – the council will usually ask for receipts to see you're spending your money on care
- the council arranges and pays for your care for you
- a mixed personal budget – the council arranges some of your care and you arrange and pay for the rest with a personal budget

You can speak to someone for advice on personal budgets by calling the Disability Rights UK Helpline free on 0330 995 0404.



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How to arrange your care as a self-funder

You can:

- arrange and pay for care yourself without involving the council
- ask the council to arrange and pay for your care (the council will then bill you, but not all councils offer this service and they may charge a fee)

Find out what care you need

Even if you choose to pay for your care, your council can do an assessment to check what care you might need. This is called a needs assessment.

For example, it'll tell you whether you need home help from a paid carer for 2 hours a day or 2 hours a week and precisely what they should help you with.

The needs assessment is free and anyone can ask for one.

How much will care cost?

Social care can be expensive. Knowing how much you'll have to pay will help you budget.

Paying for carers at home

A typical hourly rate for a carer to come to your home is around £20, but this will vary depending on where you live.

Having a carer who lives with you costs from around £650 a week. But it can cost as much as £1,600 a week if you need a lot of care.

Paying for a care home

There are 2 types of care home:

- residential homes have staff that help with everyday tasks such as getting dressed and supply all your meals
- nursing homes also offer 24-hour nursing care

Prices for residential care and nursing care will vary according to where you live and the type of care you need. For example, serious health problems like dementia and chronic obstructive pulmonary disease (COPD) can increase the cost.

Benefits can help with care costs

You may be eligible for benefits, like Attendance Allowance and Personal Independence Payment (PIP), which aren't means-tested. You can use them to pay towards the cost of your care.

Can I avoid selling my home?

You won't have to sell your home to pay for help in your own home. But you may have to sell your home to pay for a care home, unless your partner carries on living in it.

Sometimes selling your home to pay care home fees is the best option. But there may be other ways to pay care home fees if you don't want to sell your home straight away.

Releasing money from your home (equity release)

Equity release lets you take money that's tied up in your home without selling it. It's available if you're over 55.

Telephone Help

Get advice on paying for care from:

- Age UK Cheshire on 01606 881660
- Adult Social Care Services Cheshire West and Chester's Adult Social Care Services on 0300 123 7034
- Independent Age Helpline on freephone 0800 319 6789
- Money Helper on freephone 0800 138 7777

The equity released from the value of your property may be able to be used to pay for care fees. However, you should consider which of these options best meets your needs, and what the overall costs to you will be.

Before taking such significant financial steps as equity release, you might want to get independent financial advice.

You can find information on equity release for care at home from:

- Which?
www.which.co.uk/money/pensions-and-retirement/
- Money Helper's equity release information -
www.moneyhelper.org.uk/en
- The Equity Release Council -
www.equityreleasecouncil.com

If you're planning ahead, you may consider arranging an investment or insurance plan to fund your care. Again, it may be worth taking independent advice on financial arrangements before making major changes. Because of the

new rules, there are likely to be more financial products emerging that are designed to help people pay for care. But you have to pay interest on the money you take out.

Renting out your home

You can rent out your home and use the income to help pay your care home fees.

A deferred payment scheme

A deferred payment scheme can be useful if you have savings less than £23,250 and all your money is tied up in your property.

The council pays for your care home and you repay it later when you choose to sell your home, or after your death.

Ask your council if you're eligible for a deferred payment scheme.

You can get more information from:

- the Money Helper: deferred payment schemes
- Independent Age: guide to care home fees and your property

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Get personal advice on care funding

The cost of care and support is likely to be a long-term commitment and may be substantial, particularly if you choose to go into a care home, or if you have care needs at an early age.

If you or a member of the family need to pay for care at home or in a care home, it's important to understand the alternatives. This makes advice tailored to your individual needs vital.

You can get advice from:

- your local authority – through an assessment of your care and support needs, as well as advice on which services are available locally
- financial advice from a qualified, independent source – there are independent financial advisers who specialise in care funding advice; they are regulated by the Financial Conduct Authority and must stick to a code of conduct and ethics, and take shared responsibility for the suitability of any product they recommend

Get expert financial help

You can get unbiased expert advice from a specialist care fees adviser. They'll help you compare all your options before you decide what's right for you.

Find a specialist care fees adviser in your area with:

- PayingForCare, a free information service for older people
- the Society of Later Life Advisers (SOLLA) on 0333 2020 454

What you can get for free

You might be able to get some free help regardless of your income or if you're paying for your care.

This can include:

- small bits of equipment or home adaptations that each cost less than £1,000
- NHS care, such as NHS continuing healthcare, NHS-funded nursing care and care after you have been discharged from hospital

If your savings run out

If your savings fall below £23,250, your council might be able to help with the cost of care.

Contact your local council about 3 months before you think your savings will drop to below £23,250 and ask them to reassess your finances. Councils provide funding from the date you contact them. You won't be reimbursed if your savings are less than £23,250 before you contact them.

PLEASE NOTE:

The figures quoted are accurate at the time of going to press, however this information may change at any time. For accurate up-to-date information please contact either:

Age UK Cheshire on 01606 881660

Adult Social Care Services Cheshire West and Chester's Adult Social Care Services on 0300 123 7034



Services in your home

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

Types of homecare

Homecare comes in many forms and has many names used to describe it, including home help, care attendants and “carers” (not to be confused with unpaid family or friends who care for you).

Homecare can suit you if you need:

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

Homecare can be very flexible, in order to meet your needs, and the same person or agency may be able to provide some or all of these options for the duration of your care:

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

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

- local homecare services and agencies
- a list of national homecare organisations
- services that can help you stay safe and well in your home on a long-term basis; these services, often known as “supported living services”, can include financial, help with medication, advocacy, social and practical support

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- a place to live in a family who will care for you, known as “shared lives services” or adult placement services

If you believe that you might benefit from some help at home, the first thing to do is to contact your social services department to ask for an assessment of your care and support needs. To contact social services, go to GOV.UK: find your local authority.

If you are eligible for homecare services, the local authority may provide or arrange the help themselves.

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

If you have chosen direct payments or a personal budget, or you aren't eligible for local authority help and want to get care privately, you can arrange it in several different ways.

Independent homecare agencies

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

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

Independent homecare providers are regulated by the Care Quality Commission (CQC).

Homecare agencies must meet CQC's national minimum standards and regulations in areas

such as training and record-keeping. The CQC has the power to inspect agencies and enforce standards.

Homecare agencies must vet homecare workers before engaging them by taking up references and carrying out Disclosure and Barring Service (DBS) checks on potential employees.

Homecare agencies can also:

- take over the burden of being an employer – for example, payroll, training, disciplinary issues and insurance
- train their homecare workers through national qualifications and service-specific training
- replace workers when they are ill, on holiday or resign
- put things right when they go wrong

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

This also means that a joint decision can be made about the most appropriate type of care and support. You can find out more from the UK Homecare Association.

What are the disadvantages of using a homecare agency?

The main disadvantage is the cost of using an agency. The agency will charge a fee on top of the payment made to the care worker to cover their running costs and profit. You normally have to make a regular payment to the agency, which includes both the worker's earnings and the agency's fee.



Questions to ask when using a homecare agency

The fees some agencies charge can be quite high. Before deciding to go ahead with an agency, you should ask questions about the fee and what it covers, including:

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

Hiring a personal assistant (P.A.)

You can hire a “personal assistant” to act as a homecare worker for you. Personal assistants can offer you all that you’ll get from an agency worker, but you’ll also get the continuity, familiarity and ongoing relationship with your assistant. However, if you employ a personal assistant, you will then have the legal responsibility of an employer. This will include arranging cover for their illness and holidays.

GOV.UK has more information on becoming an employer, while Which? Elderly Care also has advice on employing private individuals.

Homecare from charities

Charities such as Age UK and Carers Trust can provide home help and domestic assistance services. The Carers Trust supports carers by giving them a break from their caring responsibilities through homecare services.

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

Safeguarding vulnerable groups

The DBS makes decisions about who is unsuitable to work or volunteer with vulnerable adults or children.

It makes this decision based on information held by various agencies and government departments. The service decides who is unsuitable to work or volunteer with vulnerable adults or children.

If someone who is barred from working with children or vulnerable adults is working, volunteering or trying to work or volunteer with these groups, they are breaking the law. They could face a fine and up to five years in prison.

Employers must apply for an enhanced DBS check (formerly known as a CRB check) when taking on new employees or volunteers to work with vulnerable adults or children.

This includes a check of the barred lists. If an organisation fails to make the relevant checks, they can be penalised.



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CH1 4RN	Home Instead Chester	Sealand Road	Chester	01244 851744
CH1 4RN	Sure Care Chester	Sealand Road	Chester	01244 379670
CH1 6HE	Adada Care Services	Church Farm Court	Chester	03300 582045
CH1 6LT	Radfield Home Care	Telford Court	Chester	01244 722293
CH2 3BD	Belgrave Care	3 Faulkner Street	Chester	01244 403146
CH3 5AE	Helping Hands Chester	17-19 Boughton Road	Chester	01244 439335
CH3 5TF	Cheshire Homecare Services	Stocks Lane	Chester	01244 346644
CH3 9NU	Tattenhall Local Care	Harthill Road	Burwardsley	01829 770012
CH3 9QE	Church Bank Homecare	Church Bank	Chester	01829 700979
CH4 8BU	Live Life Well	41 Hope Street	Chester	01244 689322
CH4 9QR	Caremark (Cheshire West & Chester)	Hérons Way	Chester	01244 893222
CH65 1AF	StellarCare NW HQ	North Road	Ellesmere Port	03301 289627
CH65 3AW	Jane Care	Rossfield Road	Ellesmere Port	0151 538 1097
CH65 3EY	Bespoke Care Cheshire	Inward Way	Ellesmere Port	0151 268 5070
CH65 6PJ	Loyal Blue Care	9 Bedford Avenue	Ellesmere Port	07951 058330
CH65 9BF	Noble Care Alliances	Dover Drive	Ellesmere Port	07949 832493
CH66 7NZ	Apollo Care	Hooton Road	Ellesmere Port	07809 331190
CW7 1TL	Human Support Group	Hambleton Way	Winsford	01606 339791
CW7 2RH	Eternity Care Services	Browning Way	Winsford	01606 212550
CW7 3BS	Ace Care Professionals	Nat Lane	Winsford	01606 597070
CW8 4DU	Care Select	Winnington Lane	Northwich	01606 530025
CW8 4DU	Right at Home Mid Cheshire	Winnington Lane	Northwich	01606 537400
CW9 5BF	C4 Care	Chester Way	Northwich	0161 641 1299
CW9 5BF	Your Life Your Way	Meadow Street	Northwich	01606 331217
CW9 7LP	Home Instead Northwich & Knutsford	Rudheath Way	Northwich	01606 800101
CW9 8SQ	Human Support Group	Anderton Place	Northwich	01606 339790
WA6 6QJ	Home Instead Frodsham, Runcorn & Widnes	Off Church Street	Frodsham	01928 733020



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If an organisation dismisses an employee or volunteer for harming a child or vulnerable adult, they must tell the DBS. The DBS must also be notified if any employee or volunteer harms a child or vulnerable adult, but isn't dismissed because they leave voluntarily.

If their organisation does not tell DBS, they will be acting illegally. Questions can be answered by the DBS call centre on 0870 909 0811.

Employing a care worker on a private basis

If you employ a care worker privately, you will not be obliged to use the DBS scheme, but you can use it if you choose to.

You need to ask social services or the police to make the checks on your behalf. The care worker must have already applied to be vetted, and must consent to the check. If you have concerns about the suitability of someone you employ privately to work with a vulnerable adult or child, you can ask social services to investigate the matter. They can refer the worker to the ISA on your behalf.

Manual handling

If you need help to move, or you need someone to lift you (such as getting out of bed or getting on to the toilet), this can put the person doing the lifting at risk of injury.

This "manual handling" can result in back pain and in the most serious cases, permanent disability if not done correctly. The law says that employers must take reasonable precautions to ensure their employees don't do any manual handling that carries a risk of them being injured. This applies to you if you directly employ a personal assistant to care for you (but most likely will not if you hire someone through an agency).

It is particularly important to consider insurance in this situation. This would cover any risk of the care worker injuring themselves, as well as any risk of them causing an injury.

Care homes & retirement living

If you're looking for a residential care home, there's a huge variety of options available. There are permanent care homes for older people, homes for younger adults with disabilities, and homes for children. Care homes may be privately owned or run by charities or councils. Some will be small care homes based in home-like domestic dwellings, while others will be based in large communal centres.

One of the first options you have to consider when choosing residential care is whether you need the care home to provide nursing care, or just standard personal care.

Consider other options for care first

Going into a care home is a major commitment for your future – it involves changing where you live and potentially committing to paying a considerable amount of money for your ongoing accommodation and care needs.

Before you opt for a move to a care home, you should think about other less disruptive – and potentially less costly – options, including:

- home care
- help to live independently at home

You should also consider whether you really need the amount of care on offer at a care home, and look at alternatives such as “extra care” housing schemes or warden-controlled sheltered accommodation. These options offer independence with an increased level of care and support.

Personal care or nursing care?

Care homes for older people may provide personal care or nursing care. A care home registered to provide personal care will offer support, ensuring basic personal needs are taken care of.

A care home providing personal care only can assist you with meals, bathing, going to the toilet and taking medication, if you need this sort of help. Find care homes without nursing.

Some residents may need nursing care, and some care homes are registered to provide this. These are often referred to as nursing homes. For example, a care home might specialise in certain types of disability or conditions such as dementia. Find care homes with nursing.

Choice of care home

The law says that where the local authority is funding accommodation, it must allow a person entering residential care to choose which care home they would prefer, within reason. Social services must first agree the home is suitable for your needs and it would not cost more than you would normally pay for a home that would meet those needs. Local authority help with the cost of residential care is means-tested. You are free to make your own arrangements if you can afford the long-term cost. However, it is worth asking the local authority for a financial assessment, because it might pay some or all of your care costs.



In the financial assessment, the local authority can only take into account income and assets you own. The local authority cannot ask members of your family to pay for the basic cost of your care. Read more about local authority funding for care and funding your own care

If you choose a care home that costs more than the local authority usually expects to pay for a person with your needs, you may still be able to live in the care home if a relative or friend is willing and able to pay the difference between what the local authority pays and the amount the care home charges – this is known as a “top-up” fee.

However, if their situation changes and they are no longer able to pay the top-up, the local authority may have no obligation to continue to fund the more expensive care home place and you may have to move out. It is worth thinking about this potentially difficult situation when deciding on care home options. Do not cancel your tenancy or sell your home until the final decision has been made by the local authority. The value of your home must not be included in the local authority’s means-testing until 12

weeks after you’ve confirmed that the care home placement will be permanent.

The Care Act 2014 is changing how people are able to pay for their own care, introducing the right for you to ask for the local authority to pay for the cost of your care while you try to sell your home. This is known as a “deferred payment scheme”.

Choosing a care home if you’re funding your own care

If you are funding your own care, you have a great deal of options, and you will need to do a lot of research on which care home provides the best options for you in terms of its cost, location, services, and a host of other potential factors. Read on for tips on choosing your care home.

Choosing a care home if you’re having care provided by the local authority

After a needs assessment from social services, you will be provided with a care plan, which should make clear whether you need residential care and what other options, if any, might be available and most appropriate based on your needs.



Advertisement Feature

Did you know that more than 920,000 people in the UK live with Dementia, yet 77% of people feel there are still misconceptions surrounding the condition*?

Despite our increased knowledge of dementia in recent years, many feel in the dark about what to expect following a diagnosis, and what’s more, many still feel uncomfortable, or even embarrassed, talking about the lesser-known symptoms.

Let’s get talking

‘The Big Dementia Conversation’ is all about encouraging people to talk about some of the most difficult topics associated with dementia. Our online advice hub takes a closer look at some of the less-talked-about symptoms of dementia, with expert advice from our dementia specialists on how to navigate them.

We’re here for you

At Care UK, our dementia specialists continue to work with academic partners and respected leaders in the field, to develop a holistic and forward-thinking approach to the delivery of dementia care. We’re always looking for new ways to support families caring for a loved one with dementia, and we recognise the importance of helping you to

navigate through some of the more challenging stages.

Visit our website for further information by scanning the QR code below.

If you’re considering care, call **0330 822 6611** or visit careuk.com/cheshire



Did you know?

73% of people feel they have a lack of knowledge about dementia, whilst 55% of people are frightened to talk about it*.

Over 50% of people want to know more about the common symptoms, as well as the resources, care and support available to people living with dementia*. We’re here to help.

Just 10% of people feel they are very familiar with the signs of dementia, whilst less than 20% of people associate change in dietary preference or expressing sexual urges as common symptoms*.

*According to a survey of 2,000 UK adults, conducted by OnePoll between 25th September and 2nd October 2023.



Even if you're unlikely to be eligible for financial help with residential care home fees, it could still be worth involving social services. The needs assessment, and information they provide, are likely to be very helpful in making decisions about care.

Tips on choosing a care home

- Check the most recent inspection report to see how well the care home is doing and if there is anything of concern. You can get inspection reports by searching for the care home on the Care Quality Commission website
- Consider the location of a care home. Is the care home near family and friends? Are there shops, leisure or educational facilities in the area? Is the area noisy?
- Is the care home focused on the residents' individual needs, or do they insist that residents adapt to their routine?
- What arrangements are there for visitors? Can residents come and go as they please, as far as it is safe to do so? Are staff able to help residents to go out? Are outings arranged?
- What involvement would you have in the care home? How would you communicate with staff? Are there any support groups or regular meetings?
- If safety and security are issues, what arrangements or supervision can the care home provide?
- Will the care home meet your specific religious, ethnic, cultural or social needs? Will the correct diet be provided? Will the right language be spoken? Will there be opportunities to participate in religious activities? Do they allow pets?

- When you are choosing accommodation it may be a lifelong decision, so you may want to think about planning for end of life care at the same time.
- You might also want to check what people who have used the care home say about it from online feedback and review services, such as those put together on NHS Choices Website.
- Ask for a temporary stay in the care home before you decide. Temporary stays in care homes can also be arranged in certain circumstances, such as after a stay in hospital.

A good care home will:

- offer new residents and their families or carers a guide (in a variety of accessible formats) describing what they can expect while they're living there
- have staff who have worked there for a long time, know the residents well, and are friendly, supportive and respectful
- employ well-trained staff, particularly where specialist care such as dementia nursing is required
- involve residents, carers and their families in decision-making
- support residents in doing things for themselves and maximising their independence
- offer a choice of tasty and nutritious food, and provide a variety of leisure and social activities taking residents' needs into account
- be a clean, bright and hygienic environment that's adapted appropriately for residents, with single bedrooms available



- respect residents' privacy, modesty, dignity and choices
- be accredited under the Gold Standards Framework for end of life care

An unsatisfactory care home might:

- have a code of practice, but not adhere to it
- fail to take into account residents' needs and wishes, with most decisions made by staff
- let residents' care plans become out of date, or fail to reflect their needs accurately
- have staff who enter residents' rooms without knocking, and talk about residents within earshot of other people
- deny residents their independence – for example, by not allowing someone to feed themselves because it “takes too long”
- have staff who don't make an effort to interact with residents and leave them sitting in front of the TV all day
- be in a poorly maintained building, with rooms that all look the same and have little choice in furnishings
- need cleaning, with shared bathrooms that aren't cleaned regularly

If you move into a care home

When you go into a care home, make sure the management and staff of the home know about your condition, disability and other needs.

NURSING HOMES

Postcode	Name	Address	Town/City	Phone number
CH1 3BX	Chester Lodge Care Home	Brook Street	Chester	01244 342259
CH1 6HN	The Old Rectory Nursing Home	Rectory Lane	Chester	0151 339 7231
CH2 1FD	Upton Dene Residential & Nursing	Caldecott Close	Chester	01244 569825
CH2 1LY	Orchard Manor Care Home	Greenacres Court	Chester	01244 376568
CH2 1UA	Pinetum Care Home	Valley Drive	Chester	01244 380731
CH2 3AD	Rose Villa	Lightfoot Street	Chester	01244 318567
CH2 3AD	Orchid Villa	Lightfoot Street	Chester	01244 318567
CH2 3RB	Kingscourt Nursing Home	12 Newton Lane	Chester	01244 313201
CH3 5SY	Grosvenor Manor Care Centre	87-89 Heath Lane	Chester	01244 305330
CH3 6BS	Deewater Grange	93 Chester Road	Chester	01244 259483
CH3 7DG	Oaklands Nursing Home	10 Tarvin Road	Chester	01244 335060
CH64 5SW	The Chapel House Nursing Home	Chapel House Lane	Neston	0151 336 2323
CH65 7AE	Whitby House	99 Pooltown Road	Ellesmere Port	0151 357 1007
CH65 8EU	Aaron Court Care Home	190 Princes Road	South Wirral	0151 357 1233
CW6 0RZ	Sable Cottage Nursing Home	Chester Road	Tarporley	01829 752080
CW7 1HZ	Westwood Court Care Home	Well Street	Winsford	01606 594786
CW8 2DR	Sandiway Lodge Nursing Home	Dalefords Lane	Northwich	01606 889211
CW8 2ND	Redwalls Nursing Home	80 Weaverham Road	Northwich	01606 889339
CW9 5JA	Daneside Court Nursing Home	Chester Way	Northwich	00160 640700
CW9 7DX	Kitwood House Care Residence	162 Middlewich Road	Northwich	01606 653555
CW9 7QA	Acorn Hollow Nursing Home	419 Manchester Road	Northwich	01606 456030
CW9 7QA	Acorn Meadow	420 Manchester Road	Northwich	00160 648978
CW9 8LL	Davenham Hall Nursing Home	London Road	Northwich	01606 354320
SY14 8NR	Prospect House	High Street	Malpas	01948 860011
WA16 9NW	Mount Pleasant Nursing Home	London Road	Knutsford	01565 722918
WA6 0BW	Loxley Hall	Lower Robin Hood Lane	Frodsham	01928 723622
WA6 7BB	Chapelfields Care Home	Off Main Street	Frodsham	01928 734743



They may have some of this information already – for example, if the local authority has set up the placement after a care needs assessment. Moving home can be unsettling at the best of times, so when you move into a care home, it's good to have it planned in advance and have family or friends around you when you move to make you feel more comfortable.

You should also:

- contact the benefits office, if you have one (including disability benefits, as these can be affected by care home stays)
- make sure other services at your previous address have been notified
- let friends and family know your contact details and when you might feel up to receiving visitors

Rights of care home residents

The Care Quality Commission (CQC) is the regulator of health and adult social care in England, whether it's provided by the NHS, local authorities, private companies or voluntary organisations.

Under existing rules, independent healthcare and adult social services must be registered with the CQC. NHS providers, such as hospitals and ambulance services, must also be registered. The registration of organisations reassures the public when they receive a care service or treatment. It also enables the CQC to check that organisations are continuing to meet CQC standards. Standards for care homes are outlined on the CQC website. These standards are underpinned by regulations governing the quality and safety of services. The regulations are enforceable by law – the CQC can enforce fines, public warnings, or even suspend or close a service if they believe people's basic rights or safety are at risk.

What's extra care housing?

Extra Care Housing, sometimes known as assisted living, is a great choice for older people with care and support needs who wish to be active and independent. Schemes are run with the view that getting older gives you time to do more and get more out of life. You will have your own flat, house or bungalow which you can rent, buy or part-buy, on your own or as a couple.

Each Extra Care scheme is designed to be a community hub with a wide range of facilities.

This could include a restaurant, hairdresser, shop, health and wellbeing suite and hobby room. Older people from the local community are also able to use some of the facilities.

What's in it for me?

- Your own flat, house or bungalow with your own front door
- The right level of care and support for you, seven days a week, 24 hours a day
- An active social life with residents and other members of the community



www.cqc.org.uk

We are the independent regulator of health and social care services in England

We make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve.

- Plenty of activities with your hobbies, interests and wellbeing in mind - it's unlikely you'll get bored.

Making an informed decision

Moving house is always a big decision, whatever your age, especially if you have lived in one place for some time. However, the right information, advice and support will help you choose.

We've compared some later life housing options:

Care and support in your own home

For many people, adding the right adaptations or equipment can help them continue to live independently. Other people may require a burst of short term help, for example after a recent illness or disability.

Extra Care Housing

Extra Care accommodation is usually part of a larger complex with onsite facilities which can often be used by other older people in the community. It includes a 24 hour emergency alarm system, personal care and domestic help.

Sheltered or supported housing

This provides low level support for people who want to live independently. Schemes have individual properties with 24 hour emergency alarm systems and planned face to face welfare checks, depending on the level of support agreed.

Residential care homes

If you require specialist nursing care or need a very high level of personal care making it difficult to live independently, you may choose a care home.

RESIDENTIAL HOMES

Postcode	Name	Address	Town/City	Phone number
CH1 4BR	Stone House Residential	55-57 Cheyney Road	Chester	01244 375015
CH1 5XA	Florence Grogan House Residential	Shelley Road	Chester	01244 390177
CH1 6NE	Crabwall Hall	Parkgate Road	Chester	01244 851202
CH2 1HB	Wealstone Residential	Wealstone Lane	Chester	01244 377900
CH64 5SW	Plessington Court	Chapel House Lane	Neston	0151 336 2323
CH64 6US	Hartford Hey	Manorial Road South	Merseyside	0151 336 4671
CH64 7TA	Hinderton Mount Residential	Chester High Road	Neston	0151 336 1019
CH65 7ED	Acorn Manor Residential	202 Pooltown Road	Ellesmere Port	0151 355 4089
CH66 1TP	Mayfields	Naylor Crescent	Ellesmere Port	0151 356 4913
CH66 2LB	Astbury Lodge Residential	Randle Meadow	Ellesmere Port	0151 355 7043
CH66 3JX	Whetstone Hey Residential	Old Chester Road	Ellesmere Port	0151 339 6233
CW6 0EG	Iddenshall Hall	Clotton	Tarporley	01829 732454
CW6 0RZ	Sable Cottage Nursing Home	Chester Road	Tarporley	01829 752080
CW8 2JW	Sandiway Manor Residential	1 Norley Road	Northwich	01606 883008
CW8 3NT	Gleavewood Residential	Farm Road	Northwich	01606 853395
CW8 4HR	Essendene EPH	199 Runcorn Road	Northwich	01606 781182
CW9 5JA	Daneside Mews	Chester Way	Northwich	01606 351935
CW9 7PN	Crossways Residential	Station Road	Northwich	01606 45559
CW9 7YN	Lostock Lodge Care Home	Cheshire Avenue	Northwich	01606 331953
SY14 8NR	Prospect House	High Street	Malpas	01948 860011
WA6 6ES	Hillcrest Residential	Manley Road	Frodsham	01928 733615
WA6 6YD	Newton Hall Residential	Kingsley Road	Frodsham	01928 739270
WA6 8LE	Mount Pleasant Residential	Finger Post Lane	Frodsham	01928 787189
WA6 9NP	Heathercliffe Residential	Old Chester Road	Frodsham	01928 723639



Age UK Cheshire

Castle Community Centre, Barbers Lane, Northwich, CW8 1DT

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