

Adult Care & Support Services

The 2011 Cambridgeshire Directory

The comprehensive guide to choosing and
paying for care

Large Print version

Contents

Welcome

Areas covered by this Directory **7**

Where do I start? **8**

- Self-Directed Support 8
- Advocacy services 10
- Older People's Handbook 11
- Cambridgeshire.net 12

Services at home **14**

- The frozen meals service 14
- Day opportunities 14
- Assistive technology and telehealthcare (ATT) 15
- Adaptations 17
- Equipment 17
- Occupational therapy 18
- Respite 19
- Library services 20
- Trading Standards 20
- Falls prevention advice 21

Leaving hospital **23**

- Re-ablement 23
- Continuing care 25
- Welcome Home from Hospital 26

Housing options **27**

- Housing providers 27
- Housing contacts 27
- Extra Care - how do you access it? 33

Care homes	34
• Residential nursing care	35
• Care homes checklist	36
Will you have to pay?	39
• Care fees – who pays what?	39
• What will you have to pay for your care?	41
• Third party payments	43
Specialist services	44
• Physical disability	44
• Learning disability	44
• Sensory needs	45
• Mental health	47
• Dementia care	47
• Residential dementia care checklist	50
Help for carers	52
• Support for carers	52
• Carers Direct	53
Essential information	54
• Adult safeguarding in Cambridgeshire	54
• Inspection and registration of care services	55
• Making a comment, compliment or complaint	57
• How solicitors can help	58
• Cambridgeshire Local Involvement Network (LINK)	59
• Patient Advice and Liaison Service (PALS)	60
Useful contacts	60
Independent home care providers	68
• Live-in care	68

- 24-hour live-in homecare 69

Home care providers 71

Care homes, Care homes with nursing, small homes:

■ Cambridge City	78	
■ East Cambridgeshire		81
■ Fenland	84	
■ Huntingdonshire		89
■ South Cambridgeshire	94	

Welcome from Cambridgeshire County Council

Welcome to the 2011 Cambridgeshire Adult Care and Support Services Directory which provides information for adults about a range of social care services that are available across the County.

In line with the national agenda to 'personalise' social care services and ensure people have choice and control over the support to meet their needs, Cambridgeshire County Council has changed the way care services are provided to adults.

Following a successful pilot, we began the implementation of Self-Directed Support in April 2009. Now, all people who require support from adult social services are able to control how their needs are met and are able to achieve their personal aspirations.

This new way of working enables people who are eligible for social care support to decide how their identified needs are met. This may include using the services detailed in this Directory, but could also include new and innovative ways that are designed by individuals themselves.

The Directory contains useful information about the assistance that is available from the County Council, including details about how an individual can access support. It also provides information about the support available to family carers. Cambridgeshire County Council provides a range of services to carers, such as assessing their needs, helping them to take a well-deserved break, connecting them with a network of carers, and assisting them in emergencies.

So, whether you are someone looking for information about how to access social care support, or services such as home care, specialist equipment, day care and employment, or you are a family carer requiring a short break or support towards employment and training, then this Directory will go some way to providing the information you need.

Claire Bruin

Service Director, Strategy and Commissioning (Adult Social Care)
Cambridgeshire County Council

Welcome from **Cambridgeshire Community Services** **NHS Trust**

Cambridgeshire Community Services NHS Trust became the first Community NHS Trust in the country on 1 April 2010. As a provider of a wide range of specialist community health services, we are delighted to contribute to this Directory.

Funded by Cambridgeshire County Council to provide social care for older people, our aim is simple – we want to improve your quality of life and help you maintain your independence.

We work closely with the County Council to ensure that you have choice and control over the services you need.

Many of the social care services we provide are outlined in this Directory. To find out more – including the range of health services we provide to older people – visit our website at www.cambscommunityservices.nhs.uk. You can also talk to our Patient Advice and Liaison Service (PALS) who will be able to provide you with information on our services or listen to any concerns or suggestions you have about services you have used. PALS can be contacted on 0800 013 2511 (calls are free from a landline) or on 01480 355184.

I hope you find this Directory helpful.

Alison Gilbert

Director of Clinical Delivery

Cambridgeshire Community Services NHS Trust

Information about social care in Cambridgeshire is also available from the Cambridgeshire County Council adult social care website www.yourlifeyourchoice.org.uk or by telephoning the Cambridgeshire Direct Contact Centre on 0345 045 5202.

Areas covered by this Directory

Cambridgeshire

Countywide home care providers 71

Cambridge City 78

Care homes 78

Care homes with nursing 80

East Cambridgeshire 81

Care homes 81

Care homes with nursing 83

Small homes 84

Fenland 84

Care homes 84

Care homes with nursing 87

Small homes 89

Huntingdonshire 89

Care homes 89

Care homes with nursing 93

South Cambridgeshire 94

Care homes 94

Care homes with nursing 98

Small homes 99

Where do I start?

Self-Directed Support

We want people who need social care support to have more choice and control over the services they receive and how these are delivered.

Self-Directed Support puts you more in control of your social care support. It involves identifying a Personal Budget – an upfront sum of money to help you meet your needs and to keep you safe and healthy.

Your Personal Budget can be paid as a Direct Payment - a cash sum to enable you to make your own social care arrangements and to manage your own support. It can be managed by the County Council or its NHS partners¹ on your behalf to organise the services and support you choose, or a mixture of both.

There are few constraints on how you use your Personal Budget as long as it is legal and keeps you healthy, meets your support needs and enables you to achieve the things you want to do. In some cases you will be expected to make a contribution towards the cost of your social care support.

More information about Self-Directed Support can be found on Cambridgeshire County Council's

Website: www.cambridgeshire.gov.uk/social or by emailing in.controltotal@cambridgeshire.gov.uk or telephoning **0345 045 5202**.

First steps

If you are enquiring about social care support for the first time, you should contact the Council by phoning Cambridgeshire Direct on 0345 045 5202 and asking for an assessment to check your eligibility for services. You can do this at any time.

Eligibility is determined via local application of the Government's national 'Fair Access to Care Services Framework'. In Cambridgeshire this is set at the levels of 'substantial' and 'critical'. You can find out

more about the national 'Fair Access to Care Services Framework' from the Department of Health's website www.dh.gov.uk.

If you think you need help with mental health issues you should contact your GP in the first instance who will refer you, if required, to the Cambridgeshire and Peterborough NHS Foundation Trust.

See page 47 for more information about mental health services.

Assessments

When you contact Cambridgeshire Direct and ask for an assessment they will ask you for some basic details. If you meet a certain level of need (eligibility), they will arrange for a care manager to visit you to complete an assessment. This is a questionnaire that asks about your circumstances, social care support needs, skills you would like to develop and, most importantly, what you would like to achieve. You can have help to complete the questionnaire if you need it.

If you are eligible for social care support and have a mental health need your assessment will be done by a care co-ordinator, a qualified social worker, community mental health nurse or an occupational therapist, under the Care Programme Approach (CPA).

Cambridgeshire Direct may also be able to offer you some immediate advice, tell you about other people and organisations who can help you, or provide urgent support if you need it.

Once you and your care manager/care co-ordinator have agreed the content of your questionnaire, your care manager/care co-ordinator will use this to identify the resources (including money) that are available to support you.

Your care manager/care co-ordinator will arrange for one of the Council's Financial

Assessment and Benefits Advisers (FABAs) to contact you to ensure you know of any benefits you are entitled to claim and to do an assessment of your finances to see if there is a contribution you will need to make towards your social care.

Any amount you are assessed as needing to contribute will be based on your individual financial circumstances.

For most people the contribution will be a proportion of the full cost of their support.

However if you have income and/or savings above £23,250 you will be expected to contribute the full amount.

The County Council's leaflet entitled 'Contributing to your personal budget' can tell you more.

Individuals who come under Section 117 of the Mental Health Act 1983 will continue to be exempt from making a contribution to their support costs.

For further information and advice on care fees, please see page 39.

Your Support Plan

Once your completed questionnaire has been agreed and your care manager/care co-ordinator has told you the resources and money you have available to support you, you should make your Support Plan.

You can have help to do this if you need it. Your Support Plan lists your individual support needs and the things you want to do. It shows how you will spend your Personal Budget to meet your needs and puts you in control of the social care support you receive.

For further advice please telephone **0345 045 5202**

Advocacy services

Advocacy is speaking up for, or acting on behalf of yourself or another person. Advocacy can help you to:

- make clear your views and wishes;
- express and present your views effectively and faithfully;
- find independent advice and accurate information;
- negotiate and resolve conflict.

Some people aren't clear about their rights as citizens, or have difficulty in fully understanding these rights. Others may find it hard to speak up for themselves. Advocacy can enable people to take more responsibility and control for the decisions which affect their lives.

Finding an advocate

Cambridgeshire County Council commission advocacy services for people who meet its eligibility criteria from:

Age UK -for people over 65 with mental health problems

Email: advocacy@accambs.org

Tel: **01354 696541**

Cambridgeshire Independent Advocacy Service - supports people who have mental health problems to speak up for their rights, either individually or as a group. The service is free, independent and confidential. It is for people aged 18-65 years living in Cambridgeshire.
www.disabilitycambridgeshire.org.uk

Speaking Up/ VoiceAbility - provides advocacy services, self advocacy based projects and resources for people with learning difficulties, mental health issues and physical disabilities.

www.speakingup.org

IMCA - stands for Independent Mental Capacity Advocate and is a new type of statutory advocacy introduced by the Mental Capacity Act 2005. The Act gives some people who lack capacity a right to receive support from an IMCA.

www.speakingup.org/advocacy

Older People's Handbook - what is in it and where to get it?

Many people find that life gets better as they get older because they finally have time to do things they have wanted to do in the past but were too busy.

For many, a positive attitude to life means taking the time to do the things they enjoy, keeping as healthy and active as possible, and making the most of the opportunities on offer.

Although for some this may not be possible, there are still some things that older people can do to maintain their health and independence.

NHS Cambridgeshire and Cambridgeshire County Council has produced a guide to help older people living in Cambridgeshire to live their lives to the full. It provides helpful ideas and suggestions for some of the things that people can do as they get older such as making the most of local leisure activities, taking up voluntary work, a new hobby or study course. It also provides advice and support for keeping healthy and well, dealing with life changes, coping with emergencies and staying safe.

The guide can be picked up free of charge from GP surgeries; pharmacies, your local library or council offices, or you can request a copy from your Care Manager/Care Co-ordinator or by contacting the County Council on **0345 045 5202** or at adultsocialcareleaflets@cambridgeshire.gov.uk

Cambridgeshire.net - links to your local community

If you are looking for providers of social care services, Cambridgeshire.net can signpost you in the right direction.

The introduction of Self-Directed Support and Personal Budgets means that all organizations providing social care support will need to offer flexible services that meet the requirements of individuals by providing more choice and control over how their social care needs are met.

There are about 500 providers of social care services in Cambridgeshire. The County Council is encouraging all organizations providing services to advertise their details through Cambridgeshire.net, although it is up to individual providers whether they do so.

The aim is to make Cambridgeshire.net a comprehensive resource of the options available for meeting the needs of anyone searching for social care services.

Cambridgeshire.net includes details of organisations providing services such as home care, day services, live-in care, Extra Care, residential or nursing care.

To make it as easy as possible to find the services you are looking for the information can be filtered by location, type of service, who it is for, and specialist provision such as services for people with a disability, mental health need, sensory impairment or other specialist need.

You can also find out whether the organisation you are considering is registered with the Care Quality Commission (CQC), Charity Commission or County Council.

In addition to social care services, Cambridgeshire.net can provide you with: information about events and activities happening in your area; groups, clubs and organisations near to you; opportunities for learning and study and much more.

You can find Cambridgeshire.net and start searching for the support you need at

www.cambridgeshire.net

Services at home

The frozen meals service

The frozen meals service in Cambridgeshire is operated under contract by Apetito via the Wiltshire Farm Foods (WFF) franchise.

If you are not able to prepare, or have difficulty in cooking, your own meals, frozen meals can be delivered to your home by WFF. These can then be heated to provide a convenient substitute.

There are two ways WFF can be contacted for referrals:

- you can be referred by the Contact Centre if you meet the Council's eligibility criteria for services;
- individuals can contact WFF directly

There is a choice of 65 main meals and 52 puddings. Different charges to those listed may apply. An inclusive charge for meals organised is around £3.50 for a main meal and dessert.

Ethnic and diabetic meals are also available.
For further advice please call 0345 045 5202.

Day opportunities

All our service users have, or will shortly have, a Support Plan. Day support may be part of a plan to help achieve agreed outcomes. Such support can include helping to maintain independence, advance social skills and offering choice and control over their lives.

All of the County's day services have agreed pricing structures and the relevant amount, depending on need and quantity of hours will be deducted from your Personal Budget. A charge for the service may also apply.

Call **0345 045 5202** for an assessment if you, or someone you know, would benefit from this service.

Assistive Technology and Telehealthcare (ATT)

Telehealthcare

Cambridgeshire County Council assists adults with disabilities to live independently and safely within their own homes. One way in which the Council achieves this is by working in partnership with Cambridgeshire Community Services NHS Trust to provide help and advice on ATT devices that can support individuals to live independently.

What is ATT?

The service provides and uses a range of Assistive, Telecare and Telehealth devices to support people and their carers to address challenges to everyday living in their homes across the county.

The devices can help to:

- trigger an alert to summon assistance;
- manage and reduce levels of risk;
- support people with daily activities;
- increase independence;
- support relatives and carers;
- reduce stress;
- increase peace of mind

Support has been given with many situations, e.g. medication management, alerts for falls and wandering, time orientation, prompts and reminders - the list is endless.

Telehealth – vital sign monitoring

This can now be offered for chronic long-term conditions in conjunction with specialist nursing teams and community matrons. This technology supports the patient within their own home by taking daily readings, which are automatically transmitted through a BT line to the appropriate clinician who will then access the information needed. This is an effective way of supporting individuals to manage their own conditions, improve quality of life and prevent avoidable hospital admissions.

How do I get assistance with ATT?

Anyone can refer to the service. After the referral has been made, and if appropriate, a member of the team can visit to identify and discuss current needs. Through these discussions, and in consultation with other professionals, appropriate technology will be issued.

Margi Fosh is the ATT Manager and Lead for Cambridgeshire and can be contacted by telephoning: **01223 883756** or by emailing:

margaret.fosh@nhs.net

To make a referral, please email:

C-Pct.AsstTelTech@nhs.net

An ATT Duty/Helpdesk is now available from 8.30am – 4pm weekdays, and they are always happy to help and support. More information and literature can be found on

www.cambscommunityservices.nhs.uk

Other organisations providing Assistive Technology

Cambridgeshire County Council also works closely with voluntary organisations such as the Campaign for Tackling Acquired Deafness (CAMTAD), which provides support and equipment to people who have a hearing impairment.

They are located in Cambridge but host clinics around the county. For further information, please telephone **01223 416141**.

Camsight Resource Centre, Huntingdon Society for the Blind or Fenvison Isle of Ely Society for the Blind can give advice and information about equipment, offer help with ordering it and may run hire or loan schemes.

For further information, please telephone:

- Camsight **01223 420033**
- Huntingdon Society for the Blind 01480 453438
- Fenvison Isle of Ely Society **01354 656726**

Some very simple devices can also be purchased locally from DIY stores, hardware shops or low cost shops.

Adaptations

Do you have mobility problems? If you meet the eligibility criteria, adaptations to your home may help you to get around more easily. Major changes will involve the advice of occupational therapists and referral for a means-tested 'Disabled Facilities Grant' to help with some or all of the costs.

If you are on a low income, you may qualify for a full grant. If it is agreed that you need adaptations to your home a referral will be made to your local Home Improvement Agency (HIA). There are five HIAs corresponding to the relevant district council for your area.

Equipment

The County Council and its partners help adults to manage everyday living more safely and independently. Occupational therapists and other specially trained staff can give you advice, assess your needs, and those of your carer, if applicable.

Depending on your individual circumstances, Occupational Therapy Services can loan or recommend equipment that enables you to:

- use the lavatory, wash or bath;
- transfer in and out of bed and chairs more easily;
- do household chores like cooking or tidying up;
- get around the house or garden

The Integrated Community Equipment Service, which is provided by Nottingham Rehab Supplies through a contract with Cambridgeshire County Council, provides health and social care equipment for loan to people referred by a health or social care professional. If you want to organise services for yourself, the Independent Living Centre at Papworth has a wide range of equipment – you can telephone them on **01480 830495** to make an appointment and go along to try out various items of equipment to see what suits you.

If you already have equipment but no longer require it, Please call **0845 121 3456**, to arrange for it to be collected.

For further advice please contact Cambridgeshire Direct Contact Centre on 0345 045 5205.

Occupational therapy

Occupational therapy staff (OTs) are responsible for assessing and providing services that aim to help people remain as independent as possible in their own homes. These services could include:

- prevention advice - the service can provide advice and information on methods of carrying out day to day tasks that may help them retain their independence;
- rehabilitation advice - assisting people recovering from illness or injury with advice on carrying out specific activities or exercises regularly. These will be aimed at helping them regain their abilities and independence. The purpose of the activities will be explained to them and their helpers/carers;
- providing daily living equipment to help people maintain their independence;
- adapting the home environment for users with a permanent or chronic disability or illness. This can include putting a downstairs toilet in someone's own home, changing the bathroom so that they can have a wheel-in shower rather than a bath, putting a handrail at the front and back doors etc.

For a referral to Occupational Therapy Services, phone Cambridgeshire Direct on 0345 045 5205.

Respite

You may have a family member or friend living with you, or perhaps living nearby, who helps or provides care for you on a regular unpaid basis. These carers sometimes need a break. This could be for a few hours a week or for a longer period. Their needs and preferences for the type and length of break, along with your own, can be assessed too. There are a number of options:

- support in the home can be arranged to enable the carer to have a break;
- short stays in a residential placement might be the best option if you wish to go into a care home yourself for a week or two;
- if you have sufficient funds you may wish to arrange home-based respite care where another carer moves into your home for a short period.

There is also an Adult Placement Scheme for people with learning disabilities where the person is matched to a Link Carer (a carer providing support, who is closely matched to the person's care needs) and is able to go to their home for short periods.

This provides a homely environment and a short break for the carer. The best option for you will depend upon your needs, the urgency of the situation, and personal choice and cost. If you are thinking about long-term care, but have had no experience of living in a care home, you may wish to book in for a short stay to see what it's like. This will help you make an informed decision.

If you wish to arrange care for yourself, you can contact providers listed in this Directory. Care home listings start on page 71.

If you have nursing needs (e.g. require the attention of a registered nurse to administer medication etc), ask for a nursing determination (an assessment of your need for nursing given by a registered nurse), as the NHS will make a contribution to cover the nursing care element of your fees.

Library services

Are you using your library service to the full?

Please remember that Cambridgeshire's Library Service has a network of libraries and mobile libraries that covers the whole county – so there is a service near to you. At every library, as well as the wonderful range of books to borrow, the staff will be very pleased to tell you about the services we have on offer, for example:

- how to request a book;
- how to use the library computers;
- how to look for local information on Cambridgeshire.net;
- how to find out about local and family history;
- how to register a housebound person and have a longer loan period
- how to register for the Doorstep Delivery Service (for people unable to visit the library);
- how to join the Postal Tape Service (for people with a visual impairment);
- how to join a book group;
- how to join a beginner's computer course;
- how to use the on-line library service from home;
- information about activities and events in libraries;
- Books on Prescription - recommended self-help reading to help combat many mild to moderate mental health problems and some common physical long-term conditions.

Please look at the library website for full details of all services, library opening times and mobile library stopping places and times, to view the latest newsletter and for up to date information:

www.cambridgeshire.gov.uk/library or call **0345 045 5225**

Trading Standards

Cambridgeshire County Council's Trading Standards Service provides care and support services by:

- working with Age UK Cambridgeshire to promote services under an established 'Home Shield' scheme. This aims to promote health, wellbeing and independent living by working with people that we trust. Your general welfare and safety is considered, together with your basic needs, income, health and even the security of your property;
- working with Age UK Cambridgeshire to provide a list of reputable handymen in your locality to ensure that you can access tradesmen you can trust;
- having a rapid response team to investigate incidents with the police where we believe that people are being conned in their homes. Where appropriate, the offender may be arrested, prosecuted and prevented from taking money from you for shoddy or unnecessary workmanship;
- erecting 'No Cold Calling' signs in locations that are targeted by rogue traders. These act as deterrents. However, where we find that certain people are being targeted by rogue traders, we can arrange for a device to be fitted to the door that takes photographs of any visitors. This helps Trading Standards officers and the police to identify offenders and take action against them;
- providing advice to consumers (via Consumer Direct – **08454 04 05 06**) on their basic rights when buying goods or services, especially where something has gone wrong with them. In some circumstances Trading Standards officers may be able to intervene directly.

Falls prevention advice

Improving safety in the home can help prevent elderly people from having falls and injuring themselves, whilst allowing them to continue to live independently.

Falls, slips and trips can lead to broken hips or wrists and other injuries, and are a leading cause of disability among the older population. Falls in the home can result in ill health, lengthy hospital stays, residential care, loss of independence, and greatly affect quality of life. Making elderly people's homes safer can help prevent them falling and seriously injuring themselves.

Various aspects of the home environment can be improved to reduce the risk of someone having a fall. Family, friends, neighbours and carers can help make things safer for an elderly person while allowing him or her to stay independent and self sufficient.

Clearing away clutter, ensuring floors and carpets are safe, making sure the home is well lit and installing handrails where necessary are all useful suggestions for improving safety.

Remaining active, eating well, paying attention to foot problems, properly fitting shoes and slippers can all contribute to avoiding falls. Taking steps to improve and maintain health and general wellbeing is an important aspect of falls prevention for elderly people.

Cambridgeshire Community Services' falls prevention team can be contacted on telephone: 01223 883710.

Leaving hospital

Re-ablement

Introduction

Many people, especially older people, need care services when they are discharged from hospital. You may no longer have medical needs but you might well need some short or long-term help, either in your own home or elsewhere.

Finding out your needs

The hospital staff in charge of your healthcare will have a view about whether or not you will need care services when you leave hospital. They will ask you if you would like someone from the social care team to talk with you about this. If you are agreeable then a worker from that team will visit you to discuss what you think your care needs are likely to be when you leave hospital – we call this an ‘assessment’.

You can ask for any relatives or carers to be involved in these discussions if you want (and your carer, if you have one, can ask for a separate assessment of their own needs).

Planning your care

The information gathered during your assessment will firstly show whether or not you should continue to receive care fully funded by the NHS (this is called ‘NHS Continuing Healthcare’ – you can ask your healthcare professional or the person undertaking your social care assessment for more information about how people qualify to receive it).

If you are not eligible for fully funded NHS Continuing Healthcare after you leave hospital, you could still be eligible for a range of NHS services (free of charge) or social care services (for which there may be a cost) to meet your personal needs. We will discuss with you what services could help you. These could include:

Services provided free of charge by the NHS:

- Re-ablement: short-term support designed to help you become as independent as possible through learning (or re-learning) how to do important tasks on your own e.g. perhaps you need support with your personal care or to prepare a meal;
- Rehabilitation: short-term support provided by physiotherapists, occupational therapists, speech and language therapists, nurses and others. Rehabilitation helps people achieve their maximum levels of physical, psychological and social function. Occupational therapists can also advise on equipment to make things easier for you, e.g. bath seats, grab rails, ramps, as well as adaptations such as walk-in/wheel-in showers;
- Community health services: treatment and support from NHS staff, such as district nurses, specialist nurses, community matrons, dieticians, podiatrists and others.

Services for which there may be a charge:

- Home (Domiciliary) care: if you have long-term needs following a period of re-ablement or rehabilitation, support workers may visit you at home to help you with your personal care e.g. getting up and going to bed, washing and bathing, going to the toilet, getting dressed;
- Sheltered Housing: where you have your own home but where there is also a warden on call in case you need help;
- Community meals: should you find cooking for yourself difficult, you might want to get meals delivered by the community meals service. These are in the form of frozen meals; you can also get help to prepare them if you can't do so yourself;
- Day Services: day centres offer a chance to get out of the house and meet other people. They also provide meals and a range of social activities;
- Residential or nursing home care: This is likely to be the answer for people who can no longer manage in their own homes. If you and everyone else agree that a residential or nursing home is the best care option for you, you will need to think carefully about the home you want to live in. You have rights around choosing the home you want. We produce a booklet, 'Information for People Going into a Care Home', which offers detailed advice on matters

like funding and paying for care, property issues and managing your finances.

As identified above, there is a charge for many of these services. The basis for these charges will be explained to you by the person carrying out your assessment. In most cases, the actual amount you pay will depend on the results of a separate assessment of your financial situation.

Once we have agreed with you what services you will get when you leave hospital, we will put this into a care plan and give you a copy. The plan will set out what care you will get, who from, when and at what cost (if any).

If you have a continuing need for social care we will also discuss 'Self-Directed Support' with you.

Continuing Care

Continuing Care is the name given to the care needed by an adult who requires healthcare over an extended period to manage their daily life because of illness, disability, accident or the effects of getting older. It is a package of care that involves services and funding from both the NHS and social care.

Continuing healthcare is provided by the NHS if you have extensive healthcare needs and have been assessed as having them. This is free of charge, wherever it is delivered, and can be provided in any setting. The care that you require to meet your health and social care needs will be assessed and provided, as appropriate, within the resources available.

In your own home the NHS funds all care required to meet your assessed needs. In a care home, the NHS makes a contract with the home and pays the full fees for your accommodation as well as all your care.

NHS funded nursing care is the contribution paid to you by the NHS for care in a registered nursing home. The current amount is £108.70 per week for the single band and £149.60 for the higher rate.

You can ask for an assessment by health and social care professionals who will visit you to identify and prioritise your needs. The assessment will be used to decide what services will be provided and where, and who funds them. Regular reviews will be carried out and your care and/or funding arrangements will change to meet your changing needs.

Welcome Home from Hospital – provided by Care Network

Moving back home after a hospital stay can be difficult and you may need extra help. The 'Welcome Home from Hospital Service' covers the whole county and is free, flexible and staffed by trained volunteers. They give you help and support to regain your independence by visiting you on your return from hospital, providing reassurance and helping in practical ways like picking up prescriptions, helping you book appointments and doing your shopping. Anyone can refer a patient to 'Welcome Home from Hospital'.

Contact the scheme if you would like to discuss this service for yourself or a friend or relative. The co-ordinator can meet with you on the ward to discuss the services offered. When a referral is made by ward staff, the co-ordinator will always liaise with a care manager to establish the details of the planned aftercare for the patient.

Within 24 hours of the referral being made, the co-ordinator will visit the patient on the ward to assess their needs and their willingness to accept help from the scheme. Where possible, family and friends will also be consulted. Written consent from the patient (or their carer) will be obtained before any details about the patient are passed on to a volunteer. The help can be given as soon as the client arrives home and can continue for up to two weeks.

Ask whoever is arranging your discharge from hospital about these services, or ring 01223 714433 and ask for the service co-ordinator.

Housing options

Housing providers

The City and District Councils in Cambridgeshire have statutory responsibilities for housing and are known as housing authorities. Their duties include the provision of housing for rent and working with housing associations to supply housing for general and special needs.

Housing authorities also give advice and information on accommodation queries for the range of housing including sheltered, housing association homes, hostels, privately rented, owner-occupied and adaptations to meet special needs. Sheltered housing is also available for rent or purchase in the private sector and advice can be obtained from organisations listed in the next section.

Housing contacts

District Councils

Cambridge City Council

Mandela House, 4 Regent Street
Cambridge CB2 1BY
Tel: 01223 457000

East Cambridgeshire District Council

Housing Advice Service
The Grange, Nutholt Lane
Ely CB7 4PL
Tel: 01353 665555

Fenland District Council

Fenland Hall, County Road
March PE15 8NQ
Tel: 01354 654321

Huntingdonshire District Council

Pathfinder House,
St Mary's Street

Huntingdon PE29 3TN
Tel: 01480 388388

South Cambridgeshire District Council

South Cambridgeshire Hall
Cambourne Business Park
Cambourne, Cambridge
CB3 6EA
Tel: 0345 045 0051

Housing advice is also available from a range of independent organisations and the list which follows includes general and specialist sources of advice.

Eastern Counties Housing Aid Centre (covers Cambridgeshire)

Whitefriars House, 50
Fishergate, Norwich NR3 1SE
Tel: 0844 515 1860

Elderly Accommodation Counsel (EAC)

3rd Floor, 879 Albert
Embankment, London SE1 7TP
Tel: 0207 820 1343

www.eac.org.uk

(Hold the national database of retirement housing and will print off a list and send it to you if you ask.)

Papworth Trust Home Solutions

The Papworth Trust, The
Bernard Sunley Centre,
Papworth Everard, Cambridge
CB23 3RG

www.papworth.org.uk

Tel: 0800 952 5000 (advice for people with disabilities)

Housing Associations

Abbeyfield Society

53 Victoria Street, St Albans
AL1 3UW
www.abbeyfield.com

Tel: 01727 857536

Accent Nene

Manor House, 57 Lincoln
Road, Peterborough PE1 2RR
www.accentgroup.org/nene
Tel: 01733 295400

Anchor Trust

(Housing for over 55's – rent or purchase.)
Please call for more information.
www.anchor.org.uk
Tel: 08457 758595

Argyle Street Co-operative

3 Fletchers Terrace,
Cambridge CB1 3LU
Tel: 01223 411615

Axiom Housing Association

Axiom House, Maskew Avenue,
Peterborough PE1 2SX
www.axiomha.org.uk
Tel: 01733 347135

Bedfordshire Pilgrims Housing Association

Pilgrims House,
Horne Lane, Bedford
MK40 1NY
www.bpha.org.uk
Tel: 01234 328828

Cambridge Housing Society

Endurance House, Chivers Way,
Histon CB4 9ZR
www.cambridgehs.com
Tel: 01223 713555

Cambridge YMCA

Queen Anne House, Gonville
Place, Cambridge CB1 1ND

www.theymca.org.uk
Tel: 01223 273840

English Churches Housing Group

Please call for more information
www.echg.org.uk
Tel: 0845 112 7722

Granta Housing Society

1 Horizon Park, Barton Road,
Comberton, Cambridge
CB3 7AF
www.grantahousing.org.uk
Tel: 01223 576756

Habinteg Housing

Holyer House, 20-21 Red Lion
Court, London EC4A 3EB
www.habinteg.org.uk
Tel: 0207 822 8700

Hanover Housing Group

Nelson House, Alington Road,
Eynesbury, St Neots, Cambs
PE19 6RE (Housing for over 60's.)
www.hanover.org.uk
Tel: 0800 280 2575

Housing 21

Please call for more information.
www.housing21.co.uk
Tel: 0370 192 4000

Hundred Houses Society

51 Scotland Road, Cambridge
CB4 1QW
www.hhs.org.uk
Tel: 01223 315036

Jephson Housing Association

5 Mill Square, Featherstone
Road, Wolverhampton Mill
South, Milton Keynes, Bucks
MK12 5ZD
www.jephson.org.uk
Tel: 01908 226555

King Street Housing Society
89 King Street, Cambridge
CB1 1LD
www.kingshs.org.uk
Tel: 01223 312294

Licensed Trade Charity
Heatherley, London Road,
Ascot, Berkshire
SL5 8DR
(For people who worked in the drinks industry only)
www.licensedtradecharity.org.uk
Tel: 01344 884440

**Minster General Housing
Association**
Jubilee House, 92 Lincoln
Road, Peterborough
PE1 2SN
www.hyde-housing.co.uk
Tel: 01733 349800

**Muir Group Housing
Association**
Stable Court, Ferrars Road,
Huntingdon PE29 3DH
www.muir.org.uk
Tel: 0300 123 1222

Orbit Housing Association
7 Finborough Road,
Stowmarket,
Suffolk IP14 1PN
(South and East

Cambridgeshire only)

www.orbit.org.uk

Tel: 08458 500500

Papworth Trust Home Solutions

Papworth Trust,

Bernard Sunley Centre,

Papworth Everard, Cambridge

CB23 3RG

www.papworth.org.uk

Tel: 0800 952 5000

Refugee Support

MHT House,

Crescent Lane,

London SW4 9RS

(Offers housing to asylum seekers and refugees – but no properties in Cambridgeshire)

www.refugeehousing.org.uk

Tel: 0207 501 2200

Roddons Housing Association

Beacon House, 23 Hostmoor

Avenue, March,

Cambridgeshire PE15 0AX

www.circleanglia.org

Tel: 01354 660789

Sanctuary East

St Mary's Lodge, St Mary's

Street, Ely,

Cambridgeshire

CB7 4EY

www.sanctuary-group.co.uk/

Housing/Sanctuary-East

Tel: 0800 916 1422 or

01353 652632

St Matthew Housing

The Malthouse Project,

8 Elsey's Yard,

Risbygate Street,
Bury St Edmunds,
Suffolk IP33 3AA
www.stmatthewhousing.org
Tel: 01284 732550

Suffolk Housing Society

Old Mission House, St
Botolph's Lane,
Bury St Edmunds,
Suffolk IP33 2AX
www.suffolkhousing.org
Tel: 01284 767224

Extra Care - how do you access it?

The main aim of Extra Care provision is maintaining the independence of adults within a housing scheme. Extra Care housing can be owned, part-owned and part-rented, rented by the tenant, or leasehold. Some developments mix types of tenures.

Extra Care includes private accommodation, e.g. a bungalow or flat, with access to support, meals, recreation facilities and nursing care where necessary. Extra Care housing provides a flexible approach to care with security and 24-hour support from social and health care teams.

Applications can be made to the housing provider (often a housing association) or the local authority. Frequently partnership agreements exist between housing providers and local providers of health and social care services enabling applications to be made via health and social care providers.

Care homes

All care providers in the country must be registered with the Care Quality Commission (CQC). All services are inspected by the CQC, who report on their findings. These inspection reports are available from the care service or the CQC (visit www.cqc.org.uk). Further information about the CQC can be found on page 28.

There are two types of care home:

Care homes offering personal care only

If you are reasonably active, but would like greater security and care, subject to a needs assessment, a care home offering only personal care may be the best option. Personal care includes bathing, feeding, dressing and help with moving, and must be paid for if your capital/savings exceed £23,250.

Care homes with nursing

If you think you may need nursing care in a home, you will need to be visited by a social worker or a care manager to work out what care you will need. This visit might be in your own home, in hospital if you've been ill, or in a care home. You will be fully involved in planning your care needs.

If a care home providing nursing care is the best solution for you, the social worker will give you information to help you find a home which meets your care requirements. The cost of the nursing care part of your fees is paid by the NHS to the home directly: the current amount is £108.70 per week. You can contact the Nurse Care Management Teams for your area at your local Primary Care Trusts (PCTs) listed on page 61.

The figures mentioned above may change after April 2011, check with Adult Social Care after this date. See page 39 for more information on paying for your care.

Residential nursing care

If you think you may need nursing care in a home (e.g. your needs are too great to be met in a care home offering personal care only), you will need to be visited by a care manager or a registered nurse to assess what care you will need. This visit might be in your own home, a hospital if you've been ill, or in a residential care home. You will be fully involved in planning your care needs.

If a care home providing nursing care is the best solution for you, the care manager will give you information to help you find a home which meets your care requirements. The nursing care part of your fees is paid by the NHS to the home. It is important that you get your nursing requirements determined before you go into the care home.

Please note: if the person requiring care in either a care home or care home with nursing has a diagnosis of dementia, please ensure the home is registered with the Care Quality Commission to meet these needs.

Care homes checklist

Good questions to ask

First Impressions

- Were you met when you first arrived?
- Do staff seem warm, friendly and polite?
- Do the residents seem happy, active and sociable?
- Does the home feel homely and welcoming?
- Is the home fresh, clean and comfortably furnished?

Fees

- How much are the fees? (insert fees above right)
- Do the fees cover all the services available?
- Are fees altered annually?
- Are fees altered according to increasing need?
- Is the notice to terminate reasonable?

Transport

- Is the home easy to get to for relatives and friends?
- Does the home provide its own transport?

Accommodation

- Is there a choice of single or shared bedrooms?
- Can you decorate and re-arrange your room to suit yourself?
- Can you bring your own furniture and TV?
- Is there a call system for emergencies?
- Are there enough sockets in your room?
- Can you control the heating in your room?
- Can you lock your room and is there a secure place for valuables?
- Is there a separate dining room? Bar?
- Are there toilet facilities within easy reach of the communal facilities?
- Are there both showers and baths?

- Are bathrooms adapted to help people in and out of the bath?

Accessibility

- Does the home have the right adaptations and equipment to meet your needs?
- Are all areas accessible for wheelchair users?
- Does the home have extra wheelchairs and walking aids?
- Is there adequate provision for people with sight or hearing difficulties?

Life within the home

- Are there any rules and restrictions (e.g. going out, time of return etc)?
- Can you choose when to get up and retire every day?
- Are residents involved in decisions about life in the home?
- Is there a telephone where you can make and take calls?
- Is alcohol served or permitted?
- Are there smoking and non-smoking areas?
- Are there arrangements for religious observance?
- Can you handle your own money? If not, what arrangements are in place?
- How often does a hairdresser/chiroprapist visit?
- Are residents accompanied on visits to the GP or hospital?

Staff

- Do the staff appear clean, cheerful and respectful?
- Do staff talk politely to residents?
- Are the staff formally trained?
- Is there an adequate number of staff on day and night?

Visitors

- Are visitors welcome at all times?
- Is there somewhere to see them in private?
- May your visitors join you at meals?
- Can your visitors stay overnight?

Catering

- Do you have a choice about meals?
- Is the food varied and interesting?
- Can the home cater for your dietary needs?
- Can you have snacks or drinks any time of the day or night?
- Can you eat in your room?

Activities

- Can you continue to pursue your hobbies and interests?
- Are there organised activities and entertainment?
- Are outings and holidays arranged? How much do they cost?
- Are escorts available if necessary?
- Is a library service available?
- Can you have your own flower bed or help in the garden?
- Can you stay in your own room if you want to?

Gardens

- Are the grounds/gardens attractive?
- Are all areas safe and accessible?
- Is there somewhere to sit?
- Are they quiet?

Contract terms

- Can you retain your own room if away?
- Can you have a short-stay or trial period?
- Will you be given a statement of terms on admission?
- Are all procedures, such as complaints, clearly spelt-out?

Will you have to pay?

Care fees – who pays what?

Self-funding advice

If you have capital or savings of more than £23,250 you will have to pay for any care services you require but you are still entitled to an assessment of your needs by social services.

If you have assets of less than £14,250, your contribution will be assessed only on your income and the local authority meets the shortfall subject to local funding limits (see page 20). Between these two figures, a sliding scale operates whereby you must pay £1 per week for each £250 you have above the lower figure.

Assuming you will be moving into care, you may be entitled to some of the following financial assistance and support, subject to an assessment of need.

Twelve-week property disregard

If your former home is included in your financial assessment but your other capital is less than £23,250, and your income is not enough to meet your care home fees, the Council will help with the cost during the first twelve weeks of permanent care provided they agree that care is needed.

Deferred Payment Agreements

After the twelve-week property disregard period, any financial help from the Council will be charged against the value of your home and recovered once your house has been sold.

However, the Council may limit how much they will pay and it may affect your entitlement to pension credit if your property is not seen to be on the market and becomes treated as capital by the Department of Work and Pensions (DWP).

Attendance Allowance

This is a non-means-tested, non-taxable benefit from the DWP paid at the lower rate of £47.80 per week for those needing care by day or night, and at the higher rate of £71.40 per week for those needing care both during the day and night. Everyone can, and should, claim this benefit.

NHS Nursing Care Contribution

Whether you are a temporary or permanent resident, if you live in a care home that provides nursing care you may be entitled to a non-means-tested NHS Nursing Care Contribution (currently £108.70 per week for the standard rate) towards the cost of your nursing care. This is paid directly to the home.

NHS Continuing Care Funding

You can receive Continuing Healthcare services in any setting, including your own home or in a care home. The NHS will pay if you need healthcare from a community nurse or a therapist as well as personal care to help you at home with things like having a bath or dressing.

If you live in a care home with nursing (traditionally called a 'nursing home'), you may qualify for the full cost of your care home fees, including board and accommodation, under the National Framework for NHS Continuing Healthcare.

If you live in a residential home and need help from a registered nurse, this will be free, covered by the NHS again.

Running out of money

If your capital is likely to reduce to £23,250, you must let the Council know well in advance as they may step in to help with your care fees. They must conduct an assessment of your situation and will make a contribution - described on page 41.

If the home you have chosen charges more than this, you must find someone to help pay the difference – a 'top-up' payment. Whoever does this, whether family or a benevolent charity, they should realise

that they may have to pay this for some time. Alternatively, you would have to find a cheaper home.

Understanding your rights before moving into care is essential. There are a number of financial products and specialist companies who may be able to help. It is important to seek advice before committing yourself.

What will you have to pay for your care?

Do you have capital or savings in excess of £23,250?

The value of your home is included when assessing capital unless:

- your partner or
- a relative who is over 60 or incapacitated or
- a child under 16 who you or a former partner maintain still lives there

Yes...

Arrange for a Community Care Assessment with your local authority to define your care needs. Whichever homes you consider must be able to meet your assessed care needs.

If, apart from your property, your savings are less than **£23,250**, your local authority can help with your care costs for the first twelve weeks. After this time, any money from them will be regarded as a loan and will need to be repaid once your house is sold.

No...

Your local authority will contribute financially towards your care costs.

How much?

To work out how much they will pay, you must arrange a Community Care Assessment.

This will define your care needs and how they will be best met and your financial situation. Whichever homes you consider must be able to meet these needs.

Your choice of care home will be limited to those that accept your local authority's funding level. More expensive homes will expect you to arrange a third party to 'top-up' the difference. You are not allowed to do this yourself if your capital is below **£23,250**.

If your capital is less than **£14,250**, and the home you choose charges fees that are within your local authority's funding rate, your contribution will be assessed only on your income.

With capital between **£14,250** and **£23,250** you will be expected to contribute **£1** per week for every **£250** you have above **£14,250**.

Whatever your circumstances...

Remember:

- If your partner still lives at home, they will not be means-tested. If you have a private pension, only half will be considered when you are assessed;
- Your assessment will be made up of two elements, a care part and a financial one;
- A nursing home will generally be more expensive than a residential home offering personal care only.

Consider claiming:

- Income Support
- Pension Credit

Definitely claim:

- Attendance Allowance, worth either **£47.80** or **£71.40** per week depending on your care needs.

Moving into a nursing home?

- You will be eligible for the NHS Nursing Care Contribution – currently £108.70 per week.

Always seek advice:

- Independent help is available to guide you through your financial options. There may be a number of solutions to retaining your capital whilst paying for care.

Some of the figures mentioned here may change after April 2011. Please check with Adult Social Care after this date for current figures.

For more information call the Cambridgeshire Direct Contact Centre on 0345 045 5202.

Third party payments

If the care home you eventually choose costs more than the rate Adult Social Care usually pays for a person with your needs, someone will have to make up the difference. This extra payment is often referred to as a 'top-up' or 'third party top-up'.

Except in limited circumstances, the law states that you, or your spouse, 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 this person or organisation has been confirmed, they must sign an agreement formalising the arrangement.

It is important that whoever agrees to do this for you are made aware that the amount could increase in the future and they must be confident any increases will be met. Should payments stop for any reason, you should seek help and advice from Adult Social Care immediately. As the financing of care is a complex area, you are advised to contact Adult Social Care to ask for specific advice and individual guidance.

Specialist services

Physical disability

The Physical Disability and Sensory Services Team is a countywide team working with adults aged 19-64 who have a substantial or critical need arising from their physical disability or illness. Services for which the team may assess include assistance with personal care, meals, supporting disabled parents, social inclusion and support for carers. They aim to keep people in their communities for as long as possible, but if necessary can assist and advise with residential and nursing home placements.

For more information call the Cambridgeshire Direct Contact Centre on **0345 045 5202**.

Learning disability

Cambridgeshire Learning Disability Partnership Teams include both social care staff and specialist health professionals. They assess the needs of individuals and provide information about the support, facilities and opportunities people can access and use in the community. This support aims to maximise individuals' choice, control and independence in their community.

In line with support for other adults, people meeting the Council's eligibility criteria can access Self-Directed Support and the use of personal budgets. This puts them and their carers at the centre of how they choose their support.

Care managers and community nurses in community teams for learning disabilities are able to give information to enable people to make the right choices for themselves. If you feel that you or someone you know or care for needs help or further information, you can look at the website

www.yourlifeyourchoice.org.uk

For more information call the Cambridgeshire Direct Contact Centre on **0345 045 5202**.

Sensory needs

Services for people with a sensory impairment

The Sensory Services Team works with adults over the age of 19 who:

- have a dual sensory loss (deaf/blind);
- are deaf or hard of hearing;
- have severe sight loss (blind);
- are partially sighted or experiencing significant visual loss

We can offer advice and information covering a wide range of issues surrounding sensory loss.

Once you have been referred to a sensory worker the team will offer an assessment of your abilities and social care needs. If eligible, we will work with you to decide which services/equipment will meet your needs.

The team also offers support to families and carers and can provide a separate assessment to carers of disabled people. If you need services that are provided by other teams (e.g. personal care or day activities), we will work together to meet eligible needs holistically. We also work closely with the voluntary sector. Please see the contact details of sensory providers in Cambridgeshire listed below.

Sensory providers

Cambridgeshire Deaf Association

Cambridge Deaf Centre

8A Romsey Terrace,

Cambridge CB1 3NH

Tel: 01223 411801

(Text Phone)

Tel: 18002 01223 246237

(Voice, via TypeTalk)

Tel: 01223 411701

Web: www.cambsdeaf.org

Camread

167 Green End Road,

Cambridge

CB4 1RW

Tel: 01223 424220

www.camsight.org.uk/camread

Camsight

167 Green End Road,

Cambridge

CB4 1RW

Tel: 01223 420033

Web: www.camsight.org.uk

Camtad

8A Romsey Terrace,

Cambridge

CB1 3NH

Tel: 01223 416141

Web: www.camtadcamb.org.uk

Camtad Fenland

4 Johnson Way,

Chatteris

Cambridgeshire

PE16 6FD

Tel: 01354 693062

Deafblind UK

National Centre for

Deafblindness, John and Lucille

van Geest Place, Cygnet Road,

Hampton, Peterborough,

Cambridgeshire PE7 8FD

Tel: 01733 358100

Fenvision

Isle of Ely Society for the Blind,

Dartford Road, March,

Cambridgeshire PE15 8AN

Tel: 01354 656726

Huntingdonshire Society for the Blind

8 St Mary's Street, Huntingdon,
Cambridgeshire PE29 3PE
Tel: 01480 453438
Web: www.huntsblind.co.uk

Mental health

Your GP should be your first point of contact if you have mental health problems. He or she will consider whether they can provide the help and treatment you need from staff who work in the primary care setting, or whether you should be referred to the secondary mental health services.

The local NHS mental health service provider is the Cambridgeshire and Peterborough NHS Foundation Trust. They provide an integrated health and social care service. Your needs will be assessed under the care programme approach and a plan will be devised to meet your needs. This will include the support you need to live your life in the community such as personal care and one to one support, access to work and community services.

For further information about the Cambridgeshire and Peterborough NHS Foundation Trust visit www.cpft.nhs.uk. More mental health services can be found at <http://www.mentalhealth.huntsmind.org.uk>

Dementia care

Usually, the initial point of contact to access care services is either your GP (for health care solutions) or your local Adult Social Care office (for most other services).

Your GP, as well as discussing your concerns, will be able to carry out a series of tests which will establish the nature of your condition and advise whether treatment is possible.

Some forms of dementia are not permanent and can be caused by a range of emotional, physiological and physical ailments, which bring on dementia-like symptoms. It is important that any diagnosis eliminates the possibility of a reversible dementia before a medical prognosis is

made. Following a diagnosis of dementia, your GP may refer you to a specialist like a consultant in Old Age Psychiatry, a community psychiatric nurse or an occupational therapist with a special interest in dementia care.

Support in the community

As it can be best for the person with dementia to stay in their own home for as long as possible, a range of community care services is available to facilitate this. Adult Social Care, for example, can provide access to: home care (discussed on page 68); meals in the home; sitting services (which provide a break for any carer); advice on equipment and adaptations; day care centre's and respite care. See Self-Directed Support on page 8.

Residential dementia care

If the time comes when remaining at home is no longer viable, the benefits of residential care need considering. Questions to ask of any home registered for someone with dementia would include:

- Who is the senior clinician who can act as a single point of contact for people to approach for information and advice?
- What training programmes do staff participate in?
- Does the home offer a person-centred approach to their care planning?
- Is the home designed with the needs of its clients in mind, especially safety and accessibility?
- Is there plenty of natural light?
- Is moving around helped by easily-understood signage?
- How is technology employed to help alleviate falls and help orientation?

Further questions can be found in the Residential dementia care checklist on page 50.

Differentiating one home from another can be difficult but the quality and quantity of staff training is especially important, along with the turnover of staff as continuity of relationships in this type of home is critical. The use of medication is a highly emotive subject and any psychotropic medication must be very carefully prescribed. A fine

balance exists between 'acting in the best interests of the individual' by prescribing medicine and the benefits of 'normalisation' where time and energy is spent maintaining familiar, comfortable surroundings which help reduce stress and possibly avoid the need for certain medication.

Residential dementia care checklist © Care Choices Ltd 2011

Things to look for in care homes specialising in dementia. Please use in conjunction with the care homes checklist on page 36.

Residents

The best indication of a good home is that the residents appear happy and responsive.

- Are there rummage boxes around the home to stimulate residents?

Access

If the person with dementia needs or is likely to need equipment or adaptations you may want to check:

- There is adequate signage and cues for different parts of the home such as dining room and bathroom.
- The home's policy about locking external doors.

Bedrooms

You may want to find out whether the person with dementia can have a single room and whether:

- Residents are encouraged to bring in some of their own furniture and possessions to increase familiarity.

Activities

Residents should be stimulated without feeling stressed.

- Are reminiscence activities available?
- Are residents able to compile memory boxes?

- Do staff compile life story books including photographs and mementoes?

Staff

It is important to note whether staff seem friendly and caring towards residents and whether they treat residents with respect.

- Do they have any training and experience in dementia care?
- Will the person with dementia have a member of staff particularly responsible for their care?
- Is there a member of staff you can talk to about your own worries about the person with dementia?

Manager/head of home

A manager who is caring as well as efficient can make all the difference to a home.

- Does the manager have knowledge of dementia and can they deal with difficulties that may arise in an understanding way?
- Is there a full assessment at home before a resident is admitted?

Help for carers

Support for carers

The law says that you are eligible for a carer's assessment if you provide substantial and regular care to the person you care for, and the person you care for is someone receiving social care services.

Cambridgeshire County Council's Carers Support Team offers information and support for all carers and the people they care for. It also gives carers the chance to meet other carers, share experiences and work together to get things changed for the benefit of everyone. Carers support managers are based throughout Cambridgeshire and can be contacted directly:

Cambridge City and South

Email: sue.mayes@cambridgeshire.gov.uk

Tel: 01223 712055

Fenland

Email: julie.jeffryes@cambridgeshire.gov.uk

Tel: 01354 750010

East Cambridgeshire

Email: joanna.britt@cambridgeshire.gov.uk

Tel: 01353 652205

Huntingdonshire

Email: sheena.setchell@cambridgeshire.gov.uk

Tel: 01480 420617

Cambridgeshire Carers Support Directory 2010 contains information for carers on assessments, benefits and support. Over 100 organisations are listed offering support for carers. It is available from:

Carers Support Team

Cambridgeshire County Council, CC1310

Shire Hall, Cambridge CB3 0AP.

Email: nancy.voak@cambridgeshire.gov.uk

Tel: 01223 715580

To ask for a carer's assessment, telephone the Cambridgeshire Direct Contact Centre on 0345 045 5202.

Carers Direct

A one-stop information and confidential advice service for carers who look after ill, frail or disabled friends and relatives.

Carers Direct includes:

- details of assessments, benefits, direct payments, personal budgets and time off;
- help to maintain, leave or return to employment;
- help in education or training;
- advice on how carers maintain or improve their social and emotional well-being and their physical and mental health;
- access to health and social care for the person being cared for;
- how to access information about, and support from, health and social care services for the person being cared for

7 days a week helpline – **free phone 0808 802 0202**. Or visit www.nhs.uk/carersdirect

Essential information

Adult Safeguarding in Cambridgeshire

What is abuse?

Abuse of adults is defined in 'No Secrets' as the 'violation of an individual's human or civil rights by any other person or persons'. Abuse may happen when a person, through illness or disability, is not able to take care of or protect themselves, leaving them vulnerable to harm or exploitation. Abuse may consist of one or more acts. It may be physical, verbal or psychological, discriminatory, neglect or failing to provide care, professional or institutional abuse by agencies, or it may happen when a person is persuaded to enter into a financial or sexual transaction to which they have not consented, or cannot consent. The person may live alone, with a relative, or others, in a care home or day care setting, in hospital or custodial situations, in another assumed safe place, in a public place, or in an education, training or work place. Domestic abuse is when any of the above types of abuse happen more than once within an ongoing close relationship. Any or all types of abuse may be deliberate, or happen through negligence or ignorance.

How do I report the abuse of a vulnerable person?

There are a number of steps that should be followed if you have an adult safeguarding concern.

- Listen carefully to what the person is telling you and reassure them that you are taking what they say seriously. Make a note of your concerns, of what has happened, and of any action you have taken.
- If you feel that the person is in immediate danger then you should contact the Police by telephoning 999.
- You can also report your concerns or get advice about how to report the concern by contacting Cambridgeshire Direct on **0345 045 5202** between 9am and 5pm Monday to Friday.

- If you urgently need to make contact outside office hours telephone **01733 234724**.
- Do not be afraid to voice your concern, the vulnerable person may need urgent protection and help.

What will happen next?

What happens next will depend on the wishes of the person and the seriousness of the situation. If they are in physical danger, or at risk of serious neglect ensuring their safety will be of utmost importance.

In response to your referral a decision will be made as to how to deal with your concern, if it is decided that your concern needs a safeguarding response then a trained member of staff in safeguarding work called an adult safeguarding lead will carry out a careful and sensitive enquiry into your concern.

Information and advice will be offered so that the victim and their family (if appropriate) can be involved in any decision taken to support and protect them.

Cambridgeshire Adult Safeguarding Board

The Cambridgeshire Adult Safeguarding Board is an inter-agency forum made up of representatives from statutory services from Social Care and Health, Voluntary and Independent Sectors, which promote the protection of vulnerable adults from abusive behaviour and practice. It achieves this by developing, implementing, monitoring and evaluating procedures and practice models, which encourage the prevention, detection and reporting of abuse in all its forms.

Inspection and registration of care services

The Care Quality Commission (CQC) registers, inspects and reviews all adult social care and healthcare services in England in the public, private and voluntary sectors. This includes care homes, care homes with nursing, home care agencies and NHS services, amongst others.

From 1 October 2010, all care providers must be registered under a new system, introduced by the Health and Social Care Act 2008, which

will bring adult social care, independent healthcare and the NHS under a single set of essential standards of quality and safety for the first time.

As part of the development of the new regulatory system, CQC announced in May 2010 that the existing star rating system previously used to rate services will be phased out from October, and that after 30 June 2010, no new ratings will be awarded as a result of inspection. CQC will continue to display star ratings on their website, clearly stating the date that these were awarded to providers. The ratings range from three to zero stars, with three stars representing an 'excellent' service, two stars 'good', one 'adequate' and zero 'poor'.

CQC will hold and publish up to date information about the compliance of adult social care providers with essential standards of safety and quality.

Inspection and registration of care

Following an inspection, each care home and home care agency is given a report on how it rates against national essential standards of quality and safety. Each service's report can be seen on the CQC website: www.cqc.org.uk.

The focus of an inspection is on the standards of care that people who use the service receive and whether they are happy with their care. Virtually all inspections are unannounced.

For care homes and care homes with nursing, the inspectors look at outcomes which place an emphasis on what people who use services should experience.

For any enquiries contact CQC by telephone: 03000 616161 or by email: enquiries@cqc.org.uk

The Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne NE1 4PA

When considering care services, it's always a good idea to check a service's inspection report and its star rating on the Care Quality Commission's comprehensive website: www.cqc.org.uk

Making a comment, compliment or complaint

All providers need to know how they are performing. They are happy to receive your feedback on their service whether they are compliments or complaints. Feel free to tell them what you think and your comments can be used constructively to improve the service.

If you do need to make a complaint you should feel able to complain about any aspect of your care that affects your happiness or comfort. This could be about the way you are treated by a staff member or the quality of the food you are served.

You can also make comments and suggestions about possible improvements to your surroundings and the services provided.

Making a complaint should not be difficult for you. Providers are required under national essential standards of quality and safety to have a simple and easy-to-use complaints procedure that they will be required to give you. If you are concerned about the support that you, a friend or a relative is receiving, it makes sense to speak to the manager before you take any further action. The problem may be resolved quite easily once they are made aware of it.

However, if you need to make a formal complaint, you should initially contact the registered owners of the service. They have a duty to respond to any complaints made. If your complaint is about a breach of regulations, contact your local office of the Care Quality Commission, see page 63 for contact details.

If the service has been arranged by Adult Social Care, another option is to complain to your social worker/care manager or the complaints manager.

The Customer Care Manager
Cambridgeshire County Council
CC1313
Shire Hall Cambridge CB3 0AP
Tel: 0345 045 5201
Email:

socialcarecomplaints@cambridgeshire.gov.uk

How solicitors can help

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

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

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

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

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

Long-term care: whether you remain in your own home or move into sheltered or residential care, you may qualify for financial assistance in the form of social care and NHS-funded care and welfare benefits.

If you don't have your own solicitor, ask family or friends for their recommendations. Contact several firms, explain your situation and ask for an estimate of cost and an idea of timescales involved. Many firms will make home visits if necessary and will adapt their communications

to meet your needs. It's important to find a solicitor who specialises in this area of the law

Solicitors for the Elderly (SFE) are a national association committed to providing and promoting high-quality legal services for older people.

Tel: **0870 067 0282**

www.solicitorsfortheelderly.com

Cambridgeshire Local Involvement

Network (LINK)

The Cambridgeshire LINK was established as part of a government initiative for local communities to have a stronger voice in the way their health and social care services are planned and run. LINK's remit covers all publicly funded health and social care services in Cambridgeshire, except children's services which are covered by separate arrangements. It does not matter who provides the service – as long as the users of the services are publicly funded, it falls within LINK's remit.

Cambridgeshire LINK is a way for people to have their say on health and social care services in their community. Fundamentally, it will ask local people what they think about their health and social care services and give them the chance to suggest ideas to help improve services.

Cambridgeshire LINK is truly independent, being hosted and supported by Cambridgeshire ACRE, a local community development organisation with experience of engaging a wide range of people. Cambridgeshire LINK does not handle individual complaints because there are bodies already doing that. LINK can point people in the right direction to obtain help.

If you would like to contact the Cambridgeshire LINK team then please call 0300 365 1245, email: **office@cambridgeshirelink.org.uk**, or write to FREEPOST ANG 10698, Ely CB6 1YA

Patient Advice and Liaison Service (PALS)

As a patient, relative or carer you may sometimes need to turn to someone for on-the-spot help, advice and support about local NHS services. This is where PALS can help!

PALS will:

- offer confidential help and advice to resolve problems quickly;
- provide information about local health services and support groups;
- signpost to other organisations offering independent advocacy;
- give guidance on the NHS complaints procedure.

PALS also aims to improve the quality of patient care by providing feedback on common themes and concerns that have been raised. Using this information can be a catalyst for change within the organisation.

If you have a positive experience to share, we would like to pass on your compliments to the relevant staff, and to share this within the organisation.

Contact PALS:

Tel: **0800 279 2535** or **01223 725 588**

Write to: Patient Advice and Liaison Service,
Lockton House, Clarendon Road, Cambridge CB2 8FH

Email: c-pct.pals@nhs.net

www.cambridgeshire.nhs.uk

PALS are available Monday to Friday from 9am to 5pm, excluding bank holidays.

Useful contacts

Council main contacts

- Adult Care and Support Services Tel: 0345 045 5202
- Blue Badges Tel: 0345 045 5204
- LDP Sensory Services Tel: 0345 045 5221
- General enquiries Tel: 0345 045 5200

NHS main contacts

- Cambridgeshire Community Services NHS Trust Tel: 01480 308222 Web: www.cambscommunityservices.nhs.uk
- NHS Cambridgeshire Tel: 01223 725588/0800 2792535 Web: www.cambridgeshire.nhs.uk
- NHS Peterborough Tel: 01733 758500 Web: www.peterborough.nhs.uk

The work of family doctors, dentists and pharmacists is overseen by Cambridgeshire Community Services NHS Trust. For many people the road towards assessment by social care services begins with a visit to the doctor who will then refer you on to a social care team to begin to lay plans for your future care.

- NHS Direct Tel: 0845 46 47 Web: www.nhsdirect.nhs.uk

Patient Advice and Liaison Service (PALS) contacts

Within PCTs:

- NHS Cambridgeshire Free phone: 0800 279 2535 or 01223 725588 Email: pals@cambridgeshirepct.nhs.uk
- NHS Peterborough Tel: 01733 758584 Email: palsteam@peterboroughpct.nhs.uk

Hospital-based:

- Addenbrooke's Hospital NHS Trust Tel: 01223 216756 Email: pals@addenbrookes.nhs.uk Cambridge CB2 8FH Email: c-pct.pals@nhs.net www.cambridgeshire.nhs.uk
- Cambridgeshire Community Services Free phone: 0800 279 2535 Tel: 01480 355184 Email: ccspals@cambridgeshirepct.nhs.uk
- Hinchingsbrooke Hospital NHS Trust Tel: 01480 428964 Email: pals@hinchingsbrooke.nhs.uk
- Papworth Hospital NHS Trust Tel: 01480 364896

- Peterborough and Stamford Hospitals NHS Trust Tel: 01733 875847 Email: pals@pbh-tr.nhs.uk

Other sources of information

Besides the organisations run by the NHS and local authorities, there are hundreds of voluntary organisations in Cambridgeshire which provide information and services to help the community.

As well as raising their own funds, many groups receive grant aid from the County Council and other local authorities. Some volunteer organisations are run entirely by people giving their own spare time to help others. The larger voluntary organizations may employ professional staff to run their affairs and provide specialist services. The co-ordinating bodies listed can provide details. Also listed are Citizens Advice Bureaux together with sources for carers, people with disabilities and useful free phone numbers.

Citizens Advice Bureau (CAB)

Offices offer information, advice and assistance in confidence for everyday problems including debt counselling, law surgeries and welfare rights advice. These offices are not open all the time so please check the office will be open before visiting.

The CAB website lists CAB branches in Cambridgeshire: www.adviceguide.org.uk

- **Addenbrookes** Hospital (Outreach Centre) Hills Road, Cambridge CB2 2QQ
- **Cambridge** 66 Devonshire Road, Cambridge CB1 2BL Tel: 0844 848 7979
- **Ely** 70 Market Street, Ely, Cambridgeshire CB7 4LS Tel: 0845 130 6442
- **Fenland** 12 Church Mews, Wisbech, Cambridgeshire PE13 1HL Tel: 01945 464367

- **Huntingdon** 6 All Saints Passage, Huntingdon, Cambridgeshire PE29 3LE Tel: 01480 388900
- **Peterborough** 16 –17 St Mark’s Street, Peterborough PE1 2TU Tel: 0844 4994 120
- St Neots 28 New Street, St Neots PE19 1AJ Tel: 01480 388905

Care Quality Commission

Care Quality Commission

Tel: 03000 616161 Fax: 03000 616171

Email: enquiries.eastern@cqc.org.uk

Web: www.cqc.org.uk

Community information service

Community Information Service

Cambridgeshire County Council's community and living pages focus on citizen’s interests. Web: www.cambridgeshire.net

Carers’ Support - For adults or young people who look after family or friends who may need extra help.

- **Burwell Carers** The Burwell Surgery Tel: 01638 742382 / 741234 / 741527 Web: www.carersburwell.org.uk
- **Cambridge branch of the Alzheimer’s Society** Tel: 01223 884031
- **Cambridge City, South and East Cambridgeshire Carers Support Team** Tel: 01223 712055
- **Carers UK** (Fenland) Tel: 01353 750010
- **Carers UK** (Huntingdonshire) Tel 01480 415141
- **Crossroads Cambridge City** Tel: 01223 415600 Web: www.crossroads-cambridge.org.uk

- **Fenland Carers Support Team** Tel: 01354 750010
- **Huntingdon Crossroads** Tel: 01480 433473
- **Huntingdonshire Carers Support Team** Tel: 01480 420617
- **Peterborough Carers Centre** Tel: 01733 342683 / 311016
- **Young Carers Project Worker** Tel: 01223 314763 (South and East Cambridgeshire, Cambridge City)
- **West Anglia Crossroads St Ives** Tel: 08452 410954

Voluntary organisations co-ordinating bodies

- **Cambridgeshire ACRE** Tel: 01353 860850 Web: www.cambsacre.org.uk
- **Cambridge Council for Voluntary Service** Tel: 01223 464696 Web: www.cambridgecvs.org.uk
- **The Cambridgeshire User Led Organisation** c/o 1A Fortescue Road, Cambridge CB4 2JS Web: www.cambsulo.org.uk
- **Hunts Forum of Voluntary Organisations** Tel: 01480 420601 Web: www.huntsforum.org.uk

Age UK Cambridgeshire

Fact Sheet information on a variety of subjects is available free of charge from our national Helpline on free phone 0800 169 6565 - lines open 365 days 8am - 7pm

Age UK Cambridgeshire services

- **Information service** - county office 2 Victoria Street, Chatteris, Cambs PE16 6AP Tel: 01354 696650 Web: office@accambs.org

- **Cambridge City and South Cambs** Cherry Trees, St. Matthew's Street, Cambridge CB1 2LT Tel: 01223 2219216 Web: cambinfo@accambs.org
- **Addenbrooke's Hospital**, Cambridge Tel: 01223 256199
- **Older Carers Support** – Huntingdon Oak House, 28 New Street, St Neots PE19 1AJ Tel: 01480 218643 Web: stneots@accambs.org
- **Mental Health Advocacy for Cambridgeshire** Tel: 01354 696541 Web: advocacy@accambs.org
- **Insurance products, Legal Services - Wills & Funeral Plans** Tel: 01354 696650
- **Day Care Services** contact our county office on 01354 696650
- **Home Help Service** – countywide Tel: 01354 659726

Visiting Scheme

For more information contact the visiting scheme organisers:

- **Cambridge and South Cambridgeshire** Tel: 01223 506002 Web: cherrytrees@accambs.org
- **East Cambridgeshire** Tel: 01353 724053 Web: ely@accambs.org
- **Fenland** Tel: 01354 658092 Web: march@accambs.org
- **Huntingdonshire** Tel: 01480 407680 Web: stneots@accambs.org
- **Community Wardens** contact our county office on 01354 696650 for further details
- **Healthy Homes** – Fenland A service provided to assist older people in the Fenland area by providing small items of equipment

and minor works to improve home safety. Tel: 01354 659815
Web: march@accambs.org

- **Safer Homes** - Cambridge City & South Cambs, This service aims to improve safety and security in older people's homes in the City & South Cambs by providing basic practical help with small household jobs up to a set financial limit per household. Tel: 01223 506061

Disability information services

Free and confidential information and advice for disabled people and carers is available from two independent agencies in Cambridgeshire. Their services may vary slightly but they will be able to give advice on the whole range of daily living issues: discrimination, benefits, social and health services, employment and training, education, transport, housing, access, holidays, leisure, sport etc. They have local and national information. They can help you claim benefits and get the best out of other services. These agencies are run by management committees with a majority of disabled people.

If you live in Huntingdonshire contact:

- **Disability Information Service** Huntingdonshire Tel: 01480 830833 Email: info@dish.org.uk Web: www.dish.org.uk

If you live in Cambridge, South Cambridgeshire or East Cambridgeshire or Fenland contact:

- **Disability Cambridgeshire** Tel: 01480 839192 Email: admin@disability-cambridgeshire.org.uk Web: www.disability-cambridgeshire.org.uk

Cambridge User Led Organisation

Cambridgeshire User Led Organisation is a new organisation for Cambridgeshire run and controlled by disabled people. Guided by direct, lived experience, our aim is to ensure that disabled people have the choice and control they need to live the life they choose.

Our growth is focused on providing activities and services that support the effective delivery of personalisation. Through active engagement with local user and carer networks, we also provide a platform for the user and carer voice, helping to ensure relevant and responsive services.

For further information on what we can offer please visit our website: www.cambsulo.org.uk or email: info@cambsulo.org.uk.

Further useful numbers

For information on welfare benefits for people with disabilities and their carers use the Department of Work and Pensions helpline, which is a confidential advice helpline for people with disabilities and their carers and representatives, offering a range of information on social security benefits available and how to claim them.

The line also offers help with claim form completion for certain benefits.

- **Benefit Enquiry** Line Tel: 0800 88 22 00
- Textphone Tel: 0800 24 33 55
- For information and advice for older people use the **Age UK Senior Line** Tel: 0808 800 6565
- For advice on keeping warm use the **Winter Warmth Line** Tel: 0800 085 7000

[Cambridgeshire Direct Contact Centre - Telephone: 0345 045 5202](tel:03450455202)

Independent home care providers

In order to enable people to live in their own home for as long as possible a range of home care services are available. A range of help is on offer from day-to-day tasks such as cleaning, shopping and food preparation/cooking through to personal care that helps with tasks like dressing, bathing, toileting and prompting the taking of medication. Carers need to be properly trained particularly in moving and handling and the use of hoists for some tasks.

Daily care/domestic support

Carers can call in on a daily basis to assist with any of the tasks described above. Depending on the level of help required their visits can be just half an hour or up to several hours. Generally, visits are available from 7am until 10pm. Some people will need multiple visits per day. Night services can also be provided. The hourly rate for these types of services typically range from **£9** to **£15** per hour depending on the services required, the time of day and the location. Rural areas may present particular difficulties and a travel charge will probably be made in addition to the normal hourly rate.

Live-in care

24-hour live-in care can accommodate people with a very high dependency on a permanent basis. It can also provide respite breaks for regular carers and short-term support following hospital discharge.

In some cases it's preferable and more economic to have a carer actually living in the home. This can be for a short period e.g. a week, or on an ongoing basis. Typical charges for this service range from **£520** to **£650** per week depending on the amount of care and the particular skills required. Live-in care is also available to people with permanent physical or mental disabilities who require long-term ongoing care.

All home care providers are regulated and inspected by the Care Quality Commission who publish inspection reports on their website

www.cqc.org.uk. When considering a service it's always a good idea to check their report.

Before you make any decisions regarding the provision of care, be sure to contact several providers and ask for a 'Service User's Guide' and their charges and a draft contract between you and the care provider.

24-hour live-in homecare - an alternative to residential care

One of the most stressful situations that anyone could be faced with is the realisation that they or a family member can no longer cope on their own at home. It may be that they are unable to take care of themselves, or they have a disability that requires round-the-clock assistance. For some, moving into residential care, where they have the support they need plus the companionship of other people, is the best solution. For others, staying in the family home with its lifetime of memories and personal possessions is of greater consideration.

Live-in home care is the ideal alternative to residential care. It allows you to retain control of your life and what is happening around you – such as when and what to eat and what to watch on TV. If you have any pets, they can continue to live with you, plus family and friends can still visit or stay.

There are many advantages of having one carer to look after you too. A live-in carer can get to know your routine and do things the way you like them done. In addition to help with personal care and domestic chores, they can assist with transportation and home administration, plus you have the reassurance that there is someone you can call on at any time of day or night. As carers are often matched to your needs and interests you also have the opportunity to establish a one-to-one relationship with them and enjoy their companionship.

Not only is 24-hour live-in care available on an ongoing basis for those needing full-time support, it can also be provided on a short-term basis following a stay in hospital, for example, and it can provide a respite break for regular carers.

All home care providers are regulated by the Care Quality Commission, which publishes inspection reports on its website www.cqc.org.uk. It is advisable to view these and contact a

number of providers before making any decision about care. Ask providers for their Service User Guide, a draft contract and their charges, as these may vary according to individual care requirements.

Information courtesy of [Saga Independent Living](#).

Home care providers

All domiciliary agencies listed below are registered by the regulatory body the Care Quality Commission. However, Cambridgeshire County Council have contracts with certain providers with whom they trade regularly, these are indicated below by a **C**.

Abacus Care

Cambridge Tel: 01905 770110

Older people, Physical disability,
Learning disability, Live-in care

Active Assistance C

Sevenoaks, Kent Tel: 01732 779353

Learning disability, Live-in care

Advantage Healthcare C

Cambridge Tel: 01223 412020

Learning disability

Affinity Trust Cambridgeshire

Wimblington Tel: 01354 741848

Ainjel Healthcare

March Tel: 01354 680415

Allied Healthcare Group Ltd C

- Bedford Branch (Trading in Huntingdon) Tel: 01234 212722
- Cambridge Branch (Trading in Huntingdon) Tel: 01480 464445
- Kings Lynn Branch Tel: 01553 692880
- Peterborough Branch Tel: 01733 233484 / 233397

Angel Care C

Ely Tel: 01353 665443

Older people, Physical disability

Angel Solutions C

Histon Tel: 01223 257752

Older people

Anglia Community Support Ltd C

March Tel: 01354 661805

Older people, Physical disability

Applecare

Peterborough Tel: 0845 366 8532

Avail Healthcare C

Cambridge Tel: 01223 308815

Learning disability

Bartrams Associates Ltd C

Sutton Tel: 01353 778320

Older people, Physical disability

Beaumont Healthcare Ltd C

Eaton Socon Tel: 01480 218300

Better Healthcare Services

Cambridge Tel: 01223 464999

Caerus Care Ltd

Wisbech Tel: 01945 464733

Callums Community Care

March Tel: 07920 843895

Cambridge City Council Care - Ditchburn Place C

Cambridge Tel: 01223 314800

Older people, Physical disability

**Cambridge Mencap Domiciliary
Care Agency**

Fulbourn Tel: 01223 883136

Cambridge Nursing Agency Ltd

Bluntisham Tel: 01487 741127 **Advert page 38**

Cambridge Supported Living Service

March Tel: 01354 656022

Care Agency, The C

Wisbech Tel: 01945 588050

Older people, Physical disability

Care at Home UK Ltd C

Wendens Ambo, Essex Tel: 01799 541400

Learning disability

Care By Us

Cambridge Tel: 0333 7008080

Physical disability, Learning disability

Care Full Care Ltd

Newton Tel: 01223 871999

Care Plus Essex Ltd C

Newport, Essex Tel: 01799 542612

Care Solutions Group C

Bedford Tel: 01234 267674

Learning disability

Caremark (South Cambridgeshire) C

Cambridge Tel: 01223 393813

Christies Care Ltd C

Saxmundam, Suffolk Tel: 0844 477 6461

Live-in care

CHS Homecare C

Melbourn Tel: 01223 713555

Older people

City Care Services C

Little Shelford Tel: 01223 842100

Older people, Physical disability

Communicare Ltd C

Corby, Northamptonshire Tel: 01536 268807

Physical disability, Learning disability

Community Support Service
Huntingdon Tel: 01480 376404

Craegmoor Supporting You in Cambridgeshire
Chatteris Tel: 01354 691611

Cromwell Care Services C
Ramsey Tel: 01487 710766
[Older people, Physical disability](#)

Crossroads (Cambridge City)
Cambridge Tel: 01223 415600

Dimensions 2b Station Rd DCA
Cambridge Tel: 01954 206140

Divine Health and Home Care Limited
Peterborough Tel: 01733 204371

Edina Court
Wisbech Tel: 01945 463419

Elite Homecare Services
Peterborough Tel: 01733 704328

Elizabeth Fitzroy Support C
Norwich, Norfolk Tel: 01953 609280
[Learning disability](#)

EPIC Trust C
Islington, London Tel: 0207 704 5248
[Learning disability](#)

Fenland Premier Care Ltd C
Chatteris Tel: 01354 696959
[Older people, Physical disability](#)

Frantec C
Ipswich, Suffolk Tel: 01473 604464
[Live-in care](#)

Granta Housing Society Ltd - DCA C

Comberton Tel: 01223 576756

Hales Group Ltd C

Huntingdon Tel: 01480 270420

Hills Independent Homecare Service

St Neots Tel: 01480 383415

Home Choice Care Ltd C

- Great Shelford Tel: 01223 840113
- St Ives Branch Tel: 01480 356219

Huntingdon Mencap Society C

Huntingdon Tel: 01480 450596

[Learning disability](#)

Huntingdon Supported Living

Huntingdon Tel: 01480 456941

Jark Healthcare Ltd C

Peterborough Tel: 01733 316850

[Learning disability](#)

London Care C

Peterborough Tel: 01733 296850

[Older people, Physical disability, Learning disability](#)

Lucmont Ltd TA Home Instead Senoir Care

St Ives Tel: 01480 495834

March Supported Living

March Tel: 01354 654146

Mayfield Heath Farm

Kings Ripton Tel: 01487 773680

Mears Care Limited

- Peterborough Branch Eaton Socon Tel: 01480 478700
- St Neots Branch Tel: 01480 478700
- Waterbeach Branch Tel: 01223 508100

Medico Nursing & Homecare C

Shefford, Bedfordshire Tel: 01462 816612

[Learning disability](#)

Midas Care Ltd C

Littleport Tel: 01353 865435

[Older people, Physical disability](#)

National Autistic Society, The C

Kenny Mill, Suffolk Tel: 01353 672008

[Learning disability](#)

Nestor Primecare Services C

- Goldsborough Home Care

- Cambridge Branch Tel: 08447 368436
- Peterborough Branch Tel: 01733 561121

Next Steps Community Care Ltd C

March Tel: 01354 662504

[Learning disability](#)

Nightingales

Little Downham Tel: 01353 699666

Nurse Plus and Carer Plus UK Ltd

Cambridgeshire Tel: 01223 423315

Oakhouse Homecare (North & West) C

Yaxley Tel: 01733 245308

[Older people, Physical disability](#)

Pinnacle (Cambridge) Business Centre (BNA, Grosvenor, Mayfair)

Cambridge Tel: 01223 302377

Premier Domiciliary Support Ltd

Chatteris Tel: 01354 695247

Premier Home Care (East) Ltd C

Newmarket Tel: 01638 668867

[Older people, Physical disability](#)

Prestige Nursing C

Peterborough Tel: 01733 555511

Qualitycare Domiciliary Care Agency

Wyton-On-The-Hill Tel: 01480 414014

Quality Care Team Ltd

Duxford Tel: 01223 830257

Older people, Physical disability
Learning disability, Live-in care

Radis Community Care C

Huntingdon Tel: 01480 433880

Reed Social Care C

Cambridge Tel: 01223 316554

Learning disability

Royal Mencap Society C

Bury St Edmunds, Suffolk Tel: 07940 755483

Learning disability

Salve Domiciliary Care Agency

Sawtry Tel: 01487 832211

South Cambridge Community Support

Cambridge Tel: 01223 395590

Sunshine Home Care

Wisbech Tel: 01945 474700

Supporta Care Ltd C

Peterborough Tel: 01733 575111

Surecare (Cambridge) C

Fenstanton Tel: 01480 466200

THERA East Anglia C

Grantham, Lincolnshire Tel: 07515 051091

Learning disability

THT Peterborough Care Service

Peterborough Tel: 01733 311555

Total Care (Fenland) Ltd C

March Tel: 01354 661951

Two Counties Community Care Ltd C

Finchingfield, Essex

Tel: 01371 811133

Older people, Physical disability

Voyage Care Services C

Cannock, Staffordshire Tel: 01733 343020

Learning disability

West Anglia Crossroads

Caring for Carers (St Ives)

St Ives Tel: 08452 410954

Westminster Homecare Ltd T/A

Independent Living Network East Ltd

Ely Tel: 01353 667646

Yew Tree Cottage (Domiciliary Care)

West Wrating Tel: 01223 290600

Cambridge City care homes

Alex Wood House

3a Fortescue Road, Cambridge CB4 2JS

Tel: 01223 578602

Places: 31 Old age, Dementia, Physical disability

Antelope Way (18)

Cherry Hinton, Cambridgeshire CB1 4GT

Tel: 01223 416382

Places: 8 Learning disability, Physical disability

Brook House

45 Seymour Street, Cambridge CB1 3DJ

Tel: 01223 247864
Places: 33 Dementia, Old age

Brown's Field House

25 Sherbourne Close, Cambridge CB4 1RT
Tel: 01223 426337
Places: 27 Dementia, Old age

Buchan House

Buchan Street, Kings Hedges Road,
Cambridge CB4 2XF
Tel: 01223 712111
Places: 66 Old age, Dementia, Physical disability

Edward House

Albion Row, Cambridge CB3 0BH
Tel: 01223 316776
Places: 16 Dementia, Old age

Hollies, The

11 Queen Edith's Way, Cambridge CB1 7PH
Tel: 01223 245774
Places: 22 Old age, Dementia,
Mental health, Physical disability

Langdon House

20 Union Lane, Cambridge CB4 1QE
Tel: 01223 578601
Places: 52 Dementia, Old age

Pauline Burnet House

1 Pippin Drive, Chesterton, Cambridgeshire CB4 1GL
Tel: 01223 424946
Places: 45 Learning disability, Physical disability

Primrose Croft

Victoria Road, Cambridge CB4 3EH
Tel: 01223 354773
Places: 38 Dementia, Old age

Russell Street (40 - 44)

Cambridge CB2 1HT
Tel: 01223 712261
Places: 8 Learning disability

Suez Road (128)

Cambridge CB1 3QD
Tel: 01223 572158 Places: 8 Learning disability

Winston House

19 Brooklands Avenue, Cambridge CB2 2BG
Tel: 01223 356795 Places: 27 Mental health

Cambridge City care homes with nursing

Cambridge Manor Care Home

33 Milton Road, Cambridge CB4 1UZ
Tel: 01223 363904
Places: 89 Old age, Dementia, Physical disability

Cambridge Nursing Centre, The

5 High Street, Chesterton,
Cambridge CB4 1NQ
Tel: 01223 323774
Places: 90 Old age, Dementia

Cherry Hinton Nursing Home

369 Cherry Hinton Road,
Cambridge CB1 8DB
Tel: 01223 210071
Places: 40 Old age, Dementia, Mental health

Fen Road

71 & 73 Fen Road, Cambridge CB4 1UN
Tel: 01223 425634
Places: 10 Learning disability,
Physical disability

Hinton Grange

Bullen Close, Cambridge CB1 4YU
Tel: 01223 246360
Places: 60 Old age, Dementia, Mental health,

Physical disability

**Hope Residential And
Nursing Care Home, The**

Brooklands Avenue, Cambridge CB2 2BQ

Tel: 01223 359087

Places: 57 Old age

St George's Court Care Centre

Russell Street, Cambridge CB2 1HT

Tel: 01223 712135

Places: 76 Old age, Dementia

Woodlands Care Centre

Hawkins Road, Cambridge CB4 2RD

Tel: 01223 324444

Places: 109 Old age, Dementia, Physical disability

East Cambridgeshire care homes

Brambles, The

104 Station Road, Soham, Cambridgeshire CB7 5DZ

Tel: 01353 722971 Places: 4 Learning disability

Fair Haven

102 Station Road, Soham, Cambridgeshire CB7 5DZ

Tel: 01353 720916 Places: 19 Old age, Dementia

Fen House

143 Lynn Road, Ely, Cambridgeshire CB6 1DG

Tel: 01353 667340 Places: 25 Physical disability

Fenland Lodge

Soham Road, Stuntney, Ely, Cambridgeshire CB7 5TR

Tel: 01353 668971 Places: 49 Dementia, Old age

Firs Residential Care Home, The

Tower Farm, Tower Road, Little Downham, Ely,

Cambridgeshire CB6 2TD Tel: 01353 699996

Places: 27 Dementia, Old age

Guyatt House

42 The Causeway, Burwell, Cambridgeshire CB5 0DU

Tel: 01638 610109 Places: 9 Learning disability

Hawthorn Way (16-18)

Burwell, Cambridgeshire CB5 0DQ

Tel: 01638 743764

Places: 8 Learning disability, Physical disability

Heritage House

31 High Street, Burwell, Cambridgeshire CB5 0HD

Tel: 01638 743448 Places: 5 Old age

Holly Cottage LLP

1 Egremont Street, Ely, Cambridgeshire CB6 1AE

Tel: 01353 661297 Places: 6 Learning disability

Jasmine House

1a Upherds Lane, Ely, Cambridgeshire CB6 1BA

Tel: 01353 662261 Places: 6 Learning disability

Laburnum Lodge

2a Victoria Street, Littleport, Ely,

Cambridgeshire CB6 1LX

Tel: 01353 860490

Places: 22 Old age

Lily House

143 Lynn Road, Ely, Cambridgeshire, CB6 1DG

Tel: 01353 666444

Places: 44 Old age, Dementia

Old Vicarage, The

32 Church Lane, Littleport, Cambridgeshire CB6 1PS

Tel: 01353 865200

Places: 22 Old age, Dementia,
Learning disability, Physical disability

Queen's Court

2 Downing Close, Bottisham,

Cambridgeshire CB25 9DD

Tel: 01223 811905 Places: 55 Old age, Dementia

Robinson House

24c Fordham Road, Soham, Ely,
Cambridgeshire CB7 5AQ

Tel: 01353 624330 Places: 10 Learning disability

Vera James House

Chapel Street, Ely, Cambridgeshire CB6 1TA

Tel: 01353 661113

Places: 41 Old age, Dementia

East Cambridgeshire care homes with nursing

Gables (Cambridge) Limited, The

93 Ely Road, Littleport, Ely,
Cambridgeshire CB6 1HJ

Tel: 01353 861935

Places: 16 Dementia, Learning disability,
Physical disability

Hilton Park Care Centre

Bottisham, Cambridgeshire, CB25 9BX

Tel: 01223 811256

Places: 93 Old age, Dementia, Mental health,
Physical disability

Hilton Park Care Centre - Oaklands

Oaklands, Bottisham, Cambridgeshire, CB25 9BX

Tel: 01223 811256

Places: 54 Dementia, Mental health,
Physical disability

Limes Nursing Home, The

5 Church Lane, Littleport, Ely, Cambridgeshire CB6 1PS

Tel: 01353 863194

Places: 22 Dementia, Mental health, Physical disability

Littleport Grange

Grange Lane, Ely Road, Littleport, Ely,

Cambridgeshire CB6 1HW Tel: 01353 861329

Places: 75 Old age, Physical disability

East Cambridgeshire small homes

Brambles, The

104 Station Road, Soham,
Cambridgeshire CB7 5DZ

Tel: 01353 722971

Places: 4 Learning disability

Heritage House

31 High Street, Burwell,
Cambridgeshire CB5 0HD

Tel: 01638 743448

Places: 5 Old age

Fenland care homes

Alder Close (20)

March, Cambridgeshire PE15 8PY

Tel: 01354 654146

Places: 5 Learning disability

Aliwal Manor

Turners Lane, Whittlesey,
Cambridgeshire PE7 1EH

Tel: 01733 203347

Places: 30 Old age, Dementia

Belmont Road (9 & 10)

March, Cambridgeshire PE15 8RQ

Tel: 01354 660623

Places: 13 Learning disability, Physical disability

Broad Oaks

30 Gaul Road, March, Cambridgeshire PE15 9RQ

Tel: 01354 656202

Places: 38 Dementia, Learning disability

Chatting Independently Ltd

3 Rectory Drive, March,

Cambridgeshire PE15 9QR
Tel: 01354 650767
Places: 6 Physical disability

Chatting Independently Orchard View
42A Wimblington Road, March PE15 9QN
Tel: 01354 657444
Places: 6 Physical disability

Chestnuts, The
169 Norwich Road, Wisbech, Cambridgeshire PE13 3TA
Tel: 01945 584580
Places: 18 Old age, Dementia

Clovelly House
44 Station Road, March, Cambs, PE15 8LE
Tel: 01354 655768
Places: 21 Old age, Dementia

Conquest Lodge
Dagless Way, March, Cambridgeshire PE15 8QY
Tel: 01354 659708
Places: 19 Learning disability, Physical disability

Creek Road (79)
March, Cambridgeshire PE15 8RE
Tel: 01354 654575
Places: 4 Learning disability

Dove Court
Kirkgate Street, Wisbech,
Cambridgeshire PE13 3QU Tel: 01945 474746
Places: 76 Old age, Dementia

Fenwinds Rest Home
56 Doddington Road, Wimblington, Near March,
Cambridgeshire PE15 0RD
Tel: 01354 740418 Places: 3 Old age, Dementia

Friday House
141 March Road, Friday Bridge, Wisbech,

Cambridgeshire PE14 0LP
Tel: 01945 860186
Places: 19 Dementia, Learning disability

Gables, The

1 East Park Street, Chatteris PE16 6LA
Tel: 01354 693858
Places: 49 Old age, Dementia,
Physical disability

Hermitage, The

6-12 St Mary's Street,
Whittlesey,
Cambridgeshire PE7 1BG
Tel: 01733 204922
Places: 24 Old age

High Road (73)

Gorefield, Wisbech,
Cambridgeshire PE13 4PG
Tel: 01945 870968
Places: 7 Learning disability, Physical disability

Keneydon House

2 Delph Street, Whittlesey,
Cambridgeshire PE7 1QQ
Tel: 01733 203444
Places: 21 Old age, Dementia

Kingswood Park

Kingswood Road, March,
Cambridgeshire PE15 9RT
Tel: 01354 652381
Places: 44 Old age, Dementia, Learning disability

Langley Lodge Residential Care Home

26 Queens Road, Wisbech,
Cambridgeshire PE13 2PE
Tel: 01945 582324
Places: 20 Old age

Lindisfarne

Church End, Leverington, Cambridgeshire PE13 5DB

Tel: 01945 464817

Places: 10 Dementia, Learning disability,
Physical disability

Lyncroft

81 Clarkson Avenue, Wisbech,

Cambridgeshire PE13 2EA

Tel: 01945 475229

Places: 39 Old age, Dementia

Ridgeway

Chapel Lane, Newton, Wisbech,

Cambridgeshire PE13 5EU

Tel: 01638 569430

Places: 6 Learning disability

Springfield Residential Care Home

63 The Causeway, March,

Cambridgeshire PE15 9NY

Tel: 01354 652451

Places: 29 Old age, Dementia, Mental health

Willow Lodge

Willow Lodge, Fritton End Road, Gorefield,

Cambridgeshire, PE13 4NQ

Tel: 01945 871491

Places: 14 Learning disability

Fenland care homes with nursing

Askham House

Benwick Road, Doddington,

Cambridgeshire PE15 0TG

Tel: 01354 740269

Places: 27 Old age, Mental health, Terminally ill

Askham Place

Benwick Road, Doddington,

Cambridgeshire PE15 0TG

Tel: 01354 740269

Places: 15 Physical disability

Cedar Court

37 New Road, Whittlesey,
Cambridgeshire PE7 1SU

Tel: 01733 350320

Places: 25 Old age, Dementia, Physical disability

Conifer Lodge

134 North Brink, Wisbech,
Cambridgeshire PE13 1LL

Tel: 01945 474912

Places: 15 Learning disability

Elms, The

2 Arnolds Lane, Whittlesey,
Cambridgeshire PE7 1QD

Tel: 01733 202421

Places: 37 Old age, Dementia, Physical disability

Gables Nursing and Residential Home, The

Eastrea, Whittlesey,
Cambridgeshire PE7 2BD

Tel: 01733 351252

Places: 55 Dementia, Mental health

Glennfield Care Centre

Money Bank, Wisbech,
Cambridgeshire PE13 2JF

Tel: 01945 581141

Places: 84 Dementia, Old age

Heron House

Coronation Close, March,
Cambridgeshire PE15 9PP

Tel: 01354 661551

Places: 95 Old age, Dementia, Physical disability

Orchard House

107 Money Bank, Wisbech, Cambridgeshire PE13 2JF

Tel: 01945 466784

Places: 67 Old age, Dementia, Mental health,
Physical disability

Rose Lodge Care Home

Walton Road, Wisbech,
Cambridgeshire PE13 3EP

Tel: 01945 474449

Places: 57 Old age, Dementia, Physical disability

Strathmore House

Friday Bridge Road, Elm, Near Wisbech,
Cambridgeshire PE14 0AU

Tel: 01945 860569

Places: 46 Old age, Dementia, Terminally ill

Swan House

47 - 49 New Road, Chatteris,
Cambridgeshire PE16 6EX

Tel: 01354 696644

Places: 40 Old age, Physical disability, Terminally ill

Fenland small homes

Fenwinds Rest Home

56 Doddington Road, Wimblington, Near March, Cambridgeshire PE15
0RD

Tel: 01354 740418 Places: 3 Old age, Dementia

Huntingdonshire care homes

Aisling Lodge

Church Street, St Neots, Cambridgeshire PE19 2BU

Tel: 01480 476789

Places: 22 Dementia, Old age

Bethany Francis House

106 Cambridge Street, St Neots,
Cambridgeshire PE19 1PL

Tel: 01480 476868

Places: 34 Old age, Dementia **Advert page 55**

Brookfield

1 High Street, Somersham,
Cambridgeshire PE28 3JA
Tel: 01487 840900
Places: 14 Old age, Dementia

Conquest House

Straight Drove, Farcet,
Cambridgeshire PE7 3DY
Tel: 01733 244623
Places: 14 Learning disability, Mental health

Elm House

Howitts Lane, Eynesbury, St Neots,
Cambridgeshire PE19 2JA
Tel: 01480 471166
Places: 12 Learning disability

Eynesbury House

Howitts Lane, Eynesbury, St Neots,
Cambridgeshire PE19 2JA
Tel: 01480 218899
Places: 9 Learning disability, Mental health

Florence House (Ramsey)

Westfield Road, Ramsey,
Cambridgeshire PE26 1JR
Tel: 01487 812295
Places: 20 Old age, Dementia, Physical disability

Hardwick Dene

Hardwick Lane, Buckden,
Cambridgeshire PE19 5UN
Tel: 01480 811322
Places: 38 Old age, Dementia

Hill House

High Street, Ellington, Huntingdon,
Cambridgeshire PE28 0AB
Tel: 01480 890324
Places: 37 Old age, Dementia

Hill View

46 St Judith's Lane, Sawtry,
Cambridgeshire PE28 5XE
Tel: 01487 831709
Places: 16 Old age, Dementia

Hillings, The

Grenville Way, Eaton Socon,
Cambridgeshire PE19 5JW
Tel: 01480 214020
Places: 64 Old age, Dementia

Hunters Down Care Centre

Hartford Road, Huntingdon,
Cambridgeshire PE29 2XL
Tel: 01480 456899
Places: 97 Old age, Dementia

Kings Lane (32)

St Neots, Cambridgeshire PE19 1LB
Tel: 01480 214928
Places: 8 Learning disability

Manor Cheshire Home

Church Road, Brampton,
Cambridgeshire PE28 4PF
Tel: 01480 412412
Places: 21 Physical disability

Manor Farm

Pittsdean Lane, Abbotsley, Cambridge,
Cambridgeshire PE19 6UW
Tel: 01767 679900
Places: 10 Learning disability

Oakleigh

22 Great North Road, Alconbury Weston,
Huntingdon, Cambridgeshire PE28 4JR
Tel: 01480 890248
Places: 27 Old age, Dementia

Oakley House

10 Bushmead Road, Eaton Socon,
Cambridgeshire PE19 8BP
Tel: 01480 407010
Places: 8 Learning disability

Oaktrees

Warboys Road, Oldhurst,
Cambridgeshire PE28 3AA
Tel: 01487 822878
Places: 6 Learning disability

Olivemedede

Hawthorn Road, Yaxley, Cambridgeshire PE7 3JP
Tel: 01733 240972
Places: 33 Old age, Dementia

Paxton Hall Care Home

Rampley Lane, Little Paxton, St Neots,
Cambridgeshire PE19 6EL
Tel: 01480 213036
Places: 39 Old age, Dementia, Learning disability

Rheola

Broad Leas, St Ives,
Cambridgeshire PE27 5PU
Tel: 01480 375163
Places: 42 Old age, Dementia

Ringshill Nursing Home

Sallowbush Road, Huntingdon,
Cambridgeshire PE29 7AE
Tel: 01480 411762
Places: 87 Old age, Dementia

Rose Cottage Residential Home

School Road, Broughton, Huntingdon
Cambridgeshire PE28 3AT
Tel: 01487 822550
Places: 38 Old age

St George's Glatton Hall

Glatton Ways, Glatton, Huntingdon,
Cambridgeshire PE28 5RS
Tel: 01487 830085
Places: 21 Old age, Dementia

St Luke's Close (6)

Ambury Road, Huntingdon,
Cambridgeshire PE29 1JT
Tel: 01480 456941
Places: 6 Learning disability, Physical disability

Woodlands

50 High Street, Earith, Huntingdon,
Cambridgeshire PE28 3PP
Tel: 01487 841404
Places: 24 Old age, Dementia

Huntingdonshire care homes with nursing

Cromwell House Care Home

82 High Street, Huntingdon,
Cambridgeshire PE29 3DP
Tel: 01480 411411
Places: 41 Old age, Dementia

Drey House

Cambridge Road,
Eynesbury Hardwicke, St Neots,
Cambridgeshire PE19 6SR
Tel: 01480 880022
Places: 33 Mental health

Ford House

140 St Neots Road, Eaton Ford,
St Neots, Huntingdon, Cambridgeshire PE19 7AL
Tel: 01480 472017
Places: 46 Old age, Dementia, Physical disability

Kings Ripton Road 24a, b & c

Sapley, Huntingdon, Cambridgeshire PE17 2NT

Tel: 01480 411400

Places: 13 Learning disability

Manor House

80 Huntingdon Road, Upwood,
Huntingdon,

Cambridgeshire PE26 2QQ

Tel: 01487 814333

Places: 43 Old age, Dementia, Physical disability

Primrose Hill Care Home

Thames Road, Huntingdon PE29 1QW

Tel: 01480 450099

Places: 60 Old age, Dementia, Physical disability

Red House, The

Bury Road, Ramsey,

Cambridgeshire PE26 1NA

Tel: 01487 813936

Places: 60 Old age, Dementia, Physical disability

South Cambridgeshire care homes

Belle Vue House

Little Heath, Gamlingay,

Bedfordshire SG19 3LL

Tel: 01767 650226

Places: 3 Old age

Boxtree Cottage

Way Lane, Waterbeach,

Cambridgeshire

CB25 9NQ

Tel: 01223 860859

Places: 14 Dementia, Mental health

Bramley Avenue (73)

Melbourn, Near Royston,

Cambridgeshire SG8 6HG

Tel: 01763 261682

Places: 5 Learning disability, Physical disability

Bramley Court

Chivers Way, Histon,
Cambridgeshire
CB24 9AH
Tel: 01223 236105
Places: 67 Dementia, Old age

Chamarel

8 High Street, Longstanton,
Cambridgeshire
CB24 3BP
Tel: 01954 789856
Places: 7 Learning disability

Churchfield Avenue (21-23)

Sawston, Cambridgeshire
CB2 4LA
Tel: 01223 835733
Places: 9 Learning disability

Etheldred House

Clay Street, Histon,
Cambridge CB24 9EY
Tel: 01223 236079
Places: 80 Dementia, Old age

Fitzwilliam House

Rooks Street, Cottenham,
Cambridgeshire CB4 8QZ
Tel: 01954 273310
Places: 40 Old age, Dementia

Freshfields

Freshfield, Primrose Lane,
Waterbeach,
Cambridgeshire CB5 9JZ
Tel: 01223 441452
Places: 4 Learning disability, Physical disability

Hatley Court

37 Burgess Road, Waterbeach,

Cambridgeshire CB5 9ND

Tel: 01223 863414

Places: 35 Old age

Home Meadow

Comberton Road, Toft,

Cambridgeshire CB23 7RY

Tel: 01223 263282

Places: 42 Old age, Dementia

Kay Hitch Way (4)

Histon, Cambridgeshire CB4 4YR

Tel: 01223 235406

Places: 4 Learning disability, Physical disability

La Marsh

9 Crowlands, Lambs Lane,

Cottenham, Cambridgeshire CB4 8TE

Tel: 01954 250734

Places: 6 Learning disability, Physical disability

Maycroft Residential Home

73 High Street, Meldreth, Royston,

Hertfordshire SG8 6LB

Tel: 01763 260217

Places: 25 Old age, Dementia

Millfield Lodge

Potton Road, Gamlingay,

Bedfordshire SG19 3LW

Tel: 01767 650734

Places: 31 Old age, Dementia

Orchard House (Sawston)

Methodist Homes for the Aged,

191 High Street, Sawston,

Cambridgeshire CB22 3HJ

Tel: 01223 712050

Places: 35 Old age, Dementia, Learning disability

Orchard Manor Transition Service

Manor Road, Fenny Lane, Meldreth, Royston,

Hertfordshire SG8 6LG
Tel: 01763 268030
Places: 31 Learning disability

Shelford Lodge

144 Cambridge Road, Great Shelford,
Cambridgeshire CB2 5JU
Tel: 01223 845171
Places: 28 Old age, Dementia

Six Mile Bottom Road (35)

West Wrating, Cambridgeshire CB1 5NE
Tel: 01223 291205
Places: 3 Learning disability

Southwell Court

Hinkins Close, Melbourn, Near Royston,
Hertfordshire SG8 6JL
Tel: 01763 262121
Places: 35 Old age, Learning disability

Teversham Road (11 & 13)

Fulbourn, Cambridgeshire CB1 5EB
Tel: 01223 504072 Places: 4 Learning disability

Thomas Road (7)

Fulbourn, Cambridgeshire CB1 5EA
Tel: 01223 514418
Places: 3 Learning disability, Physical disability

Waterbeach Lodge

Ely Road, Waterbeach, Cambridgeshire CB5 9NW
Tel: 01223 860238
Places: 43 Old age, Dementia

Wheatsheaf House

5 High Street, Cottenham,
Cambridgeshire CB24 8SA
Tel: 01954 250799
Places: 8 Learning disability

Yew Tree Cottage

Padlock Road, West Wratting,
Cambridgeshire CB1 5LS
Tel: 01223 290600
Places: 11 Learning disability

Yewdale Farm

West Fen Road,
Willingham,
Cambridgeshire CB4 5LP
Tel: 01954 261307
Places: 9 Learning disability

South Cambridgeshire care homes with nursing

Cottenham Court Residential & Nursing Home

High Street, Cottenham, Cambridgeshire CB4 8SS
Tel: 01954 252626
Places: 62 Old age, Physical disability

Eden View

High Street, Bottisham, Cambridge CB25 9BB
Tel: 01223 813620 Places: 10 Physical disability

Gracefield Nursing and Residential Care Home

St Neots Road, Dry Drayton, Cambridge,
Cambridgeshire CB23 8AY Tel: 01954 210833
Places: 17 Dementia, Learning disability, Mental health

Home Close

Cow Lane, Fulbourn, Cambridgeshire CB21 5HB
Tel: 01223 880233
Places: 68 Old age, Dementia

Midfield Lodge

Cambridge Road, Oakington, Cambridgeshire CB4 5BG
Tel: 01223 232267
Places: 60 Old age, Dementia, Physical disability

Symonds House Nursing Home

Symonds Lane, Linton, Cambridge CB1 6HY

Tel: 01223 891237

Places: 58 Old age, Dementia

South Cambridgeshire small homes

Belle Vue House

Little Heath, Gamlingay, Bedfordshire SG19 3LL

Tel: 01767 650226 Places: 3 Old age

Six Mile Bottom Road (35)

West Wrattling, Cambridgeshire CB1 5NE

Tel: 01223 291205 Places: 3 Learning disability

Thomas Road (7)

Fulbourn, Cambridgeshire CB1 5EA

Tel: 01223 514418

Places: 3 Learning disability, Physical disability