

Northamptonshire

Care Services Directory 2014/15



**The comprehensive guide
to choosing and paying for care**

• Home support • Specialist care • Useful contacts • Care homes

The Beeches

Residential Care Home for the Elderly



The Beeches is a family run, 24 bedded Care Home, where excellence of care is the standard. Providing care for the elderly and those with dementia, the home is set in half an acre of pretty, secluded and secure gardens where our residents have the space for quiet reflection while being close to local amenities. The house has two sitting rooms, a conservatory and a separate dining room.

- Our care manager has several years care experience and leads a team of highly trained professional, dedicated and caring staff
- A home for life is provided for the elderly and those with dementia
- Permanent long stay, respite and Day Care available
- Wide range of activities and functions provided by our full-time activities co-ordinator
- Seasonal outdoor activities arranged for residents, families and friends
- Hair-dressing, chiropody and motivation therapy
- In-house cooks producing a varied range of freshly made meals, with special diets catered for
- Second floor accessed by lift with Wheelchair access throughout
- All rooms have wireless nurse-call points and are decorated to a high standard
- Large secluded gardens giving a safe and quiet area to relax
- Close to local shops and public transport
- Registered with the CQC and Northamptonshire County Council

**We welcome visits at any time to come and meet the staff and residents
and to have a tour of the grounds and facilities**

Tel: 01933 318498

12 Higham Road, Rushden, Northamptonshire NN10 6DZ

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To obtain extra copies of this Directory, free of charge, call **Care Choices** on **01223 206953**.

Alternative formats

This Directory is available electronically at www.carechoices.co.uk.

There is also a Browsealoud option for those requiring the information in the spoken word.



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■ Kettering

Care homes

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Welcome from Northamptonshire County Council

Welcome to the 2014/15 edition of the Northamptonshire Care Services Directory, produced annually in association with the publisher Care Choices. The Directory explains how you can get the support you need to enjoy the best quality of life for as long as possible by guiding you through the range of care options available from both independent care providers and public services.

Included in the Directory is information on:

- a range of services to help you live independently and safely;
- short stays in residential care which can be a good idea to help you recuperate after an illness, injury, or hospital stay; and
- care homes including residential, nursing and home care services across the county.

The Directory can be viewed electronically and with

Browsealoud compatible software by visiting the website **www.carechoices.co.uk**.

For more information about the range of services delivered by Adult Social Care services you can visit our website at **www.northamptonshire.gov.uk/adults**.

I am confident that you will find this Directory a useful source of information. If you need any further help or advice please contact us and we will do our best to help.



Councillor Suresh Patel

Cabinet member for Adult Social Care
Northamptonshire County Council

Healthier Northamptonshire

The fundamental shift in health and social care for the future is to work more in partnership with our population – thereby maximising their ability to be in control of their own health. The Healthier Northamptonshire programme brings together Northamptonshire County Council, Northampton and Kettering General Hospitals, NHS Nene and NHS Corby Clinical Commissioning Groups, Northamptonshire Healthcare NHS Foundation Trust and NHS England.

Our collective vision is to deliver improved services to ensure excellent health and wellbeing outcomes for the people of Northamptonshire. A key focus of the programme will be to facilitate a whole system approach to care in the community – with access to specialist care where necessary, increasing the uptake of personal health budgets and strengthening our links with the voluntary sector.

This will enable us to:

- build more accessible and sustainable support services closer to home;

- maximize the use of technology to enable shared ways of working; and
- support our population in staying healthy.

NHS Corby Clinical Commissioning Group and NHS Nene Clinical Commissioning Group



Peter Wilczynski (*Corby Chair*)



Corby Clinical Commissioning Group



Darin Seiger (*Nene Chair*)



Nene Clinical Commissioning Group

How can I get support from Adult Social Care?

If you think you might be entitled to help from Adult Social Care, your first step should be to contact the Customer Service Centre:

John Dryden House, Northampton NN4 7YD
Working hours are Monday to Friday: 8.00am-6.00pm
Tel: **0300 126 1000**
Email: **adultcare@northamptonshire.gov.uk**

However, if you are in hospital you should ask a nurse on the ward to refer you to the Health Partnership Teams in the hospitals.

If you feel you need support, then you should have an assessment of your needs to show what you need help with. You may be finding it difficult to look after yourself, or live the way you want to because you have:

- health problems that affect your independence;
- a mental health issue (see page 49);
- dementia;
- lost some or all of your hearing or sight;
- a physical disability or injury;
- a learning disability; or
- Asperger's Syndrome or a similar condition.

Your assessment is about you, and is completed with you. It involves you answering some questions about your life, what you can do and what you feel you need help with so you can live as independently as possible. With your agreement, the Council may also talk to other people who know you, or support you, including your doctor or nurse if you have one.

How will the assessment be carried out?

Some assessments can be quite straightforward and carried out over the telephone by contacting the Customer Service Centre (please see above for contact details). At other times the Council will come and visit you and, if this is the case, the Customer Service Centre would pass your information to the social care team based in your locality and a social care practitioner would visit you at home to carry out the assessment. Please see page 39 for details of a financial assessment which will also be required.

How quickly will you do my assessment?

This will depend on how urgent your needs are, and to what extent your difficulties are affecting your

independence. The Council will endeavour to complete your assessment within 28 days but if your situation is urgent the Council would complete your assessment a lot sooner.

Am I guaranteed to receive support directly from the Council?

Your assessment will give us the information the Council need to decide whether you are entitled to support from Adult Social Care. Not everyone who has needs will be entitled to support from us. The Council may direct you to another department, for example your GP, an occupational therapist for equipment or the Housing department if they feel they would be better placed to meet your needs.

How does the Council decide if I am entitled to support?

The Council will take into account the difficulties you are facing and how much this affects your independence; this is called the 'eligibility framework' and it is linked with Fair Access to Care Services (FACS) criteria, which is set by the Government. This lets Councils decide what level of people's needs they can support, depending on the resources they have available. For Northamptonshire this means the Council can only provide support to help those people whose assessments indicate that their independence is or will be significantly limited without support.

The framework to decide if you are eligible for support is divided into four areas of need:

- physical and mental health and wellbeing;
- the home environment, personal and domestic routines;
- freedom to make and act on decisions or choices; and
- family, social roles and responsibilities.

The Council also assesses what level of risk there is to your independence. There are five levels of risk:

- 'Critical';
- 'Greater Substantial';
- 'Lesser Substantial';
- 'Moderate'; and
- 'Low'.

Northamptonshire County Council only provides support to people where the risk to their independence is

assessed as being 'Critical' or 'Greater Substantial' if support was not provided.

What happens after my assessment if I am eligible for support?

If your assessment shows that the needs you have means you fall in to the 'Critical' or 'Greater Substantial' levels of risk, you will be entitled to support from the Council. You will receive help to plan how best to manage your support. You will also receive a financial assessment to identify if you will have to contribute to the cost of your care services.

The Council will discuss with you what options and services are available to help you. If you are eligible for support from Adult Social Care services this will be provided through a Personal Budget. Personal Budgets ensure you have choice and control over your support and services. You may choose to use your Personal Budget on a range of options including a personal assistant or a care agency to support you with personal care or daily routines, opportunities to get out and meet people, and equipment and technology designed to help you stay at home safely. Further information about Personal Budgets can be found below.

If you have regular support from a friend or family member the Council will offer them a carer's assessment and provide information about support for carers.

Will I have to pay for the help I get?

All the Council's verbal advice is free of charge, but it is likely that you will need to pay towards the cost of the services you receive. During your assessment the Council will discuss this with you, and will leave a financial assessment form for you to complete to determine how much you should contribute towards any service you receive. Further information about contributions and charges can be found on page 39.

What happens if I am not eligible for support from the Council?

Where your assessment has shown the Council that the difficulties you have and the corresponding risks to your independence fall within the 'Lesser Substantial', 'Moderate' or 'Low' bands, they will provide you with information and advice to enable you to arrange assistance for yourself. The Council provides financial funding to many voluntary sector organisations that can support you with advice, information and services designed to help you stay independent in your own home.

What if I disagree with my assessment decision?

If you disagree with any part of your assessment, then you can appeal. Appeals of this nature should be directed to the Customer Feedback Team. Please see the list of useful contacts starting on page 62.

Personalised care and support

Self-Directed Support and Personal Budgets

This is a system that empowers you to have choice and control of how your support needs are met and the way that this support is provided. This way of working is referred to as 'Self-Directed Support', sometimes known as 'SDS', and makes use of Personal Budgets.

What is a Personal Budget?

A Personal Budget is an allocation of money made by the Council that people use to meet their eligible needs. Personal Budgets give people who need support, choice and control to ensure that the support and services you receive meet your individual needs. When you receive a Personal Budget, you can choose to manage it yourself by getting Direct Payments, have it managed by the Council, or have it managed by your chosen provider (we call this an 'Individual Service Fund').

Personal Budgets give flexibility in how your care

needs are met. An example of this would be if you chose to attend a social club or pursue a hobby instead of attending a day centre, you may choose a personal assistant to assist you with your personal care instead of using a provider who the Council contracts with.


Who is eligible?

Personal Budgets are available for anyone over the age of 18 who is assessed as being eligible for Adult Social Care support.

To request an assessment, please contact the Customer Service Centre (please see page 6 for contact details).

Customers include:

- older people;
- people with physical impairment;
- people with a learning disability;



Will I have
to leave
my home?

How will
I pay for
my care?

For free professional advice and support about care

We know that finding the right type of care can be a daunting experience for people, and it can be a particularly emotional and trying time for families. My Care My Home will guide you through the maze that is finding out what care you need and how you can pay for it.

We can help you and your family with...

Care Services: • A measured care assessment in your own home • Short listing potential care providers • Find a suitable Domiciliary care or respite service • Employ your own carer • Negotiate the terms of your care contract • Monitor your care and provide written reports to family members

Property Services: • Adapt your present home to suit your needs • Arrange to let or sell your home including house clearance • Find a suitable extra care facility to rent or purchase

Financial Services: • Independent Financial Advice

My Care My Home is working in partnership with local authorities across the UK



Freephone 0800 731 8470

www.mycaremyhome.co.uk

 [mycaremyhome](https://www.facebook.com/mycaremyhome)

 [@mycaremyhome](https://twitter.com/mycaremyhome)

- people with mental health conditions;
- carers; and
- people with Asperger's Syndrome and similar conditions.

This includes customers who already receive support from the Council.

How much do I get?

The amount you receive as a Personal Budget will depend on the outcome of your assessment of need.

How can I receive my Personal Budget?

You have a choice of how you would like to receive your Personal Budget to meet your eligible needs. The choices include:

- The money can be paid direct onto a 'Pre paid card'. You and your worker from the council will agree the amount to be paid onto the card, this will be paid at regular intervals. You will be able to pay for support to meet your eligible needs using your card.
- The money goes to someone who agrees to administer it on your behalf. This money is then used in an agreed way to meet your eligible needs.

- You have an Individual Service Fund. This is where a provider of services administers the Personal Budget on your behalf.
- The Council manages your Personal Budget and purchases services on your behalf in consultation with you.

What can I use a Personal Budget for?

You can use your Personal Budget on things which help you meet your eligible needs and accomplish your outcomes and this will be agreed by the Council in a support plan. The limitations in using a Personal Budget are that it must be safe, legal, healthy and not used for any form of gambling.



Frequently asked questions about Personal Budgets

Will Personal Budgets affect the benefits that I receive?

No, the allocation of a Personal Budget from the Council will not affect any benefits that you receive.

What is the difference between Individual Budgets and Personal Budgets?

In Northamptonshire, the Council call the money that you can get from them a Personal Budget. An Individual Budget is money that can be made from other income streams including:

- Northamptonshire County Council (Personal Budgets);
- Independent Living Fund;
- Access to Work;
- Disabled Facilities Grant;
- Attendance Allowance/Disability Living Allowance (now called PIP); and
- Personal Health Budgets.

Will Personal Budgets affect my carer's eligibility status?

No, it will not affect your carer's eligibility status or any other benefits that you may receive.

Does the introduction of Personal Budgets mean getting rid of residential care?

No. For some people their needs can best be met in a residential care home. If someone chooses residential care (or any other form of support), it should be their real choice. When choosing or using residential care (or any other option), the person should know how much it costs and that they can use that money to choose a different option to meet their outcomes if and when they want.

Do Personal Budgets only work for people who can manage their own money and support?

No, Personal Budgets work for all people who need support. There are lots of different ways that people can take control of their lives. People do not have to deal with the cash directly themselves to be in control of what their money is used to buy. There are different ways for people to control a Personal Budget, including taking the money as a Direct Payment, having the money managed by a provider (an Individual Service Fund) or having the money managed by Adult Social Care.

Please visit the website www.northamptonshire.gov.uk for further information.

CASE STUDY



'Joan' is in her early 80s, lives in a village in the south of the county and has developed dementia, so needs some help to keep her daily routines going. She used to have a care agency and go to a local day centre but found that she was more confused by the different people coming in. Joan didn't get on so well at the day centre either because she would forget who people were and why she was going.

Joan's family don't live locally but they worked together with Joan and spoke to people around her, such as friends and neighbours. They found out that there were two neighbours that wanted to do a little bit of work but also had young families that made it difficult to get work that fitted around school times.

Joan is now helped by those neighbours with her daily routines. Joan pays for their support out of her

Personal Budget. Joan knows them as her neighbours in the street, this means she doesn't get so confused when they come to see her. They also pop in and check on her in their own time and Joan enjoys it when they bring their children along to say 'Hello'.

Joan also had a retired friend that was happy to take her into town to do a bit of shopping and go to a coffee shop or sometimes go and watch a film at the cinema, which she had always enjoyed in her younger years. Joan's friend doesn't get paid for this but she pays for petrol costs and will buy her friend some flowers every now and again to say thank you for her help.

Personal Health Budgets

A Personal Health Budget (PHB) is an amount of money to support a person's identified health and wellbeing needs planned and agreed between the person and their local NHS team.

The vision for PHBs is to enable people with long-term conditions and disabilities to have greater choice,

flexibility and control over the healthcare and support they receive. In April 2014, people who are eligible for NHS Continuing Healthcare will have the right to ask for a PHB including a Direct Payment. Email:

phb@northants.nhs.uk or visit:

www.neneccg.nhs.uk/personal-health-budgets.

Moving on from hospital – planning your discharge

Health Partnership Teams

If you require some form of support or advice to enable you to return home from a hospital stay, this may be organised for you by one of the Health Partnership Teams, made up of health and social care staff. The Health Partnership Teams are committed to enabling people to return to their own homes wherever possible, either directly or via a short term period of reablement in a residential setting such as the four specialist care centres in Northampton, Corby and Rushden.

Organisations which can support with enabling people to return home following a stay in hospital include Serve

care organisation and the Short Term And Rehabilitation Team (START).

Serve

Serve's range of service provision covers:

- day and home care;
- community transport;
- daily living equipment and mobility products;
- hearing aid assistance;
- benefit advice; and
- handy person services.

Serve can be contacted at:

19 Church Street, Rushden, Northants NN10 9YU

Tel: **01933 315555**

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

Web: **www.serve.org.uk**

Short Term Assessment and Rehabilitation Team (START)

START provides support, usually with personal care for a very short time, anything from a few days to a maximum of six weeks, in your own home.

You may already be at home, or about to return home from a specialist care centre or a hospital, are feeling

run down, poorly, or have had some kind of accident or change in your life. Some people will only need a little support, others a great deal. The team will support you to, either 'get back on your feet', or identify how much support you may need in the future.

This service is not chargeable for up to six weeks whilst you are receiving reablement support as long as you are making progress. If you need home care support to continue, we can arrange it and give you information about how much it will cost.

The START teams are locality-based and for further information on each of the START teams speak to the Customer Service Centre on **0300 126 1000**.

Reablement

Reablement is a method of short-term support designed to help you become as independent as possible.

Perhaps you need support with personal care or to prepare a meal. The reablement service will work with you to make it as easy as possible to manage these tasks on your own.

In traditional home care, someone would visit and do these tasks. With reablement, the support staff will work with you so that you can learn or re-learn important tasks needed for everyday life.

Many people who participate in a reablement programme find that afterwards they can cope very well on their own, without the need for ongoing social care support.

Reablement can be provided in your own home from the START team or the Intermediate Care Team (ICT) or, on a short-term residential basis, at one of four specialist care centres across the County.

How can I get reablement?

Reablement, which usually follows a period of ill health, will be recommended by health and/or social care professionals working with you if they believe you will benefit.

When a review is being conducted, your goals will be discussed and whether a reablement programme can help you to achieve these. The programme will normally last up to six weeks and will be free of charge as long as you are making progress. This will be reviewed every week by the reablement team.

Will I need any special equipment?

During the programme, a reablement worker may suggest

you carry out some tasks in a slightly different way to make them easier for you to do on their own.

Small pieces of equipment may have to be purchased to make certain tasks easier.

Reablement workers will be able to show a catalogue of equipment available and will also inform you of where to find specialist shops or an equipment service in the County.










- **WHEELCHAIRS**
- **SCOOTERS**
- **SMALL AIDS**
- **HOISTS**
- **SERVICING**

Northampton Showroom at:

Millbrook Healthcare
9a North Portway Close
Round Spinney Industrial Estate
Northampton
NN3 8RQ

Showrooms nationwide.

01604 212097

www.millbrookhealthcare.co.uk



Care at home

Care and Repair agencies

Care and Repair services are Home Improvement Agencies (HIAs) that offer a wide range of practical support and advice about improving your home. For example, HIAs know who you should turn to for help regarding major adaptations covered by a Disabled Facilities Grants (see 'Who to contact', below). Most HIA services are for older and/or disabled people living in private sector housing (owner-occupiers; tenants of private landlords).

Care and Repair (Northampton) Ltd provides a handyperson service across Northamptonshire for carers and people they care for (regardless of property ownership) which include assessment, advice, supply and equipment fitting for:

- **traditional handyperson service:** small repairs and home improvements for older and disabled people (eg: fitting curtain tracks; flat pack furniture assembly; shelving; cat flaps; garden fences and gates);
- **falls prevention:** minor adaptations that help prevent the risk of a fall, to make daily life easier within the home and improve access to the property;
- **home security:** a wide range of security measures (depending on what you need/want), from simple window restrictors to all types of locks, security grilles, shock alarms, door alarms and mail boxes; and

- **'Safe at Home':** (for children under 5): we can also provide advice and work to help keep grandchildren safe at home (stairgates; fire guards; medicine drawer/ cupboard locks, etc).

The handyperson service is registered with Northamptonshire Trading Standards Buy with Confidence Scheme; some of its charges are subsidised (low cost rates, please ring for a quotation). You can request handyperson help yourself (by calling **01604 782250**) or this can be done on your behalf by somebody else such as a member of your family, a friend, or a care worker.

Web: www.care-and-repair.org.uk



Beautiful Borders
Plant & Garden Care Specialists

- RHS qualified
- Female gardener
- Border and lawn care and maintenance
- Pruning and general tidy up work
- Garden planning and design

E: kim@beautiful-borders.co.uk
M: 07449 678489
W: www.beautiful-borders.co.uk

Major adaptations covered by Disabled Facilities Grants

If you require a major adaptation such as a stairlift, through floor lift, walk in shower, or wheelchair accessible extension you need to contact your local Council for

an assessment (a local Council is one 'who you pay your Council tax to'), for a provisional means test. Once completed they will refer you on for an assessment.

If you live in Northampton Borough Housing Solutions

Northampton Borough Council, Guildhall,
St Giles Street, Northampton NN1 1DE
Tel: **0300 330 7000**

For major adaptations covered by a Disabled Facilities Grant, to properties in Kettering Borough Kettering Borough Council

Private Sector Housing, Municipal Offices,
Bowling Green Road, Kettering NN15 7QX
Tel: **01536 535617 / 01536 410333**

Your local Home Improvement Agency: If you live in Daventry or South Northants Daventry Care and Repair Service

c/o Daventry District Council, Lodge Road,
Daventry NN11 4FP
Tel: **01327 302322**

For East Northamptonshire and Wellingborough Care and Repair

c/o Spire Homes, 1 Crown Court, Crown Way,
Rushden NN10 6BS
Tel: **01933 410084**

For Handyperson Services and 'signposting': **Care and Repair (Northampton) Ltd**

Unit 9, Cirrus Park,
Lower Farm Road,
Moulton Park,
Northampton NN3 6UR
Tel: **08450 588604 / 01604 782250**

If you live in Corby Borough and are considering a **Disabled Facilities Grant contact**

Private Sector Housing

Environmental Services, Corby Borough Council,
Deene House, New Post Office Square,
Corby, Northamptonshire NN17 1GD
Tel: **01536 464175**

Equipment and adaptations

You may be entitled to help with equipment or adaptations for your home if you:

- are elderly;
- have a disability;
- have a long term illness which causes you to have difficulties coping with daily living tasks; or
- are assessed as having eligible needs.

If you meet any of these criteria you, your carer or a friend can contact Community Occupational Therapy to arrange a convenient time for someone to visit you to talk about what you need.

Referrals can be made through the Northamptonshire County Council internet site at any time of the day or night seven days a week: **www.northamptonshire.gov.uk/cot**.



There is an easy to use online form that will go directly to the Access Team at Olympus Care Services. They will contact you by phone to discuss your needs and arrange an appointment for someone to visit if you are eligible for assistance.

How do I get my equipment?

Once you have been assessed by a professional, the equipment service will call and make an appointment with you to deliver and fit the equipment.

If you wish to return a piece of equipment or have it repaired, please call **0845 894 0650**.

You may also contact the referral line on **01604 366000** Monday to Friday 8:30am-5:30pm. Please note that if you live in the Boroughs of Kettering or Northampton, and require a new or replacement lift, then you need to contact the following and not Community Occupational Therapy:

- Kettering Borough Council
(Private Sector Housing department)
Tel: **01536 535617/01536 410333**
- Northampton Borough Council –
(Housing Solutions department)
Tel: **0300 330 7000**

Sensory equipment and telecare

Olympus Care Services' Sensory, Equipment and Rehabilitation Team (SERT) enables customers to improve their independence and safety at home by providing access to a wide range of sensory equipment and assistive technology.

Working closely with customers to manage risks to health and safety in the home environment, finding new ways that everyday activities can be confidently and independently completed.

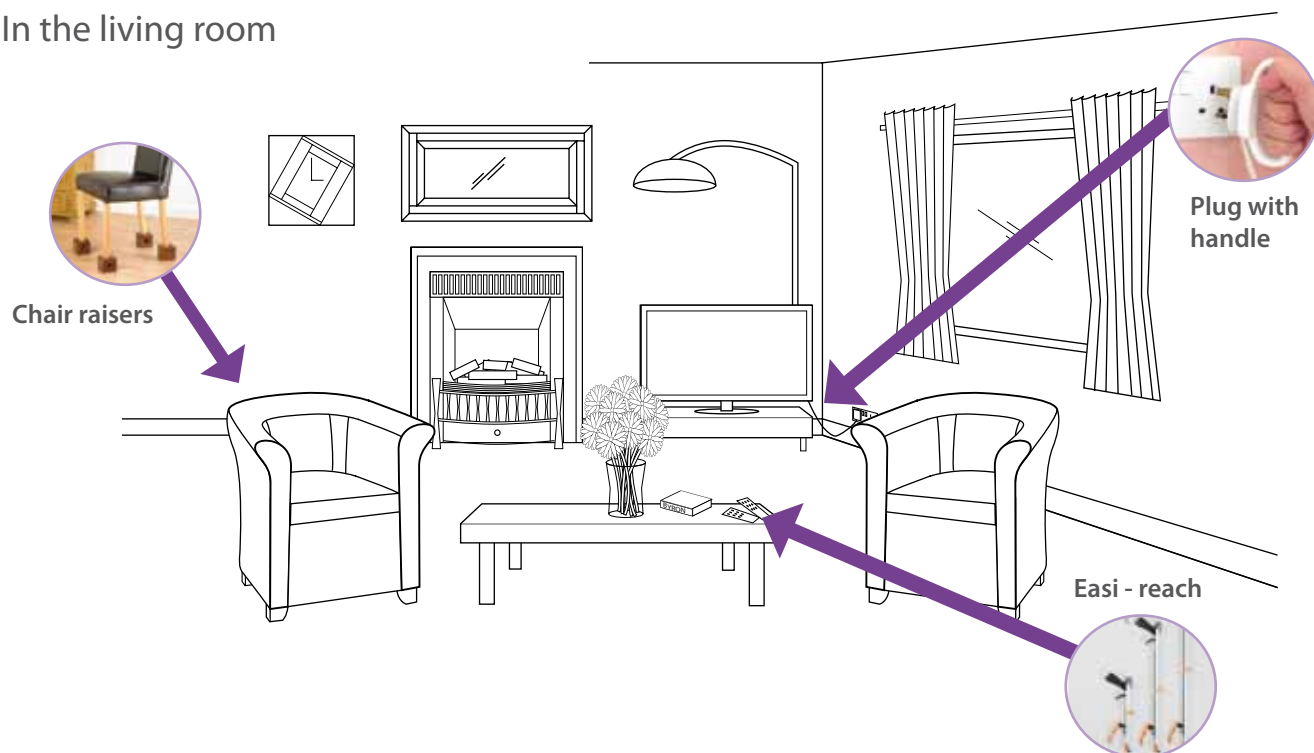
SERT can provide:

- 24 hour response technology to enable customers to contact someone in an emergency;

- a wide range of equipment to support individuals and offer reassurance to families and carers;
- specialist equipment to help people with a hearing loss;
- mobility training and daily living skills training for people who are blind or partially sighted; and
- registration and advice and guidance for people who are diagnosed with a visual impairment.

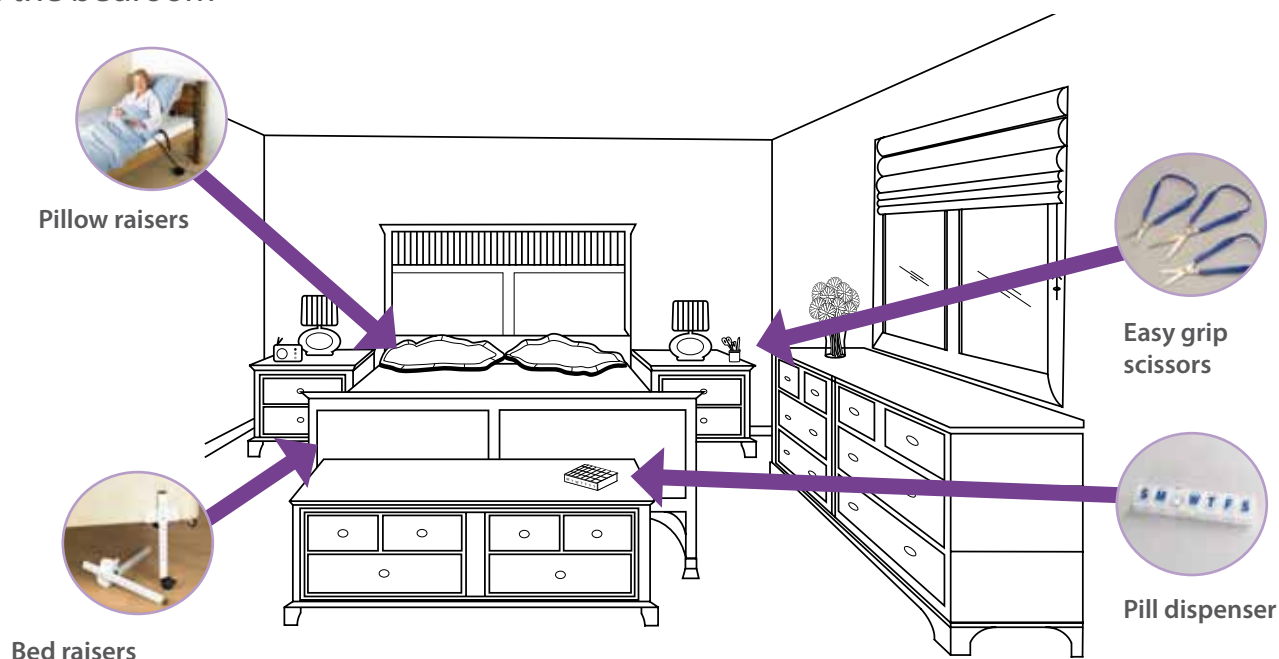
For more information please contact the
ACCESS team on **01604 366000** or email:
accessteam@olympuscareservices.co.uk.

In the living room



WHAT YOU HAVE TO DO	WHAT IS DIFFICULT FOR YOU	SIMPLE SOLUTIONS	MORE COMPLEX SOLUTIONS	COMPLEX SOLUTIONS
Get in and out of chairs	<ul style="list-style-type: none"> • Standing up from sitting is difficult 	<ul style="list-style-type: none"> • Block of foam in chair base • Buy a new chair – get professional help to make sure the height is right • Regular gentle exercise • Get up regularly, to keep mobile 	<ul style="list-style-type: none"> • Ready made chair raisers if your chair is low 	<ul style="list-style-type: none"> • Buy electric riser chair
Open and close windows	<ul style="list-style-type: none"> • Can't reach windows • Not secure to leave windows open 	<ul style="list-style-type: none"> • Move furniture out of the way • Gadget to open/close window 	<ul style="list-style-type: none"> • Remove window opener • Install extractor fan • Install new windows 	<ul style="list-style-type: none"> • Environmental controls
Control heating	<ul style="list-style-type: none"> • Can't reach controls for fire or heating 	<ul style="list-style-type: none"> • Change switches • Fit timer switch 	<ul style="list-style-type: none"> • Move heating controls 	<ul style="list-style-type: none"> • Install new or additional heating system
Switch lights on and off	<ul style="list-style-type: none"> • Can't reach switch • Switch is difficult to use 	<ul style="list-style-type: none"> • Light switch toggle • Socket extension • Handi-plugs 	<ul style="list-style-type: none"> • Move light switches • Replace light switches 	<ul style="list-style-type: none"> • Environmental controls
Keep warm	<ul style="list-style-type: none"> • Affording the fuel • Carrying the fuel • Control heating 	<ul style="list-style-type: none"> • Insulate your home • Ask for a winter fuel payment • Use a trolley – if you can safely lift the fuel into the trolley 	<ul style="list-style-type: none"> • Replace the fire 	<ul style="list-style-type: none"> • Get a grant • Change to a cheaper heating system
Watch TV	<ul style="list-style-type: none"> • Hear the sound of the TV 	<ul style="list-style-type: none"> • Use subtitles 	<ul style="list-style-type: none"> • See GP 	<ul style="list-style-type: none"> • Get a room loop • Request an assessment for a hearing aid

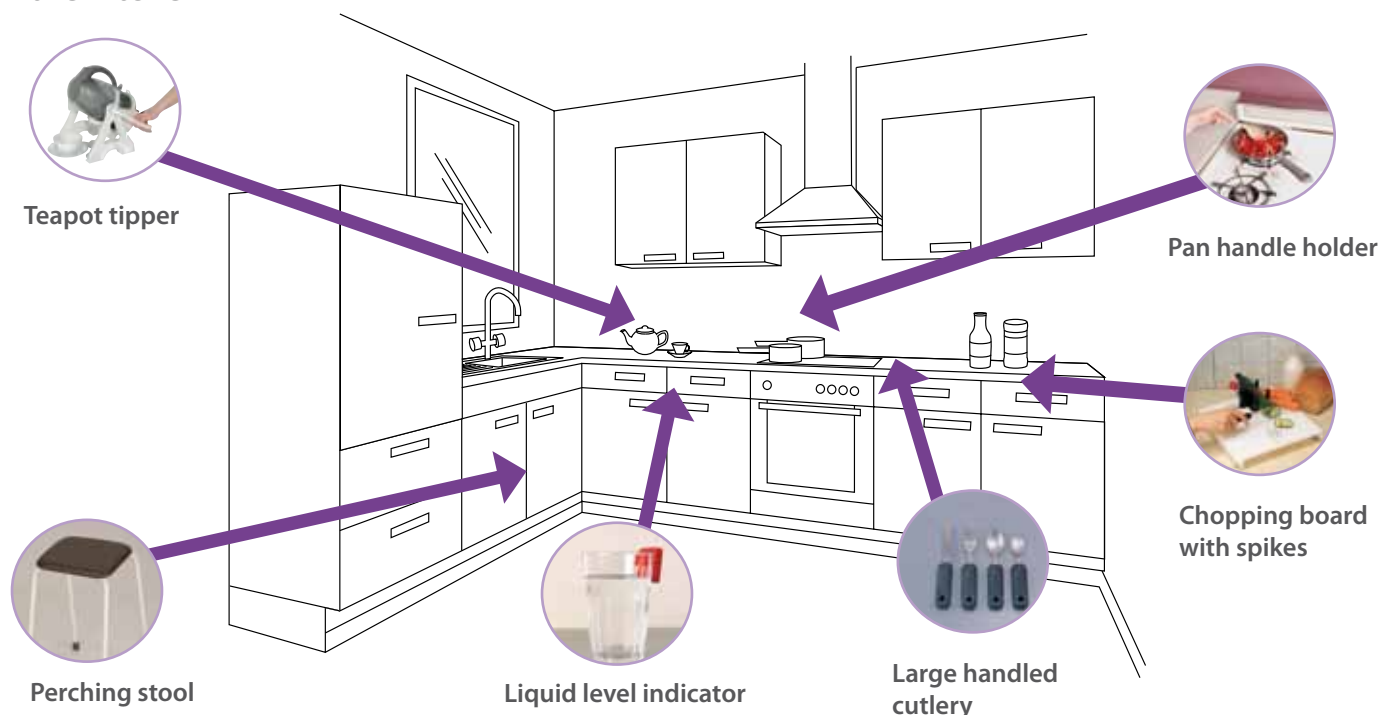
In the bedroom



WHAT YOU HAVE TO DO	WHAT IS DIFFICULT FOR YOU	SIMPLE SOLUTIONS	MORE COMPLEX SOLUTIONS	COMPLEX SOLUTIONS
Get in and out of bed	<ul style="list-style-type: none"> • Standing up from sitting on the bed • Difficult to move from wheelchair to bed • Bed is hard to reach • Bed is too soft 	<ul style="list-style-type: none"> • Move bed/furniture • Leg lifter • Raise bed • Learn new techniques for moving safely 	<ul style="list-style-type: none"> • Fit grab rails • Buy a new bed mattress • Transfer board 	<ul style="list-style-type: none"> • Hospital bed • Buy an electric adjustable bed • Mobile hoist • Ceiling track hoist
Sit up in bed, turn or roll over	<ul style="list-style-type: none"> • Bed is too soft • Bedding is too heavy • Nothing to lean on 	<ul style="list-style-type: none"> • Change bedding • Learn new techniques for moving safely 	<ul style="list-style-type: none"> • Buy a bed cradle • Buy a bed ladder • Bed lever • Pillow raiser • Change mattress 	<ul style="list-style-type: none"> • Buy a specialised mattress • Drop-down rail • Monkey pole
Keeping warm in bed	<ul style="list-style-type: none"> • Checking the safety of your electric blanket 	<ul style="list-style-type: none"> • Contact ■ (see key below) for further information 		
Getting dressed	<ul style="list-style-type: none"> • Difficult to reach all of your body 	<ul style="list-style-type: none"> • Contact ■ (see key below) for further information • Learn new techniques for dressing • Buy clothes with different fastenings 	<ul style="list-style-type: none"> • Buy simple gadgets: long handled shoe horn; elastic shoe laces; dressing stick; button hook; stocking aids 	<ul style="list-style-type: none"> • Consider care in your own home
Cut your nails	<ul style="list-style-type: none"> • Can't reach feet • Hard to hold scissors 	<ul style="list-style-type: none"> • Easy grip scissors 	<ul style="list-style-type: none"> • See a podiatrist 	
Take your tablets	<ul style="list-style-type: none"> • Opening bottles • Remembering to take tablets 	<ul style="list-style-type: none"> • Ask pharmacist for an easy to open bottle • Keep a note when you have taken a tablet 	<ul style="list-style-type: none"> • Get a pill dispenser with days and times marked 	<ul style="list-style-type: none"> • Ask someone to prompt you
Read the time	<ul style="list-style-type: none"> • See the clock to tell the time 	<ul style="list-style-type: none"> • Buy a clock with larger numbers 	<ul style="list-style-type: none"> • Buy a clock that 'speaks' 	

■ ACCESS team: Call 01604 366000 or email accessteam@olympuscareservices.co.uk

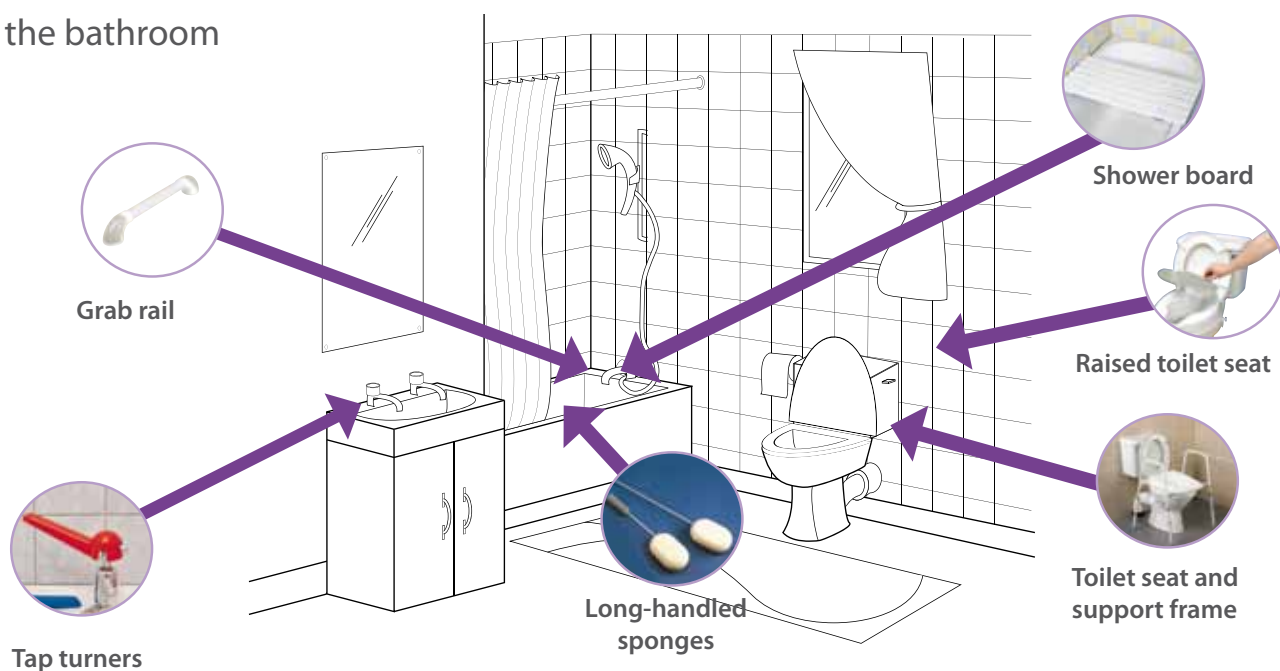
In the kitchen



WHAT YOU HAVE TO DO	WHAT IS DIFFICULT FOR YOU	SIMPLE SOLUTIONS	MORE COMPLEX SOLUTIONS	COMPLEX SOLUTIONS
Reach cupboards	<ul style="list-style-type: none"> Cupboards are too high or low Cupboards are too deep Cupboard doors are too heavy 	<ul style="list-style-type: none"> Re-arrange things in cupboards/on surfaces Buy Easi-Reacher or Handi-Reacher 	<ul style="list-style-type: none"> Alter spring in door closers 	<ul style="list-style-type: none"> Lower or raise cupboards
Use taps and switches	<ul style="list-style-type: none"> Taps or switches are too awkward Can't reach taps or switches 	<ul style="list-style-type: none"> Fit tap turners 	<ul style="list-style-type: none"> Change switches Raise or reposition taps Fit lever taps or new taps 	<ul style="list-style-type: none"> Alter kitchen
Cutting, chopping, preparing and cooking food	<ul style="list-style-type: none"> Work surface too high or low Hard to grip packets or jars Hard to grip knife Pans or kettles too heavy to lift 	<ul style="list-style-type: none"> Sit at a table Range of kitchen gadgets available: knife with a thick handle; chopping board with spikes; pan handle holder; teapot tipper; lid gripper. 	<ul style="list-style-type: none"> Food processor Perching/high stool Buy a trolley 	<ul style="list-style-type: none"> Change height of work surface Make space under work surface for knees when sitting
Moving around the kitchen	<ul style="list-style-type: none"> Not enough space 	<ul style="list-style-type: none"> Re-organise furniture 	<ul style="list-style-type: none"> Review mobility equipment used 	<ul style="list-style-type: none"> Adaptation to kitchen
Eating and drinking	<ul style="list-style-type: none"> Cutlery is hard to grip Food/plate keeps slipping Can't carry food to table Can't lift cup 	<ul style="list-style-type: none"> Large handled cutlery Non-slip mat Lightweight insulated cup Use a cup with two handles 	<ul style="list-style-type: none"> Buy a trolley 	
Laundry and ironing	<ul style="list-style-type: none"> Washing machine is too high or too low Putting up ironing board 	<ul style="list-style-type: none"> Wall-fixed ironing board 	<ul style="list-style-type: none"> Raise/lower washing machine 	<ul style="list-style-type: none"> Change washing machine or iron

■ **ACCESS team:** Call 01604 366000 or email accessteam@olympuscareservices.co.uk

In the bathroom



WHAT YOU HAVE TO DO	WHAT IS DIFFICULT FOR YOU	SIMPLE SOLUTIONS	MORE COMPLEX SOLUTIONS	COMPLEX SOLUTIONS
Wash hands, face and body	<ul style="list-style-type: none"> • Turning the taps • Standing at the basin • Basin is too low or too high • Can't reach all parts of the body 	<ul style="list-style-type: none"> • Tap turners • Long-handled sponge • Flannel strap • Contact ■ (see key below) for further information 	<ul style="list-style-type: none"> • Lever taps or new taps • Stool 	<ul style="list-style-type: none"> • Raise or lower basin • Showers
Have a bath	<ul style="list-style-type: none"> • Turning the taps • Stepping into the bath • Risk of slipping in the bath • Getting up out of the bath • Difficulty washing your back 	<ul style="list-style-type: none"> • Strip wash • Non-slip mat in bath • Tap turners • Buy a long-handled sponge • Half-step 	<ul style="list-style-type: none"> • Grab rails • Bath board • Bath seat • Lever taps or new taps 	<ul style="list-style-type: none"> • Bath lift • Mobile hoist • Ceiling track hoist • Replace bath with shower • Convert bathroom to a wet room • Consider care in your own home
Dry yourself	<ul style="list-style-type: none"> • Floor is slippery • Room is too cold • Difficulty in drying body 	<ul style="list-style-type: none"> • Heat bathroom • Non-slip mat • Towelling gown 	<ul style="list-style-type: none"> • Change floor covering 	<ul style="list-style-type: none"> • Hot air body dryer
Use the toilet	<ul style="list-style-type: none"> • Toilet is too high or too low • Difficult to clean yourself • Flush lever is awkward • Toilet is hard to get to 	<ul style="list-style-type: none"> • Raised toilet seat • Combined toilet seat and support frame • Flush lever extension • Contact ■ (see key below) for further information 	<ul style="list-style-type: none"> • Buy a commode • Buy a portable urinal • Grab rails 	<ul style="list-style-type: none"> • Specialist toilet • Alter position of toilet • Request short-term loan of commode
Clean teeth	<ul style="list-style-type: none"> • Gripping the toothbrush • Standing at the basin 	<ul style="list-style-type: none"> • Toothbrush gripper 	<ul style="list-style-type: none"> • Electric toothbrush • Stool 	
Have a shower	<ul style="list-style-type: none"> • Difficult to stand for long shower • Shower too high • Shower controls are awkward • Shower is slippery • Not enough room to move 	<ul style="list-style-type: none"> • Strip wash • Non-slip mats • Half-step 	<ul style="list-style-type: none"> • Shower board • Shower chair or stool • Replace shower controls 	

■ ACCESS team: Call 01604 366000 or email acessteam@olympuscareservices.co.uk

Support for carers

If you care on a regular basis for a parent, child, partner, friend, neighbour who is elderly and frail, physically or mentally ill, has a physical or learning disability or drug or alcohol problems then you are a carer.

You might help the person in a variety of ways including shopping, collecting medication, cooking, cleaning, providing personal care, help with finance or giving emotional support or helping them to get out and about.

You may not describe yourself as a carer, it's just what you do as a husband, wife, partner, relative or friend.

Looking after someone can be a positive experience



but it can also be challenging and exhausting both physically and mentally. You may find yourself with little time for yourself or to look after your own health and wellbeing.

In Northamptonshire, there are many support services available to help carers stay well and have time to themselves if they need it.

The Council can help if you need:

- support with your own health problems;
- a break from caring;
- to spend time with other carers who understand you;
- carer's emergency breaks in a crisis;
- carer's assessments and carer's support groups;
- someone to talk to;
- support to get back to work; and
- help to plan for the future.

If you need support or a carer's assessment you can get in touch by phone or email.

Call **Northampton Carers Support Line:**

01933 677907

Email: carers@northamptonshire-carers.org

Care in your own home

Home care services aim to help those struggling to cope in their own homes with daily activities such as getting in and out of bed, dressing and toileting. They can also help with daily living or domestic tasks like laundry, shopping and some meal preparation. For those with special needs, specially trained staff are available.



If you are frail, have been ill, or have just come out of hospital, the short-term support of a home carer could be welcome. Home care is available for those who are elderly and people of any age with a physical or learning disability, or a mental health issue. The service can also help parents and carers of children with disabilities and provide support to your own carer if you have one.

Home care services can be provided by:

- independent agencies;
- voluntary agencies; and
- individuals (using Personal Budgets).

The amount of funded care you receive weekly will depend on your assessed needs (worked out with Adult Social Care first) and, if provided by an agency, will be delivered by a small team of carers. They must be specially trained in areas such as manual handling, first aid and food hygiene. Carers will also have had background checks with the Disclosure and Barring Scheme.

Our services

We provide a variety of services to help you cope independently at home and in the community.

- Information & Advice
- Money Management
- Shopping
- Cleaning
- Carers Sitting Service
- Day Centres & Lunch Clubs
- Hospital Aftercare
- Personal Care
- Gardening
- Handyperson

To find out more about our services please call

08456 772 220

www.ageuk.org.uk/northamptonshire





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Delos Community exists for the well-being of people with learning disabilities. It aims to provide supportive environments where people of all ages are encouraged and enabled to achieve their full potential as individuals and inclusive citizens.

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www.delos.org.uk

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- ◆ Meal Preparation
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Visits range from 15 minutes up to 24 hours, Night Sits and Live-in Care, on a short or long term basis.

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TELEPHONE : 01933 510 010.... for Irthlingborough and surrounding areas

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www.carebureau.co.uk

email : northampton_homecare@carebureau.co.uk

6 – 8 Trafalgar Road, Kettering, Northants, NN16 8DA



INDEPENDENT HOME CARE PROVIDERS

Care in your own home is often referred to as either 'domiciliary' or 'home care'.

Given the choice, many people prefer to stay in their own homes surrounded by their possessions and near to their family and friends. This, of course, applies to everyone whether they are elderly and frail, convalescing, have a physical or learning disability, or have dementia. The range of care available is varied and each client should be involved, and agree, with the care provider, a care plan which states their needs and the expected outcomes.

Domiciliary care is usually arranged in a manner dependent upon needs:

Low level domiciliary care – This may be to assist with household chores such as shopping, cleaning and assistance with food preparation. It may also involve a carer accompanying clients on trips out and even holidays. Calls from carers can be flexible in line with the client's needs.

Medium level domiciliary care – In addition to low level care this will normally involve personal care (assistance with washing, dressing etc), and/or one carer to assist with mobility. Clients may wish to have a carer sleep in their home overnight for security and reassurance.

High level care – This involves visits by two or more carers who assist clients with high dependency needs such as being transferred from a bed to a chair etc. Carers may require specific training for the health needs of a client.

Live-in care – A carer lives in the client's home, is allowed time off each day and must have a night's sleep. Live-in care can be arranged as a short respite for the client's main carer or a permanent arrangement to suit the client's needs.

24 hour care – This is required when the client needs assistance or monitoring through the day and night; it differs from live-in care in that carers work on a roster to ensure that a carer is on duty and awake both day and night.

Some agencies are also registered as Nurses' Agencies, meaning they can provide registered nurses if needed.

All service providers delivering personal care must be registered and inspected by the Care Quality Commission (CQC). Listings of home care providers start on page 25.

It is important to be assured that all carers have been cleared by the Disclosure and Barring Scheme (DBS), have



received necessary training, are properly referenced, and are eligible to work in the UK prior to them visiting your home. Ask the service provider to show evidence that the carers they introduce are indeed compliant with the legislation, and check their latest CQC report at www.cqc.org.uk or call the CQC on **03000 616161**.

PAYING FOR HOME CARE

Domiciliary care for social care needs can be funded in part or whole by the local authority, or alternatively private arrangements can be made with service providers. If you are in receipt of Attendance Allowance (or Personal Independence Payment), you may choose to use this to fund some home care support. Although the local authority is committed to maintaining people at home wherever possible, it will seek to meet the assessed needs of people in need of funding support in the most cost effective manner.

The majority of Adult Social Care funded care is contracted out to private companies, rather than the internal local authority service.

Fees for services vary. A good service provider will be able to provide you with a detailed cost breakdown prior to the commencement of any service.

Most service providers will accept clients who pay using Direct Payments (discussed further on pages 7-9). You will still need to have an assessment of your needs, and if you are eligible, you can decide whether you would prefer to arrange the services yourself. If you do not meet your Council's eligibility criteria, you must organise your own care as a 'self-funder', although advice will be available on request.

With thanks to The Care Bureau

THE HOMECARE SERVICE WHERE PEACE OF MIND COMES AS STANDARD

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- request a brochure
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Alternatively, call our friendly helpline team on **0800 389 2077** to talk to someone directly.

If you have support in your home, or if you are thinking about it, here are some points and questions to think about to help you get good quality care.

Agency 1 £ p/w

Agency 2 £ p/w

Agency 3 £ p/w

Legal and quality monitoring 1 2 3

- All care providers should be registered with the Care Quality Commission – check out their reports and ratings, and ask for customer testimonials. 1 2 3
- If you employ your own staff make sure you get them cleared by the Disclosure and Barring Service and always follow up references. 1 2 3

Your requirements 1 2 3

- Think about the sort of person you would like to support you: male or female, youthful or more mature? 1 2 3
- Check staff will work in a person-centred way and allow you to direct the care and support you want – everyone has mental, physical and spiritual needs. 1 2 3
- Ensure staff are properly experienced, physically fit enough, and qualified or trained to provide you with the support you need, especially regarding personal care and manual handling. 1 2 3

Your 'Care Contract' 1 2 3

- Make sure staff have a comprehensive support plan for you, that they have no problem following it, and that it is reviewed regularly and when your needs change. 1 2 3
- Have a contingency plan in case staff are off work, or on annual leave, to ensure you have the care you need at all times. 1 2 3
- Ensure you have adequate guidelines regarding staff handling your money. 1 2 3
- Check procedures and protocols allow a good balance regarding managing risks and safety (over-protective work practices can also lead to abuse). 1 2 3

Communication 1 2 3

- Are you enabled and encouraged to provide feedback about the service you receive, and how well is that feedback acted upon? 1 2 3
- Check that you can easily contact the agency manager, and that you are provided with an out-of-hours emergency phone number. 1 2 3
- Ensure your staff have regular supervisions with either you (for Personal Assistants) or their manager (for agency workers) and they regularly re-focus on your care plan. 1 2 3
- Staff should treat you and your home and possessions with respect; and you with dignity, empathy and kindness at all times. 1 2 3
- Make sure you feel in control of the care and support you receive, and are you satisfied, comfortable and happy with the way staff support you? 1 2 3

Notes

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Remember – if something doesn't feel right, it probably isn't! If at any time you are concerned about your safety or possible abuse then please contact the **Customer Service Centre** on **0300 126 1000**.



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OP D PD LDA MH SI YA

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- Carers short breaks and holiday support
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- Escorting to appointments/social activities
- Assistance with mobility
- Domestic support
- Palliative and End of Life care
- Dementia care
- Companionship - *it's good to talk!*



All our staff have an enhanced DBS check and are fully trained and insured.

For more detailed information about our services or for an informal chat, please call **01536 417041**

email **info@direct-health.co.uk**

or visit our website **www.directhealthgroup.co.uk**



MUGBORTIMA

care service & nursing home

Please contact us for a confidential discussion on how we can assist you:

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Fax: 01604 211456

Email: enquiries@mugbortima.com

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121 Colwyn Road, Northampton NN1 3PU

We provide services to people with dementia, mental health, disabilities and the elderly, including:

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We are a leading professional care service for vulnerable adults and children with disabilities.

We provide personal, social and domestic care services for children, young people and adults with disabilities and complex healthcare needs, as well as reablement and respite services.

Our services include:

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Email: info@hopesuperjobs.co.uk

Head office: 1B Balfour Road, Ilford, Essex IG1 4HP

www.hopesuperjobs.co.uk



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Email: **geminixtracare@gmail.com** Web: **www.geminixtracare.com**

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Home.

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Being able to live at home is one of the most important comforts in an older person's life and because family and friends can't always be there, Home Instead Senior Care are here to help.

Services include:

- Companionship
- Specialist dementia and Alzheimer's care
- Personal care
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- Convalescence support
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Each Home Instead Senior Care franchise is independently owned and operated.

www.homeinstead.co.uk

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*We make it our
business to care*

Can we help provide care for you?

We provide **reliable, experienced** and **highly skilled** care and support workers

- ▣ All our care staff have CRB clearance
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Adopting healthier lifestyles can benefit everyone. By making a few small changes to the way you live can make big changes to your health.

Stop smoking

There are over 4,000 chemicals in a cigarette and 69 of these are known to cause cancer.

As soon as you quit smoking your body begins to repair itself straight away. The longer you manage to stay stopped the more repair work your body can do.

Every year thousands of people successfully quit smoking. If you want to stop smoking, help is available from the NHS Stop Smoking Service which exists to support people in Northamptonshire to stop smoking and you could be one of them.

For free help, advice and support to give up smoking contact your local NHS Stop Smoking Service on

0854 601 3116 or find them on

Facebook: **[www.facebook.com/](https://www.facebook.com/NorthamptonshireNHSSStopSmokingService)**

NorthamptonshireNHSSStopSmokingService.

Alcohol harm reduction

Drinking more than the recommended daily allowance can increase your risk of developing a drinking related illness and approximately 10 million people in England drink above the recommended guidelines every year.

Women who regularly drink more than 35 units per week (or more than 6 units per day) are at higher risk of developing a drinking-related illness (including breast cancer) and for men this is more than 50 units per week (or more than 8 units per day) are at a high risk of developing a drinking-related illness.

Alcohol affects all parts and systems of the body and can play a role in many medical conditions.

Drinking less reduces the longer term risk of serious diseases such as liver disease and stroke and will improve the condition of your skin, have a positive effect on sleep and will give you more energy and money. Drinking less also means you'll be less likely to develop high blood pressure and put on weight.

Women should not regularly* drink more than 2 to 3 units of alcohol a day. That's no more than a standard 175ml glass of wine (ABV 13%).

Men should not regularly* drink more than 3 to 4 units of alcohol a day. That's not much more than a pint of strong lager, beer or cider (ABV 5.2%).

* Regularly means drinking this amount most days or every day.
ABV is the percentage of alcohol in the drink.

For help, advice and support contact Substance to Solution (S2S) the Northamptonshire Integrated Recovery Service for Drugs and Alcohol Advice, information and treatment and support tailored to the needs of the individual call: **0845 034 4549** (standard charge). Web: **www.Cri.org.uk**.

If you have concerns about alcohol, drug use including prescription and over the counter drugs or gambling then please contact Aquarius for further help and support on **0300 456 4292**. Web: **www.aquarius.org.uk** or **facebook.com/aquariuspage**.

Healthy eating

Don't skip breakfast. Breakfast gives you the energy you need to face the day along with some of the vitamins and minerals needed for good health.

Reduce your fat intake:

- choose lean cuts of meat and trim off any visible fat;
- choose low fat, polyunsaturated spread instead of butter;
- measure oil for cooking with tablespoons rather than pouring it straight from a container;
- grill, bake, poach or steam rather than frying and roasting; and
- choose lower fat versions of dairy foods whenever you can.

Aim to have five pieces of fruit and vegetables every day:

- try fruit sliced over cereal for breakfast;
- snack on fruit mid-morning or mid-afternoon;
- put some extra vegetables, beans or lentils in your casseroles and stews (and less meat);
- stock up on frozen vegetables for easy cooking; or
- remember - a third of your lunch and your dinner plate should be vegetables or salad.

Physical activity

Regular physical activity can help reduce your risk of heart attack, stroke, high blood pressure, diabetes, osteoporosis as well as raise your mood and self-esteem. It can also raise the levels of 'feel good' hormones and reduces levels of stress. Inactive people have nearly twice the risk of developing heart disease.

Adults should aim to be active daily. Over a week, activity should add up to at least 150 minutes (2½ hours) of moderate activity in bouts of 10 minutes or more - one way to approach this is to do 30 minutes on at least 5 days a week.

Simple ways to getting more physically active include:

- walking the dog;
- digging the garden;
- using the stairs rather than taking the lift;
- getting off the bus one stop before your destination; or
- joining a dance group, jogging/walking/games club or the gym.

Useful websites

Healthy weight

Change4life

www.nhs.uk/change4life/Pages/change-for-life.aspx

Healthy eating

www.nhs.uk/LiveWell/healthy-eating/Pages/Healthyeating.aspx

Physical activity

Northamptonshire Sport - Get Active

www.northamptonshiresport.org/get-active

Activity on referral

www.activityonreferral.co.uk

Run In England

www.runinengland.co.uk

Walking for health

www.walkingforhealth.org.uk

Walk4life

www.walk4life.info

Public health (general)

www.northamptonshire.gov.uk/en/councilservices/social-care/public-health/Pages/default.aspx

Living independently – housing with care and support

An increasingly popular option of care and support available today is Assisted Living.

This represents a new concept in retirement living.

Here, people can make a choice between independent living and supported or Assisted Living, previously known as 'Extra Care' in Northamptonshire.

Assisted Living

Assisted Living is a housing-based service, which enables people who live there to access care and support services 24/7; however, an Assisted Living scheme often also provides:

- occupation on the basis of tenancy: i.e. rented, shared ownership or leasehold;
- an allocation process ensures that all successful applicants have been assessed as having a housing-related need by the local district or borough Council;
- the provision of a dedicated staff team to provide services at a level appropriate to the needs of all tenants with maximum flexibility;
- 24 hour, 365 days a year provision of care;
- a philosophy by staff to enable and maintain independence including a commitment to supporting continued quality of life and personal development of tenants;

- premises that support independence through high standards of accessibility both in communal areas and in individual flats;
- specialised facilities such as assisted bathing, dining facilities, office and staff accommodation; and
- social rented Assisted Living in Northamptonshire represents value for money to funders.

There are a number of Very Sheltered Housing and Assisted Living schemes (see page 34) across Northamptonshire, which are now being reviewed to ensure the services are consistent across the county, provide a quality service and meet the criteria detailed above. Very Sheltered Housing schemes provide support through housing wardens, domiciliary care services and emergency alarm systems, however, the care and support is not available around the clock in the same manner as in Assisted Living.

Accessing very sheltered housing and Assisted Living services

For rented properties a housing application must be made through the local district or borough Council.

For shared ownership and private purchase properties applications can be made direct to the landlord.

Very sheltered housing and Assisted Living schemes in Northamptonshire

Candleford Court

Candleford Close, Springfield Way,
Brackley, Northants NN13 6JW
Tel: **01280 843905**

Imperial Court

Duck Street, Rushden, Northants
NN10 9AF
Tel: **01933 315116**

Langdale Court

Windermere Drive, Wellingborough,
Northants NN8 3XA
Tel: **01933 679345 / 01933 676074**

Leeson Cour

Leeson Road, Hicks Road, Towcester,
Northants NN12 6HS
Tel: **01327 352467**

Rosewood Court

1 Irthlingborough Road,
Wellingborough, Northants NN8 1LQ
Tel: **01933 222828**

Simon de Senlis

Robert Street,
Northampton NN1 3AE
Tel: **01604 233434**

Spring Gardens

Oxford Close, Daventry,
Northampton NN11 4XY
Tel: **01327 879808**

St Crispin Village

St Crispin Drive, Duston,
Northampton NN5 4BL
Tel: **01604 502000**

Sunley Court

Pipers Hill Road, Kettering,
Northants NN15 7RJ
Tel: **01536 522677**

Swan Gardens

School Place, Corby,
Northants NN18 0JY
Tel: **01536 408839**



MANOR HOUSE

Dementia Residential Home

Set in the beautiful village of Middleton within easy reach from Corby, Kettering, Market Harborough, Northamptonshire and Leicestershire, **Manor House** care home has been successfully supporting residents with dementia for over 20 years.

Manor House is one of the most respected dementia care homes in the country and we are pleased to say has set the standard for dementia care which other homes have since been trying to follow.

The home has received many accolades over this period and is an Investor in People, assigned a 4 Rose rating by Northamptonshire County Council, excellent reports from the Care Quality Commission and for the last 12 years is one of only 2 homes in the whole of the UK to be awarded an EDE classification to qualify the home to continue to support their residents even when their dementia escalates to enhanced levels.

For more information call us on **01536 771 722**, email jules@rklventures.com or visit www.dementiahome.co.uk.



Autumn Assisted Living

A fresh alternative to a care home...



www.autumn-care.co.uk



Move into one of our new, modern apartments, enabling you to live your own life and retain your independence in a quaint village setting.



There are a choice of suites with care and security on hand 24 hours a day. Enjoy fresh home cooked cuisine made to your taste and never worry about the laundry or cleaning. Couples can continue living together at no extra cost and spend quality time together taking part in activities or simply relaxing and enjoying each other's company in our beautiful grounds.

All of this for **£495** per apartment per week inclusive of all costs.

Call **01536 771722** for a free trial
or email kiran@autumn-care.co.uk

RKL Living Ltd, a company incorporated in England and Wales. Company Number 6252953. Registered Office: Manor House, 58-60 Main Street, Middleton, Market Harborough, Leics LE16 8YU

At some point in our lives, many of us will face the prospect of no longer being able to cope on our own at home. An increasingly popular option of care and support available today is the care village.

These represent a recent development in retirement living. Here, people can make a choice between independent living, assisted living (sometimes known as extra care) and 24 hour nursing care. A major difference between care villages and retirement villages is that there are care staff on-site 24 hours a day.

Most care villages have three different forms of accommodation:

Independent apartments offer a more independent lifestyle and are designed to make life as easy and enjoyable as possible but with the reassurance that should you require care it is always available.

Assisted living or extra care models exist within smaller specially adapted one (sometimes two) bedroom apartments offering a real alternative to a single bedroom in a residential care home. They offer an independent lifestyle backed up with all the support and care required along with a serviced package which includes all food, cleaning and laundry. Imagine not having to bother with the cooking, cleaning and washing any more.

The third form of accommodation and support is offered within a nursing home, situated at the heart of the village.

Care villages also offer wide ranging on-site facilities which can include a café, restaurant, elegant sitting rooms, hairdressing salon, landscaped gardens and a bowling green. Some even have a swimming pool and spa. A daily activity programme and day trips means there is never a dull moment.

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 and see page 58).

Listings of care homes and care homes with nursing begin on page 64.

There are two types of care home:

Care homes

If you are unable to manage at home with support and you would like greater security and care, a care home offering personal care (as opposed to a care home with nursing) may be the best option. Personal care includes bathing, feeding, dressing and help with moving about.

Care homes with nursing

If your care needs mean that you need 24 hour access to qualified nursing support, then a care home with nursing

would be a more appropriate option.

If your capital/savings exceed £23,250 you will have to pay the full cost of your care. Otherwise, if you are seeking funding support from the Council, you will need to be visited by a care manager to establish whether you are eligible for funding support. This visit might be in your own home, or in hospital if you've been ill, or in a care home. You will be fully involved in planning 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 £109.79 per week.

You can contact the Nurse Care Management Teams for your area at your local Primary Care Trust (PCT), Northamptonshire PCT, Francis Crick House, 6 Summerhouse Road, Northampton NN3 6BF, telephone **01604 651100**.

National Framework for NHS Continuing Healthcare and NHS-funded Nursing Care

If you have significant health needs, you may be eligible for NHS Continuing Healthcare funding towards the cost of your care.

In 2009, the Department of Health published the revised National Framework for NHS Continuing Healthcare and NHS-funded Nursing Care. The guidance in the Framework is part of the Department of Health's continuing care policy

in England.

The aim was to provide fairer and more consistent access to NHS funding across England, so that people with equal needs have an equal chance of having their care needs met free of charge. The Framework sets out the process for the NHS, working with the local authority to:

- assess health and social care needs;

- decide on eligibility for NHS Continuing Healthcare; and
- provide that care.

How are continuing care needs assessed?

For most people the first stage in the assessment process is to have their care needs screened against a standard checklist. This may be carried out by:

- a nurse or doctor before someone is discharged from hospital;
- a GP or a nurse in a person's own home; and
- a social worker when carrying out a community care assessment.

Who organises NHS Continuing Healthcare and NHS-Funded Nursing Care in Northamptonshire?

NHS Northamptonshire is responsible for assessing eligibility for NHS Continuing Healthcare and NHS-funded Nursing Care and ensuring that the national eligibility criteria are used consistently. It will also identify, arrange and fund all the services required to meet your needs:

- if a person is assessed as being eligible for NHS Continuing Healthcare; or

- for the healthcare part of a joint package of care.

NHS Northamptonshire can provide more information on the eligibility criteria and assessment process. If a person thinks that they have care needs that should be assessed or if someone you care for has needs that you think should be assessed, you should contact NHS Northamptonshire and ask to speak to the co-ordinator for NHS Continuing Healthcare. Telephone 01604 651100 or write to NHS Northamptonshire, Francis Crick House, 6 Summerhouse Road, Moulton Park Industrial Estate, Northampton NN3 6BF.

When is responsibility for continuing care shared?

If a person is assessed as not being eligible for NHS Continuing Healthcare, he or she may be eligible for a package of continuing health and social care. This means that the NHS and the local authority may share responsibility for providing and possibly funding the care agreed in your care or support plan. Such arrangements are sometimes known as joint package of continuing care, even if you are funding your own care you may be eligible for this.

For further information and help, call this Directory's independent helpline: **0800 389 2077**.

Cliftonville

Residential, Nursing & Dementia Care Home | Northampton

- Located next to the General Hospital on Cliftonville Road
- Generously proportioned bedrooms with en-suite walk-in showers, toilet & flat screen TV
- A dedicated cinema • Gym • Restaurant standard food prepared daily
- Vibrant lounges, comfortable quiet rooms & communal dining areas
- Hotel standard of support services including a daily programme of therapeutic activities
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Call today on 01604 238850

Watch our video at www.cliftonvillecarehome.co.uk



Seagrave House

Residential, nursing and dementia care | Corby

- Rooms equipped with en-suite walk-in shower, toilet and flat screen TV's
- Adjoining companion rooms available for couples
- Quiet rooms, vibrant communal lounges & hotel standard support services
- Stunning garden that opens onto local bowls and rugby club
- Restaurant quality, nutritionally balanced dining, all food is freshly prepared by our own chef
- Mini Pitch n Putt golf course in garden!

Call today on 01536 270400

Watch our video at www.seagravehousecarehome.co.uk



Avery Healthcare is one of the UK's leading providers of elder care, with a fast expanding national portfolio of homes and a reputation earned through the leading edge design of its homes, its family

support programmes and the thriving communities that typify all our homes. **Why not pop in and see for yourself how we are setting the standards in modern care home provision?**

When considering potential care homes, consider the following questions:

Home 1 £ p/w
Home 2 £ p/w
Home 3 £ p/w

First impressions

1 2 3

- Were you met when you first arrived? ○○○
- Do staff seem warm, friendly and polite? ○○○
- Do the residents seem happy, active and sociable? ○○○
- Were you able to talk to some of the residents about their experiences of living in the home? ○○○
- Does the home feel homely and welcoming? ○○○
- Is the home fresh, clean and comfortably furnished? ○○○

Fees

1 2 3

- How much are the fees? ○○○
- Do the fees cover all the services available? ○○○
- Under what circumstances will the fees alter – eg annually or according to increasing needs? ○○○
- Is the notice to terminate reasonable? ○○○

Transport

1 2 3

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

Accommodation

1 2 3

- Are there multiple day/activity rooms to allow residents choice and space to move around? ○○○
- Are bedrooms single or shared? Is there a choice? ○○○
- Is the home well lit? ○○○
- 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

1 2 3

- 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

1 2 3

- Does the home ensure that an individual care plan is in place for every resident? ○○○
- How does the home make sure that the care plan is put into practise? ○○○
- What arrangements are put in place to ensure residents' health needs are met? Is there a local GP practise that the home uses? ○○○
- 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? ○○○
- How are residents involved in decisions about life in the home? ○○○
- Is there a telephone where you can make and take calls in private and comfort? ○○○
- Is alcohol served or permitted? ○○○
- Are there smoking and non-smoking areas? ○○○
- What arrangements are there for religious observance? ○○○
- Can you handle your own money? If not, what arrangements are in place? ○○○
- Does a hairdresser/chiropractor visit? ○○○
- Are residents accompanied on visits to the GP or hospital? ○○○
- Are pets or visiting pets allowed? ○○○

Continued on page 38 >>

Paying for care

The financial assessment process

For the Council to assess and invoice you for any financial contribution towards the cost of support we first need you to provide us with details of your financial circumstances. This work is undertaken by the Council's Revenue and Assessment, LGSS Transactions team.

You will be required to complete a financial assessment form (FS6) which discloses your full financial circumstances. This form will be given to you, however if you require assistance completing the FS6 form you may wish for a Revenue and Assessment team member to visit you at home. If you require us to visit you, you can have a relative, friend or advocate present at this time, or they can act for you if you have given them permission to do so. Please contact the Revenue and Assessment Team on **01604 366895** if you wish for a financial team member to visit you at home.

We will ensure that you receive a Welfare Benefits check and Welfare Rights advice so that you know what state benefits you may be able to claim.

Charging rules and regulations

When the Council arranges or provides residential or nursing care services for people aged 16+ years that person is required to pay towards the full cost of the services provided. This is because for care - long or short term - the law states that if the person cannot pay the full cost of the care the Council will undertake, the Council is to work out how much the person should pay

by a financial assessment process.

If your overall savings and investments (capital) are more than £23,250 you will need to pay the full cost of your care. This rule applies whether or not the Council arranges or provides the care for you. Once your capital falls below the £23,250 limit you may apply to the Council for help towards paying the cost of your care.

Charging Exemptions

Under Section 117 of the Mental Health Act 1983 people who are recovering from mental ill health and/or have previously been detained in hospital under sections 3, 37, 47 or 48 of the Act and remain classified under these sections, services are provided free of charge. However, a 'third party' charge can be made if a person makes a choice to go in to a care home that costs above the Council's Expected to Pay Rate (EPR) (see section on Council funding towards care on page 40-41). In general, this charge has to be paid by a third party.

'Intermediate care service' will not be charged for any care provided, for a period of up to six weeks. But if within the six weeks you agree with your social care practitioner that you need ongoing care support, then the service will be chargeable from that date and we will work out how much you have to pay towards the cost of your care.

For more information on benefits please see the website: **www.gov.uk**.

Contributions towards residential care and support

If you require care the Revenue and Assessment team will review the following information to calculate how much you may be asked to pay towards the cost of the service:

- all of your income, savings and capital;
- information on any land and property you may own or have a legal interest in;
- any savings certificates and annuities;
- details of any Trusts, Bonds or investments held (please see further details on page 41);
- State pension / benefit payments;
- occupational or personal pension details;
- share certificates;
- earnings (last three payslips); and
- household expenditure e.g. Council tax bills, mortgage or rent payments.

If you have capital between £14,250 and £23,250 there is a tariff of £1.00 for every £250.00 (or part of £250.00). This is known as 'Tariff Income' and is included in the financial contribution. These figures may change after April 2014, please check with Adult Social Care after this date.

Short term care

If you are going into a care home for a temporary period, Attendance Allowance (AA)/Disability Living Allowance (DLA) (care component) now called a Personal Independence Payment (PIP), ceases after four weeks (see the website: **www.gov.uk**). Both of these allowances are ignored when calculating your charge for short-term care. However you must notify the Department for Work and Pensions when you are due to have your short term care and when you return to your own home, if this is more than four weeks. >>

>> If your social care practitioner has agreed either a number of weeks within a year or a one-off stay in a residential or nursing home (i.e. respite, short term or intermediate care), you will be asked to pay towards the cost of the care (not for intermediate care – unless six weeks has been exceeded). However, allowances will be considered for costs incurred for your rent, mortgage and Council tax payments.

If you have both short term care and a care package at home, your assessed charge for your short term care will be different to the charge for your care package at home.

Permanent care

If you are going into a care home on a permanent basis the Attendance Allowance (AA)/Disability Living Allowance (DLA) (care component) now called a Personal Independence Payment, will continue to be paid for the first four weeks after you enter the care home and is included in calculating your weekly contribution.

However you must notify the Department for Work and Pensions when you enter the care home for the AA/DLA/PIP to cease.

Both the AA/DLA will continue to be paid if you are paying the full weekly charge in a private home or local authority owned home. The AA/DLA/PIP will cease after 4

weeks when the Council is contributing towards the cost of your care. However if you own your own property and the Council have included this in your assessment you can re-apply for the AA/DLA/PIP to be reinstated from the thirteenth week of your stay.

If you are admitted to hospital for four weeks or more, these allowances will cease to be paid, when you notify the Department for Work and Pensions. However, the mobility element of the Disability Living Allowance will continue to be paid but this will not be included in calculating your weekly charge for short term care or permanent care.

Council funding towards care

Each year the Council agrees a maximum amount that will normally be paid for a place in a care home. This is known as the 'Expected to Pay Rate' (EPR). Your social care practitioner will advise you of the figure that the Council is prepared to pay for your care in the home, your contribution forms part of this EPR.

If you wish to choose an approved home that is more expensive than the Council is prepared to pay then a relative or interested party will need to pay the difference. This is known as a third party agreement and will be invoiced to the person meeting the third party cost.



Ransley Estates offers an honest and professional approach to lettings and property management.

We provide a specialist management service for landlords delivering them with a cost-effective solution to their letting needs with no extra charges. We even pay property maintenance costs.

We have close links with specialist care provider, Avens Ltd who has been established since 1994. They support people with learning disabilities to live independently. We source private landlords to enable Avens to provide their services within a supported living environment.

If you feel you have a property that may be suitable for this purpose, please get in touch on **01536 417684** or browse our site for more information **www.ransleyestates.co.uk**.

Tel: 01536 417684 • www.ransleyestates.co.uk

Life Bonds/Annuities

If you invest in life bonds or annuities you will need to ensure that access remains available to pay for your care as these will form part of your overall capital or income and will affect your charge. Under some circumstances bonds can be disregarded however our finance team will seek advice from the Council's legal team to determine this. You may wish to seek independent financial advice.

Asset deprivation

If the Council feels that you have deliberately deprived yourself of a capital asset in order to reduce the amount you pay for care, they may treat you as if you still possess the asset for the purpose of charging. For example, if you give money or assets away to a family member in order to reduce your capital or assets. You may, therefore, not be able to pay the charge assessed using the notional capital the Council have considered you still own. In that case they will transfer the liability for this debt to the person to whom you have passed the capital or asset.

Assessing the value of your home

The Council will take in the value of your home as a capital asset. However in the circumstances below, the value of your property will not be included when calculating your charges, even if your stay in a residential or nursing home is permanent.

The value of your property is ignored if, for example:

- Your spouse/partner continues to live in the property.
- A close relative or a member of the family for whom you are responsible is living in the property and they are:
 - aged 60 years or over, or
 - aged 16 years or under, and is a child you are liable to maintain.
- If a person remaining in your property has a disability and has proof of benefit entitlement or medical evidence due to their incapacity.

The Council has some discretion to ignore the value of property for other reasons, and each case is assessed individually.

Self-funding your care

If you own a property and do not wish to sell it, and you want to reside in a care home without the financial support of the local authority, the following information may be useful to you.

You may still access funding for up to the first twelve weeks of your permanent care if you meet our eligibility

criteria and your capital is below the £23,250 capital limit, this is known as the twelve week property disregard. If your property is sold within the twelve weeks, the disregard ceases from the date the property is sold and you will fund your care home placement entirely.

If the Council helps fund the cost of your placement you will still have to pay your financially assessed contribution, and in addition if the home cost is above the EPR then a third party top-up payment is required. However, by maximising your income (for example, renting out your property) you may be able to meet the cost of your care home directly.

If you do not meet the eligibility criteria and have over the capital threshold you will have to fund all of your care and support.

For 2013/14 the capital threshold is £23,250 although this figure may change after April 2014. Please contact the Customer Service Centre (please see page 4 for contact details) for assistance one to two months before your capital reaches the threshold or if you are self-funding and are no longer able to meet the cost of your care and your capital has fallen below £23,250.

For further information and help, call this Directory's independent helpline: **0800 389 2077**.

Deferred Payment Agreements (DPAs)

When the value of your property is taken in as part of the financial assessment, Section 55 of the Health and Social Care Act 2001 and the accompanying National Assistance (Residential Accommodation) (Relevant Contributions) (England) Regulations 2001, allows Councils to agree and operate Deferred Payment Agreements. This is where the Council places a legal charge on your property to protect its interests in loaning you the difference between the amount you are asked to pay (your assessed contribution) and the full cost of the home, until your house is sold.

This provision is intended to ensure that if you do not wish to sell your former home, or cannot sell it quickly enough to pay for your care, you will still be able to get help with payment of your fees.

Although until your home is sold, you will still continue to pay your assessed contribution towards the care home fees and the Council will defer the loaned difference against your property. So you will have to pay this amount back when your house is sold. You will also be entitled to receive Attendance Allowance/Disability Living Allowance (care component)/Personal Independence Payment from week 13.

There are a number of factors to consider when deciding whether to sell your property now or in the future. >>

Contributions towards residential care and support continued

>> Things to consider include:

- the state of the local property market and how much your property is expected to sell for in the current economic climate;
- how you might invest any proceeds from the sale to your best advantage whilst still being able to access monies to pay the care fees;
- insurance/general maintenance or heating of the property if it is empty; and
- the pros and cons of renting out the property, and the effect this will have on your state benefit entitlements.

Deferred Payments Scheme (DPS)

A DPS is a contractual arrangement which is similar to a Deferred Payment Agreement in that a legal charge will be placed on your property to protect the interests of the Council, however, with a DPS the loaned amount can include, from week 13, the element that is the third party amount where a home charges more than the EPR.

A DPS contract can only be considered upon certain criteria being met and Councils have discretion to decide who they will offer the DPS to. All applications will be considered on their individual merits and you will have to sign a contract with us agreeing to the loan conditions.

However, it is important to note that you should always seek independent financial or legal advice if you wish to enter a DPS.

If you are accepted into a DPS, you will receive the agreement in writing and the Council may charge for the cost of land registry searches and other legal expenses. The agreement will last until you terminate it (perhaps because you have sold your property) or until 56 days after your death.

During the time of either a DPA or DPS agreement, no interest can be charged but, if your property remains unsold for longer than 56 days after your death, the Council will charge interest on the debt.

Please be aware that interest will accrue from 56 days after death, in accordance with Section 24 of the Health and Social Security and Social Services Adjudications Act (HASSASSAA). Interest is calculated at 4% plus the current Bank of England base rate.



Contributions towards non-residential care and support

The Council is currently reviewing the way they assess how much you have to pay towards your care to ensure that its approach is fair and takes into account your personal circumstances. You can find more details about the consultation the Council has been undertaking and the feedback from the public on the website

www.northamptonshire.gov.uk. Your assessment takes into account your capital, income, benefits and occupational pension(s), as detailed below.

If you receive care in the community, you will be financially assessed in the same way as for residential care (see the above sections). The Council will follow Government guidance when deciding which sources of income they will take into account, and also when calculating any allowances due to your disability. If you are in receipt of a disability benefit, you will have an allowance made for expenses above average and linked to your ill health or disability. These will be assessed and discussed with you on an individual basis.

Only once these allowances have been deducted from your available income will the Council calculate what you are required to contribute towards the cost of care. They

will always ensure that you are left with enough income to maintain your quality of life, based on Government guidance: minimum protected income or minimum pension guarantee plus 25%.

Benefits

When you complete the financial assessment form, the Council will undertake a Welfare Benefit Check. They will notify you in writing of how to make a claim for the benefits they believe you may be entitled to.

Customers with savings over £23,250 will be charged the full cost for any services provided.

Figures mentioned here and the way the Council seeks contributions towards charging may change during the life of this Directory.

Intermediate care

Anyone receiving intermediate care services such as START (Short Term Assessment and Rehabilitation Team who provide support in your home, such as personal care) or rehabilitation at a Specialist Care Centre will not be charged for the care provided for a maximum period of

up to six weeks. This excludes any transport and Meals on Wheels service provision.

However, if within the six week period a social care practitioner discusses and agrees with you that you need ongoing care support, the intermediate care service you are receiving will be chargeable from that date. If an intermediate care service extends beyond six weeks, it will become chargeable. The Council will then work out how much you have to contribute towards the cost of your care.

When would you NOT be asked to contribute towards the cost of your community care services?

The Council will not charge for:

- advice, information and assessments regarding social care needs, available services, charging, welfare benefits and income collection for people receiving services;
- services provided to people who are only on the basic level of income support, Job Seekers Allowance or guarantee credit and are not in receipt of Attendance Allowance or Disability Living Allowance/PIP;
- services provided to those people who have Cruetzfeldt Jacob Disease (CJD);
- services provided to those people who have a terminal illness and are in receipt of either Attendance Allowance or Disability Living Allowance/PIP claimed under 'special rules' on the DS1500 claim form;
- services provided for after care under section 117 of the Mental Health Act 1983;
- services provided for a maximum of six weeks as part of an Intermediate Care Package; or
- minor adaptations where the cost is less than £1,000.

How to appeal against your financial assessment

As a service user, you have been assessed to pay a charge for the service provided or arranged by the Council and you feel that:

- the charge you have been assessed to pay is incorrect; and/or
- the financial assessment has failed to take into account all of your circumstances; and/or
- you have further information which might lead to a different financial assessment.

Then you may wish to use the appeals process to have the charges reviewed.

Please note that there is a separate procedure relating to assessed care needs, the application of the eligibility criteria and the type of services which have been provided following a care needs assessment. Non-financial queries should be directed to the Customer Feedback Team. Please see the list of useful contacts on page 62.

Whilst any appeal is being processed, you will be expected to pay the charges for services as assessed. If your appeal is upheld, the Council will make the necessary adjustments to your account.

Financial Assessment Appeals Process

Stage 1

You should write to the Council within 20 working days of receiving your financial assessment, telling them why you are not happy with the charges you are being asked to pay. The assessment officer will clarify any parts of the assessment process that are not clear, and review the assessment in light of any further information that you

provide. The Council aims to deal with your appeal within 10 working days of you contacting them; this may be extended by a further 10 working days.

If you are still not satisfied, you may wish to take your appeal to the second stage. Again, you must do this within 20 working days of the receiving the 'stage one' appeal decision.

Stage 2

You should write to the Council telling them why you are not happy with the charges you are being asked to pay. A panel of senior managers makes a full re-assessment of your financial situation to review the charges that you should pay if the total amount in dispute is over £250. Appeals disputing less than £250 will be considered by a Strategic Finance Manager. This is to improve efficiency and to fast-track decisions on appeals for less than £250. The Council aims to give you a decision within 25 working days. In some cases, if agreeable with the appellant, there may be an extension of up to 65 working days to investigate and prepare cases.

If you are still not happy with the charges you are being asked to pay after a full re-assessment, you may wish to take your appeal to stage 3. Again, you must do this within 20 working days of receiving the 'stage two' appeal decision.

Stage 3

You should write to the Council telling them the reasons why you are still unhappy with the charges you are being asked to pay. A review panel comprising of two elected members of the County Council and an independent chairperson will hear your appeal. An officer of the

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>> department who has knowledge of the case and the relevant charging policy will advise the panel.

The Council will acknowledge your request for a review within two working days of receiving it.

The review panel will be convened within 30 working days of your request for a stage three appeal. You and/or your representative will be given the opportunity to present your case to the panel.

Once the panel's report has been received the Council will, within 15 working days, notify you in writing of the panel's decision and any recommendations they have made. The decision of the panel will be final.

Please visit the website www.northamptonshire.gov.uk for further information.



Frequently asked questions about charging

Do I have to pay for my services?

Yes, in most instances you will have to pay something towards the cost of the services provided to you.

My social care practitioner says my care is fully funded. Do I still have to pay?

Yes you do. This means the Council will pay the provider the whole cost of the service you are receiving, but you will still need to pay your contribution towards this. The Council will send you regular invoices for the amount you have been assessed to pay; therefore you will not be required to pay the provider directly.

How will I be told how much I have to pay?

Normally before your service starts, the Council will ask you for information about your financial circumstances – you will be given a Financial Assessment Form to complete or, on request, the Revenue and Assessment team will visit and complete it with you. As soon as the Council have all the information needed they will carry out a financial assessment and give you written details of exactly how much you are being asked to pay. The Council will indicate any benefits you may be entitled to when they have completed a welfare benefit check.

What if I think I have been asked to pay too much?

When you are sent your letter explaining how much you have to pay and how this has been worked out, you will also be sent a copy of the Council's Appeals Procedure. This explains how you can appeal against your charge. If you have any queries when you have read this procedure, please contact the helpline number: **01604 366721** for more information on how to appeal.

What happens if I don't get the benefits from the Department for Work and Pensions (DWP) that you say I should pay towards my weekly charge?

In the first instance you will need to make a claim to the DWP for the benefits the Council has indicated you are entitled to. If you are unsuccessful in your claim for any benefits they have indicated please contact the Revenue and Assessment Officer or telephone the helpline number helpline number: **01604 366721** and they will be able to advise you. You will need to provide them with a copy of the letter from the DWP.

Will the weekly contributions change?

The amount you pay may change due to changes in the law, changes in your financial circumstances e.g. benefit increases, or changes in the amount charged by the provider. The Council usually reviews your charges each year but you can request a review at any time if your financial circumstances change.

Can I give my money to members of the family?

Reasonable gifts to family members in line with previously established custom and practice, for instance birthday or wedding gifts, can still be made. However, capital or assets transferred with the intention of reducing or avoiding the need for you to pay for care will be taken into account during the financial assessment.

If I have to go into permanent care and I own my own home, do I have to sell it?

The Council will not make you sell your house but if you meet their eligibility criteria and your capital is below the £23,250 capital limit, you will have the first twelve weeks of

your stay where they do not consider the value of your house as part of your assessment. This is to give you time to decide how you want to pay for the full cost from week thirteen. Please note you will still have to pay an assessed financial contribution during this period. You will need to refer to the section 'Deferred Payment Agreements' on page 41.

What is the Personal Expenses Allowance?

This is the amount the Government says you are allowed to keep from your pension to spend on your own personal needs if you are in residential care. The Council

does not take this into account when working out how much you have to pay for your care. In 2013/14 it stands at £23.90 per week.

When you complete the welfare benefit check on my behalf, how will I know if I am entitled to more benefits and who will let me know?

The Council will tell you if they think you should get more benefits, or if there should be a change to your benefits. The Council will advise how these can be claimed and who to speak to for information to help with your claim.

Specialist care

The Government has indicated that services for people with disabilities should promote the following key principles:

- respect people's rights;
- actively promote people's independence;
- ensure that people have and are able to make choices in

all areas of their lives; and

- create opportunities for people to be included rather than separated from society.

Part or all of the following specialist services can be paid for with a Personal Budget if you are eligible for one. See page 7 for further details.

Sensory loss – getting help

During our lifetime people can experience various degrees of sensory loss: hearing, eyesight, smell or taste. The two most common sensory deprivations are loss of sight and hearing. Some people have coped with a sight or hearing loss from a very early age, for others it can be a slow decrease of the senses due to illness, an accident or ageing.

Whatever the reason it can be difficult to adjust to the changes. Anyone with a sensory loss can feel disconnected to the world, isolated and struggle with communication. This can lead to a loss of independence which then affects their confidence especially as the senses decrease.

Levels of sensory loss vary from person to person and will range from mild, to profound. Identifying individual needs is crucial in ensuring that this very specific impairment is recognised.

An assessment will be carried out from a Sensory Services worker or from a specialist agency or charity. The assessment can identify a wide range of needs and say what services are available to help.

Northamptonshire Association for the Blind (NAB)

NAB is the county's largest provider of services to visually

impaired people in Northamptonshire, yet they remain a wholly independent charity, providing free and confidential support for blind and partially sighted people, their carers or loved ones, on all aspects of their lives.

37 Harborough Road, Northampton NN2 7BB

Helpline: **01604 719193**

Monday-Friday, 9.00am-5.00pm Fax: 01604 716048

Email: helpline@nab.org.uk Web: www.nab.org.uk

Deafconnect

Previously known as the Northants and Rutland Mission to the Deaf, Deafconnect is a charity that aims to empower all people with a hearing loss to achieve their full potential and become fully included members of the community. Deafconnect has been providing services for deaf, deafened, hard of hearing and deafblind people for over 130 years.

Spencer Dallington Community Centre

Tintern Avenue, Northampton NN5 7BZ

Tel: **01604 589011**

Adult Social Care run or pay other people to run lots of different services for people with learning disabilities and their families.

Any services or support you may be eligible for will depend on the outcome of your community care assessment, described on page 8.

Services could include:

- assessment and care management services, described on page 8;
- help to live at home - this is called personal care and support or supported living;
- day services - this includes day centres and help to find jobs;
- short breaks services, which are sometimes called respite care;
- adult placements;
- residential care homes;
- advocacy, information and advice; and
- transport.

There are currently 15 day service bases across the county which provide support to adults with a learning disability and breaks for their carers.

This includes support to help adults with a learning disability to be included in their local community and to make choices about the opportunities they wish to experience.

This may be support to find a work placement, paid employment, a volunteering opportunity, to access leisure activities or to learn new things at college or through Adult Learning courses.

Short breaks services

Sometimes called respite care, these services offer short breaks and support staff are there to help you 24 hours a day. They help you to be as independent as possible and to provide quality care and support when it is required.

Shared Lives

A Shared Lives placement can be somewhere to live, to stay for a short break, to go for day time support, or support to live in your own home. You will be supported by someone called a Shared Lives carer who will share their home with you and include you as part of their family.

Supported living

The Council support people with a learning disability to live independently within their community, either on an individual basis in self-contained flats or in shared accommodation.

Residential care homes

The Council provide a residential respite and short break service for adults with a learning disability aged 18-65 years. Accommodation can be provided for six weeks to six months depending on the needs of the individual and support and assistance is provided to develop self-help skills and to plan for future needs.

For further information, please contact the

Customer Service Centre:

John Dryden House,
Northampton NN4 7YD

Tel: **0300 126 1000**

Email: acss@northamptonshire.gov.uk

*** DO YOU WANT TO BE SUPPORTED TO BECOME MORE INDEPENDENT? ***



BETTER LIVES (NORTHANTS) LTD are a service for adults with learning disabilities.

Supporting you to have a Better Life!

We provide:

- A group support service to help you become more independent whilst meeting new friends
- Tailored 1-1 support to suit individual needs
- Supported holidays
- Tailored social activities to promote social inclusion within the community
- Support with budgeting and tenancy needs **and much more...**

For more info contact enquiries@betterlivesnorthants.co.uk
Tel: **01604 591527**
or visit our website www.betterlivesnorthants.co.uk

ACTIVE SUPPORT SERVICE LTD



Active Support Service Ltd established in 2006. Have an experienced staff and management team. Now expanding into Supported Living, helping to provide housing and support from a few hours a day to 24/7.

We Support:

- Supported living
- Children
- Older People
- Learning Disabilities
- Physical Disabilities



Telephone: 01536 510545
www.activesupportservice.org.uk
activesupportservice@msn.com

Physical disability

If you aged 18 to 65 years and have a physical disability, Adult Social Care and other organisations can provide a range of services, support and advice to help you live as independently as possible in your own home and get

involved in your community. These range from resource centres, equipment to help adapt your home, telecare, to day centres.

CASE STUDY

'Michael' is in his late 40s. He was diagnosed with Multiple Sclerosis (MS) in his 20s.

Michael is now very dependent on help and gets support from his wife, family and friends, health services and through contact he has met through a local charity.

Through the charity Michael was able to find a way of getting an assistance dog. The dog helps Michael to open doors, get things out of the cupboards and even turn light switches on and off.

Michael occasionally gets physiotherapy and hydrotherapy to help try and manage the effects of MS.

Michael has an adapted vehicle that takes his wheelchair, this was purchased through Motability. Michael used some of his Personal Budget to pay the extra amount required for insurance so that anyone would drive the car for him rather than just his wife.

Michael also employs two Personal Assistants using his Personal Budget. Michael's PAs help with washing, dressing and toileting and getting Michael to appointments. They can be quite flexible so if something comes up they can step in and help.



Library image

Brain Injury

Brain Injury (BI) is an injury to the brain caused by a trauma to the head (head injury) or as a result of a physical illness. There are many possible causes, including road traffic accidents, assaults, falls and accidents at home or at work as well as brain haemorrhage and cardiac arrest (causing lack of oxygen to the brain). Brain injury can affect children or adults.

The effects of a brain injury can be wide ranging,

and depend on a number of factors such as the type, location and severity of injury. Many brain injuries are minor causing temporary symptoms such as concussion however, sometimes the injury is more serious and causes longer lasting symptoms.

Sometimes the individual has cognitive problems such as headache, difficulty thinking, memory problems, attention deficits, mood swings and frustration. These



PJ Care

specialised neurological care

PJ Care is a leading provider of specialised neurological care and re-habilitation. With three neuro-care centres in Milton Keynes and Peterborough we strive to nurture dignity and independence through our purpose built, award winning facilities, our highly trained staff and neuro expertise.

We offer:

- Multi-disciplinary care teams
- Personalised Care Pathways
- 24 hour nursing care, respite care, day or night care
- Physiotherapy & occupational therapy
- Speech and language therapy
- Individualised meal plans from award winning kitchen
- Large ensuite bedrooms for personalisation
- Open bright social spaces

Our residents' care is at the heart of everything we do.



Bluebirds
Milton Keynes

Mallard House
Milton Keynes

Eagle Wood
Peterborough

For more information email enquiries@pjcare.co.uk or call 01908 648198

www.pjcare.co.uk

injuries can be overlooked. Even though this type of BI is called 'mild', the effect on the family and the injured person can be devastating.

A more severe brain injury may result in the person losing consciousness for more than 30 minutes and memory loss after the injury of longer than 24 hours. A person may be affected physically with loss of movement

in limbs, loss of speech and ability to swallow.

A number of different types of specialist service cater for people with a brain injury and rehabilitation can be effective to help the person and their family to work towards recovery from the brain injury and some people live at home with a package of care or in a residential setting.

Setting Standards in Brain Injury Rehabilitation



The OakLeaf Group provides a range of specialist brain injury services for adults who may also have associated complex cognitive impairments, challenging behaviours and/or physical disabilities (including PEG feed, tracheostomy care and palliative care).

Based in Northamptonshire, our newly reconfigured services provide:

12 Week Assessment and Specialised Rehabilitation

Community Services with Graded Support

Maintenance and Long Term Service

Bespoke Package in any Level of Service

Within each service level, we have developed price bands to ensure commissioners receive best value for money and reducing care costs as residents make progress.

To find out more or to make a referral:

Email: enquiries@oakleafcare.com • Call: **01604 864466** • Visit: www.oakleafcare.com

Centres for Independent Living



Supporting disabled people and carers across Northamptonshire

The Northamptonshire Centre for Independent Living provides support for disabled and older people across Northamptonshire and

provides a range of services to help people to remain independent in their own communities. It is run by a user-led organisation.

The centre holds vast information relating to everything disabled people, their families and carers may need to know. Its Information Libraries contain information in a range of accessible formats with trained staff to help

with issues such as assistive technology, benefits, Direct Payments, training and disability rights.

It has equipment areas that will let you try some of the things you might need to use like wheelchairs, walking frames, stair lifts, cutlery and things you might use in the kitchen or the bathroom. This will help you decide what to buy.

Support available includes:

- Wheelchair Hire Scheme and equipment sales;
- disability rights information;
- disability information and advice;
- display areas including disability-related equipment and daily living aids;

- Welfare Benefits support;
- independent support for Direct Payments, PA recruitment and payroll; and
- carers' information.

It is open Monday to Friday 9.00am until 5.00pm.

You are welcome to drop in between these times, however to be sure of not having to wait please make an appointment by contacting the centre using the main telephone number or emailing: **equip.info@northamptonshirecil.org.uk**.

The centre also takes its services out into the community, if you would like to find out more about the outreach services then please visit the website or telephone the main number below.

Gladstone Road Resource Centre

Gladstone Road, Northampton NN5 7EJ

Tel: **01604 588501** Fax: 01604 591276

Text: **07751 359396**

Web: **www.northamptonshirecil.org.uk**

Or you can contact us and make an appointment that suits you.

Help to live at home

The Olympus Care Services Community Support and Accommodation Team provide support, specifically for younger adults (18-65 years) who have a physical disability to help you live independently within your own homes.

Reablement

Pine Lodge Reablement Centre is run by Olympus Care Services.

Pine Lodge is a centre for younger adults to enhance their skills for independence. It has 6 self-contained suites

and the support is delivered within a non-residential setting with registered domiciliary support. If necessary, therapy services are available.

The service is designed to either support someone moving out of residential care or for someone undergoing the reablement service to remain in their own home, or if necessary, to access suitable housing to do so.

The length of stay at the Centre can be for a period of up to six months but the average time is around twelve weeks.

Where the person does not have any family or friends to respond to, a telecare alarm system, the service based within the unit can respond to that need, please contact the unit for more details.

All services are charged for and a financial assessment by Northamptonshire County Council is required.

Access to the six suites is via referrals from Northamptonshire County Council and must satisfy our FACS eligibility criteria, explained on page 6.

Pine Lodge Reablement Centre

Motala Close, Corby, Northants NN18 9EJ

Tel: **01536 742043**



Mental health

If you are worried about your mental health, the usual starting point for advice is your GP who should be able to identify the appropriate level of response. They may suggest some form of self-help using local resources with or without some medication. GPs also have access to a wide range of counselling and advice programmes that they may refer you to.

If your concerns appear more serious they may refer you to a specialist mental health service. Northamptonshire County Council works in partnership

with both Primary Care and more specialist mental health services provided by the NHS to ensure that both health and social care needs are responded to.

The Council does this by providing:

Short Term Interventions

This service provides outcomes focused social care support of up to six weeks for individuals whose mental health needs are affected by their social circumstances. The Council supports individuals to access a range of

community-based help and advice, including housing, benefits advice and activities to promote their community involvement.

To make a referral telephone:

North of the County (Corby, Kettering, East Northants and Wellingborough Council areas): **01536 416108**

South of the County (Northampton, Daventry and South Northants Council areas): **01604 753887**

If a plan for how you deal with your social care difficulties cannot be achieved in six weeks, a further 'intermediate' period of targeted support may be available for up to six months. This is provided by an intermediate support service which works closely with the short-term team. They will do their best to help you resolve your mental health social needs within six months. Where this is not possible a fuller community assessment will be made to determine any longer term eligible social needs that can be met by a social support plan. This will be developed in conjunction with you, others already supporting you informally, and any involved professionals.

Your social support plan can be arranged through a Personal Budget managed by yourself, an informal carer or through Centres of Independent Living. Depending on your particular circumstances you may have to pay a personal contribution towards the costs of your personal support plan. Your contribution will be worked out following a financial assessment.

Approved Mental Health Professionals (AMHPs)

Whilst the Council works closely with customers to promote independence and enable them to continue living in the community, there are occasions where a person's mental health deteriorates to a point where they need hospital admission. When this happens, sometimes due to the nature of their illness, people do not always recognise their need to

be in hospital; and where there are significant risks to their own health, their own safety or the protection of others, the Council may need to consider using the Mental Health Act to enforce admission and treatment.

The Council takes their legal responsibilities seriously and try and make sure people experiencing a mental health crisis get professional assessment, care and treatment quickly.

The Council provides a round-the-clock Approved Mental Health Professional (AMHP) service in the county. The staff are specially trained and authorised to carry out Mental Health Act assessments on the County Council's behalf for people in crisis. This service is not determined by age or specialism.

AMHPs work closely with medical practitioners and partner agencies to find the best solutions for customers and carers. Sometimes this may require an admission to a mental health hospital for further assessment and care.

In all cases AMHPs seek to find solutions that work to the least restrictive option, seeking to support people within their own homes wherever possible and only using the powers of the Mental Health Act when all other options have been eliminated.

Referrals to this service will usually be made by professionals working with users of the service but they will give consideration to referrals from family members or carers who have serious concerns about the health and wellbeing of people experiencing a mental health crisis.

In Northamptonshire, all AMHPs have a professional background in social work but they may also be qualified nurses, occupational therapists or psychologists who have undertaken specialist Mental Health Act training.

Tel: **0300 1261017**

9.00am–9.00pm, Monday to Friday or

Tel: **01604 626938** (24 hours at weekends)

9.00pm–9.00am, Monday to Friday

Glenside Care Home

• Day Care • Respite Care • Short & Long Term Care •

- Person Centred Dementia & Mental Health Care for age 40 and over •
- CQC Rated Excellent – Fully Compliant •
- Staff all Fully Trained •
- Private Rooms some with Ensuite •
- Open Visiting – Call at your leisure •
- Activity Programmes & Outings to meet individual needs •
- Specialist Diets catered and 'Heartbeat Award' for Home Cooked Foods •
- Easily accessible from Northampton and surrounding areas •

Telephone: **01604 753104** for a brochure

Website: www.glensidecarehome.com

Address: **179 – 181 Weedon Road, Northampton NN5 5DA**



Specialist housing options for younger adults

Are you happy living at home? Would you like a little more independence with help when you need it? What are your housing options? You could:

- Continue living with your family – If your home is specially adapted and you receive the practical and emotional support needed, you may prefer to stay at home. It's also convenient if your college or job is nearby.
- Move into supported living accommodation – This offers a level of independence and the chance to meet other people in similar situations. Help from a visiting care assistant is available and usually nursing care is provided nearby.
- Rent a place – You can apply for Council housing which is usually cheaper than renting privately. There could be a waiting list and you must fully explain your housing needs. Local housing associations may also be able to help. Ask your Council housing department for a list. If you want to rent privately, look in your local newspaper for 'To Let' advertisements. Housing Benefit, if you're entitled to it, might reduce your rent. Direct Payments can also help, ask the Council for details and see page 7.

- Buy your own home – Can you afford it? Are you able to live on your own? You could think about 'part buying' and 'part renting' a place from a housing association.
- Move into a care home – If you want to leave home but are not ready to live alone, care homes can meet your personal needs and offer appropriate support. The Council or NHS may contribute if you are eligible and if they agree the care home meets your needs. If your chosen home costs more than usual, you may get some help but you must pay the rest. See page 39 for further details about paying for care.

As your needs may change over time, discuss your ideas and plans with family or friends.

For further advice and information, call the **Housing and Support Alliance** on **0845 456 1497** or email **enquiries@housingandsupport.org.uk**.

The Mental Capacity Act

What if I need help with my finances?

The Mental Capacity Act came into force on the 1st October 2007. The Act enables a representative of either your choice or someone appointed by the Court of Protection or Department for Work and Pensions to assist you with your finances and other important decisions regarding your welfare. The Act introduced the following:

A new Independent Mental Capacity Advocate (IMCA)

The Act sets up a new service. The advocate will help people who have no family or friends who wish to represent them. They will help people when important decisions have to be made involving health services and local authority services i.e. Adult Social Care or housing departments. If support is needed in making certain key decisions please telephone: **02033 558846** or email: **totalvoicenorthamptonshire@voiceability.org**.

See page 63 for further information.

A new Lasting Power of Attorney (LPA)

This is a legal document where you can say in writing who you want to make certain decisions for you. The document can cover decisions about your finances and/or healthcare. However you can only make this document

legal if you are able to understand what it means. If you are interested in an LPA you should speak to a solicitor.

Please note if you have already made an Enduring Power of Attorney (EPA), it is still valid even if it has not yet been registered, unless you decide to replace this with a Lasting Power Of Attorney (LPA). EPA and LPA are defined in the 'Help with managing your money' available on the website: **www.publicguardian.gov.uk**.

A new Deputy

The Court of Protection may make someone your Deputy. The Deputy can make certain decisions for you if you cannot decide everything yourself. A Deputy must act in your best interest and will only be appointed where it is appropriate for your needs. The Deputy will be monitored by the Public Guardian Office who will ensure that the Deputy is doing their job properly. The Deputy could be given the responsibility for making decisions about either your finances or welfare or both in some circumstances.

An application is required to the Court of Protection by the person seeking to control your finances. More information concerning this can be obtained from the Office of the Public Guardian, please see page 62 for contact details.

>>

>> Appointee

An application can be made to the Department for Work and Pensions (DWP) for someone to act as your Appointee. This then allows them to receive all of your benefits (including Retirement Pension/Income Support/Disability Living Allowance etc) on your behalf.

An application will need to be made to the DWP by the person looking to take over control of your benefits, please see page 63 for contact details.

Further details on the Mental Health Act 1983 can be found at the Department of Health website: www.gov.uk and the Department for Work and Pensions (DWP) on the website: www.dwp.gov.uk.

It may also be possible for the Council to assist in

looking after your finances by becoming the Appointee or Deputy. Please contact the Council to discuss the situation further on the following numbers: **01604 367589, 01604 367868** or **01604 366482** or by visiting the website: www.northamptonshire.gov.uk.



Dementia care

In Northamptonshire, it is believed that more than 7,000 people suffer from dementia; by 2025, this figure is expected to have increased by 50%. However, less than half of those affected by the condition are known to GPs or the Customer Service Centre.

What is the Council doing in Northamptonshire?

The Council is working with partners in the NHS and third (voluntary) sector to deliver improvements to the services available for people with dementia and their carers. The National Dementia Strategy 'Living Well with Dementia' sets out priorities for action and we are acting on them locally in a number of ways.

The Council intends to:

- improve awareness and education about dementia;
- ensure that more people receive an early diagnosis so that they can access the help they need quickly;
- improve information, support and advice, through services such as the Dementia Care Advisers;
- work with partners to develop new services within the community for people with dementia, such as day centres and cafes;
- expand and improve specialist services;
- increase support for carers;
- ensure that people can access telecare and domiciliary support to help them stay safe, healthy and happy within their own homes;
- improve the experience of people with dementia if they need to go into hospital;
- ensure that residential and nursing care fully meets the needs of people with dementia; and

- train their workforce, in order to improve the care and support provided for people living with dementia and their carers.

How do you get support?

If you, a friend or relative are affected by dementia please contact the Dementia Care Advisers.

Kettering, Corby, Wellingborough and East Northamptonshire

St. Mary's Hospital, London Road, Kettering NN15 7PW

Alice Spence Tel: **07717 485045**

Email: alice.spence@nhft.nhs.uk

Hayley Wilson Tel: **07912 293210**

Email: hayley.wilson@nhft.nhs.uk

Northampton

Berrywood Hospital, Berrywood Drive, Northampton NN5 6UD

Rob Hasker Tel: **07554 413265**

Email: robert.hasker@nhft.nhs.uk

Liz Sturgess Tel: **07884 118944**

Email: elizabeth.sturgess@nhft.nhs.uk

Daventry and South Northamptonshire

Danetre Hospital, London Road, Daventry NN11 4DY

Fiona Lockhart Tel: **07773 364580**

Email: fiona.lockhart@nhft.nhs.uk

Alternatively for all **Northampton and South Northamptonshire referrals** you can email: dca.northampton@nhft.nhs.uk

Alzheimer's Society is the UK's leading support and research charity for people with dementia, their families and carers. There are 800,000 people with dementia in the UK and this number is set to rise to one million by 2021.

With the right support, people can live well with dementia throughout the condition. More people affected by dementia turn for help to Alzheimer's Society than to any other charity.

Alzheimer's Society Northamptonshire provides a range of services for people affected by dementia across the county including:

- carers' support;
- peer support;
- dementia cafes;

- Singing for the Brain;
- befriending for people with dementia and carers; and
- day support.

If you are affected by dementia, we're here to help.

For further information about our services or if you are interested in getting involved in our work by volunteering or fundraising, please contact:

Dementia Helpline: 0300 222 1122

Alzheimer's Society Northamptonshire on:

01832 736670

Email: northamptonshire@alzheimers.org.uk

Web: www.alzheimers.org.uk/northamptonshire

Alzheimer's Society Northamptonshire Services

Carer Support Groups

Please note that days and times are subject to change during the year, to check for any alterations please call the Northamptonshire office – **01832 736670**.

Kettering/Corby

Corby Support Group: 2nd Monday of every month (excluding Bank Holidays), 10.30am-12.00pm, West Glebe Pavilion, West Glebe Park, Cottingham Road, Corby NN17 1SZ

Corby Support Group: 2nd Thursday of every month, 7.30pm-9.00pm, Thackley Green (off Lewin Road), Great Oakley, Corby NN18 8JS

Kettering Support Group: Last Monday of every month (excluding Bank Holidays), 10.30am-12.00pm, St. Andrews Church Hall, Crown Street, Kettering NN16 8RG

Desborough and Rothwell Support Group: 3rd Wednesday of every month, 1.30pm-3.00pm, Cheaney Court, Residential Home, Harrington Road, Desborough NN14 2NH

Bowls Kettering/Corby: Alternate Mondays every month (excluding Bank Holidays), 1.30pm-3.30pm, The Lawns, George Street, Kettering NN16 0AP

For more information contact a Dementia Support Worker on **01832 736677**.

Wellingborough

Wellingborough Support Group: 1st Wednesday of every month, 10.15am-11.45am, Swanspool Pavilion, Swanspool Parade, Wellingborough NN8 2BZ

Irthlingborough Support Group: 1st Thursday of every month, 7.30pm-9.00pm, Headways, 61 High Street, Irthlingborough NN9 5PU

For more information contact a Dementia Support Worker on **01832 736678**.

Are you affected by dementia?

Currently 7,758 people live with dementia in Northamptonshire. Alzheimer's Society provides a range of services across the county from Carers support groups to Singing for the Brain and can support you and your loved ones to live well with dementia.

There are many ways to get involved with the society and if you are interested in volunteering or fundraising we would like to hear from you.

Call us now on **01832 736670**
northamptonshire@alzheimers.org.uk
alzheimers.org.uk/northamptonshire

Registered office Devon House, 58 St Katharine's Way, London, E1W 1LB. Registered charity no. 296645. Company limited by guarantee 2115499

Northampton

Northampton Support Group: 3rd Monday of every month (excluding Bank Holidays) at 7.00pm-8.15pm, Turn Furlong Specialist Care Centre, Rookery Lane, Kingsthorpe, Northampton NN2 8BZ.

Northampton Support Group: 3rd Thursday of every month at 10.15am-11.30am, Simon de Senlis Court, >>

>> Robert Street, Northampton NN1 3AE

For more information contact a Dementia Support Worker on **07545 701263/01604 878060**.

Daventry

Daventry Support Group: 2nd Thursday of every month at 1.00pm-2.30pm, Danetre Hospital, London Road, Daventry NN11 4DY

Brixworth Support Group: 3rd Thursday of every month at 12.30pm-2.00pm, Brixworth Heritage Centre, Church Street, Brixworth, NN6 9BZ

Long Buckby Support Group for Carers and People with Dementia: 3rd Wednesday of every month at 2.00pm-4.00pm, Long Buckby Community Centre, Station Road, Long Buckby NN6 7QB

For more information contact a Dementia Support Worker on **07947 519537/01604 878062**.

South Northants

Brackley Daytime Support Group: 1st Wednesday of every month at 11.00am-12.30pm, Juniper House, Candelford Close, Brackley NN13 6JZ

For more information contact a Dementia Support Worker on **07590 418333/01604 878063**.

Dementia Cafés

Corby Dementia Café: 4th Monday of each month (excluding Bank Holidays) at 10.00am-12.00pm, West Glebe Pavillion, West Glebe Park, Cottingham Road, Corby NN17 1SZ

Kettering Dementia Café: 1st Tuesday of every month at 10.00am-12.00pm, Kettering Room, Corn Market Hall, London Road, Kettering NN15 7QX

Wellingborough Dementia Café: 3rd Tuesday of each month at 2.00pm-4.00pm, Swanspool Pavilion, Swanspool Parade, Wellingborough NN8 2BZ

For more information contact a Dementia Café Co-ordinator on **07803 115351/01832 736674**.

Desborough Café: Every 4th Thursday of each month at 2.00pm-4.00pm at Desborough Baptist Church, Station Road, Desborough, Kettering NN14 2RS

For more information contact a Dementia Café Co-ordinator on **07866 03909/01832 736670**.

Towcester Dementia Café: 2nd Thursday of every month at 10.30am-12.30, Riverside Centre, Islington Road, Towcester NN12 6BT

Northampton Dementia Café: 1st Thursday of every month at 2.00pm-4.00pm, The Doddridge Centre, St. James, Northampton NN5 5LD

Daventry Dementia Café: 4th Tuesday of each month at 2.00pm-4.00pm, Abbey Centre, Market Square, Daventry NN11 4XG

Moulton Dementia Café: 2nd Monday of each month at 2.00pm-4.00pm, Carey Baptist Church, 34 West Street, Moulton, Northampton NN3 7SB

Brackley Dementia Café: 4th Thursday of each month at 10.00am-12.00pm, Town Hall, Brackley NN13 7AB

For more information contact a Dementia Café Co-ordinator on **01832 736670**.

Feel right at home with Barchester care homes

At Barchester, people always tell us they feel right at home as soon as we welcome them through our doors, and that's music to our ears. After all, we pride ourselves on our genuine warmth and friendliness – it's all part of the first-class care and support that we provide to the people of Northampton and beyond.

If you'd like to take a look around – or just need a bit of friendly advice – your local Barchester care home will be happy to help.

Collingtree Park
110 Windingbrook Lane,
Northampton, NN4 0XN
01604 651 013

Juniper House
Candleford Close,
Brackley, NN13 6JZ
01280 428 078


BARCHESTER
Celebrating life
www.barchester.com



Singing for the Brain Groups

Towcester: Every Monday of the month (excluding Bank Holidays) at 10.00am-11.30am, The Chantry House, 88 Watling Street, Towcester NN12 6BT

Kettering: Every Thursday of the month at 10.00am-11.30am, Corn Market Hall, London Road, Kettering, Northants NN15 7QA

Northampton: Every Friday of the month at 10.00am-11.30am, Abington Community Centre, Wheatfield Road South, Northampton NN3 2HH

Corby: Alternate Monday's (excluding Bank Holidays) 2.00-3.30pm, West Glebe Pavillion, West Glebe Park, Cottingham Road, Corby NN17 1SZ

For more information contact the Singing for the Brain Leader on **07850 929660**.

Befriending Service

For people with dementia and carers of people with dementia in Northamptonshire. For more information contact the Befriending Manager on **01832 736676**.

Carer Support Service

Kettering/Corby: For more information contact a Dementia Support Worker on **01832 736677/07808 571489**.

Northampton Area: For more information contact a Dementia Support Worker on **07545 701263/01604 878060**.

Kettering/East Northants/Wellingborough Area: For more information contact a Dementia Support Worker on **01832 736678/07711 855145**.

Daventry Area: For more information contact a Dementia Support Worker on **07947 519537/01832 736679**.

South Northants: For more information contact a Dementia Support Worker on **07590 418333/01604 878063**.

Day Support Service for people with dementia

Northampton venue (Monday for people over 65 and Wednesday for people under 65)

Eleonore House, Buttermere Close, Northampton NN3 2VG

For more information contact the Day Support Manager on **07866 039092**.

Residential dementia care checklist

© 2014 Care Choices Ltd

Things to look for in care homes specialising in dementia. Please use in conjunction with the care homes checklist on pages 37–38.

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?
- Does the home have a well lit homely atmosphere, without unpleasant odours?
- What arrangements are in place to ensure that residents' best interests are taken into account if their ability to communicate and/or make decisions is limited?
- Do care plans include reference to the Mental Capacity Act, and Best Interests decisions involving family?

Access

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

- There is clear highly visible signage and cues for different parts of the home such as the dining room and bathrooms.
- The home's policy about locking external doors. Does it allow movement for residents, whilst preventing harm when required?
- Are there accessible gardens, with low-level bedding containers to encourage residents to experience the benefits of a garden.

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. Are residents able to personalise their bedrooms with photos and other personal effects?

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 a knowledge and training in dementia care? Are they visible and open to address any difficulties that may arise in an understanding way?
- Is there a full assessment at home before a resident is admitted?

You can find out more about more dementia at the NHS Choices website: www.nhs.uk/Conditions/Dementia/Pages/Introduction.aspx

Essential information

Comments, compliments and complaints

All organisations 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 the essential standards of quality and safety to have a simple and easy to use complaints procedure that they will be happy to give you. If you are concerned about the care 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 **www.cqc.org.uk** for contact details or phone **03000 616161**.

If Adult Services have arranged and funded your care, another option is to complain to your social worker/ care manager or to a Complaints Officer via the Council's Customer Feedback Team who will also be happy to receive compliments. The Customer Feedback Team at the County Council may be contacted as follows:

Tel: **01604 363436**

Email: **customerfeedback@northamptonshire.gov.uk**

Write to:

Customer Feedback Team

John Dryden House, 8-10 The Lakes, Bedford Road,
Northampton NN4 7YD

Further information about the Council's complaints procedure may be found on the website:

www.northampton.gov.uk where you may also complete an online complaint form.

If you find this difficult and do not have anyone to support you please contact Total Voice Advocacy on **02033 558846**.

Another organisation that can help is the Local Government Ombudsman.

PO Box 4771, Coventry CV4 0EH

Tel: **0300 061 0614** or **0845 602 1983**

Visit **www.lgo.org.uk** for more information and to complete an online complaint form.



Advocacy

The new Care Bill will come into force in April 2014. It is likely to include the following clause:

'A local authority has a duty to provide an independent advocate to assist any person qualifying under this Act for the purpose of assessment, supporting planning and/or review processes, or both.'

At present Total Voice Northamptonshire provides the following advocacy services across the county.

Tel: **0300 330 5454**

Textphone: **07860 022939**

Independent Mental Capacity Advocacy (IMCA) Service

An IMCA is independent of the person making the decision. The IMCA:

- provides support for the person who lacks capacity;
- represents the person without capacity in discussions about any proposed treatment;
- provides information to work out what is in a person's best interest;
- questions or challenges decisions that they believe are not in the best interests of the person lacking capacity; and
- presents individuals' views and interests to the decision-maker.

An Independent Mental Capacity Advocate will be involved when individuals:

- lack the capacity to make a specific decision about serious medical treatment or long-term accommodation;
- have no family or friends available and appropriate to support or represent them;
- have not previously named someone who can help with a decision; or
- have not made a Lasting Power of Attorney.

Independent Mental Health Advocacy

Independent Mental Health Advocacy is a new type of statutory advocacy introduced in 2009. There is now a legal duty to provide independent mental health advocacy to patients who qualify under the Mental Health Act 1983.

An Independent Mental Health Advocate (IMHA) is someone who is specially trained to work within the framework of the Mental Health Act to meet the needs of patients. Independent Mental Health Advocacy services do not replace any other advocacy and support services that are available to patients. An IMHA will work alongside these services.

Patients should be informed of their right to access IMHA. This is the responsibility of the person who is in charge of their care at the time.



An IMHA can help you find out about and understand:

- your rights under the Mental Health Act 1983;
- the rights which other people, such as your relatives, have in relation to you under the Mental Health Act 1983;
- the parts of the Mental Health Act 1983 which apply to you;
- any conditions or restrictions which apply to you;
- any medical treatment that you are receiving or might be given;
- the reasons and legal authority for providing particular medical treatment (or proposed treatment); and
- the safeguards and other requirements of the Mental Health Act 1983 which apply to your treatment.

The involvement of an IMHA does not affect your right (or the right of your nearest relative) to seek advice from a lawyer, nor does it affect your entitlement to legal aid.

Do I qualify for the support of an IMHA?

The Mental Health Act 1983 calls a patient who is eligible for an Independent Health Advocate a 'qualifying patient'.

You will be a 'qualifying patient' if you are:

- detained under section 5.2 or 5.3 of the Mental Health Act, even if you are on section 17 leave from hospital;
- a conditionally discharged restricted patient;
- subject to a guardianship (section 5.7);
- subject to a supervised community treatment order (SCT);
- an informal patient being considered for section 57 treatment (psychosurgery); or
- an informal patient under 18 and being considered for section 58a treatment (ECT).

An IMHA can also help you to:

- exercise your rights, which can include acting and/or speaking on your behalf;
- participate in the decisions that are made about your care or treatment; and
- get access to your medical records.

An IMHA will:

- spend time with you and ask you questions to get to know your views and wishes;
- visit you in private, if that is appropriate;
- support you on ward rounds and attend meetings you have with professionals involved in your care and treatment, if you would like them to; and
- visit and speak to any person who is currently

professionally concerned with your treatment, provided it is for the purpose of supporting you in their role as your IMHA.

An IMHA cannot:

- offer advice, opinions or judgements about what is best for you; or
- act as a substitute for therapeutic support.

National Health Service Complaints Advocacy

NHS Complaints Advocates can help if you or someone you know has not had the care or treatment you expect to receive from your NHS services and you want to complain.

When your health care is provided or commissioned by the NHS you are allowed to make a complaint using the NHS complaints process.

An NHS complaint might include something that happened during care or treatment provided by:

- a hospital;
- your General Practitioner (GP);
- a dentist;
- a pharmacist;
- an optician;
- an NHS funded care home;
- special services;
- a paramedic or ambulance staff member;
- NHS Community staff; or
- other NHS staff or clinicians.

NHS Complaints Advocacy is:

- independent of the NHS;

- confidential; and
- free.

How does advocacy work?

VoiceAbility provides advocacy assistance to help people make their complaint.

Advocates support people to speak for themselves and represent their own thoughts and feelings when things get difficult.

Advocates are specially trained in how to support you to make your complaint.

As advocacy is about helping people to speak up for themselves, your advocate will not tell you what to do or act on the wishes of others.

What does an advocate do to help?

Advocates work with you so that you feel confident to make a complaint.

Advocates will help you to explore your options at the different complaint stages and can give you information that can help you decide what to do.

Tel: **0300 330 5454**

Textphone: **07860 022939**

Professional advocacy

This advocacy service applies to those people 18 years or over who are registered with a GP in Northamptonshire. The service will cover social care, physical disabilities, learning difficulties/disabilities.

All Total Voice services can be accessed by calling: **02033 558846**. Web: **www.voiceability.org**

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.

Since October 2010, all care providers must be registered under a system, introduced by the Health and Social Care Act 2008, which brings adult social care, independent healthcare and the NHS under a single set of essential standards of quality and safety for the first time.

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

Following an inspection, each care home and home care

agency is given a report of 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 any enquiries or to register a concern or a complaint, contact CQC by telephone: **03000 616161** or by email: **enquiries@cqc.org.uk**

The Care Quality Commission

Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

Out of county care homes

Did you know you can choose a care home outside your home county although there may be financial implications to consider? You may want to be closer to friends, family members or you may want to relocate to another part of the country.

The home you choose must be suitable for your assessed needs and comply with the terms and conditions set by the authority. The fees that your local authority will pay may vary. The local authority will seek to meet the assessed needs of people in need of funding

support in the most cost effective manner. They may offer you the fees you would receive if you remained within the county, or they may offer you the fees that the local authority would pay in your chosen region. You must seek further advice before making your decision.

If you're self-funded, obviously you have freedom of choice to purchase a place wherever is suitable for you. If you move to live in another county and subsequently need to go into a care home, then the county you move to would be responsible for your care fees.

This Directory's free helpline

This Directory's free helpline provides an independent information and help service encompassing care and accommodation. A personalised report can be generated for callers providing details of all care homes or housing with care schemes that meet their criteria with supplementary

information about choosing and funding care.

One call to the freephone number **0800 389 2077** will enable the service to build a profile of exactly what type of care you're looking for, while taking into account your personal needs and interests.

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. A 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 do so.

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 a LPA. The Court procedure is presently very slow and the fees are quite expensive so preparing a 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 time scales 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.

For further information and help, call this Directory's independent helpline: **0800 389 2077**.



Safeguarding and protecting vulnerable adults from abuse has traditionally been seen as a major role of those working in the social care sector. Now, more than ever given recent cases that have made national news, it is becoming an issue for everyone in society, not just for those people who have a professional responsibility to safeguard.

Far too many vulnerable adults suffer abuse, neglect and worse, often at the hands of relatives and carers, those who you would least expect to treat them in that way. A vulnerable adult is a person aged 18 years or over who may be unable to take care of themselves, or protect themselves from harm or from being exploited.

What is adult abuse?

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

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

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

Who might be causing the abuse?

The person who is responsible for the abuse is very often well known to the person abused and could be:

- a paid carer or volunteer;

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

If you think someone is being abused call Northamptonshire County Council's Customer Service Centre on **0300 126 1000**. Your concerns will be taken seriously and will receive prompt attention, advice and support.

If the abuse is also a crime such as assault, racial harassment, rape or theft you should involve the police to prevent someone else from being abused. If the police are involved the Social Care Team will work with them and with you to support you.

If you are worried about contacting the police you can contact the Customer Service Centre on **0300 126 1000** to talk things over first. If immediate action is needed dial **999**.

What will happen after abuse is reported?

The Customer Service Centre receives all safeguarding notifications and they pass this to the Safeguarding Team. Subsequently:

- a worker from the Safeguarding Team will be identified as the case lead officer;
- the case lead officer will gather information and undertake a strategy discussion within 24 hours;
- the referrer will be notified of the outcome of the strategy discussion; and
- if a strategy meeting is required the case lead officer will convene this within five days.

Looking for care or support?

Need more information on care, housing with support, funding and rights? Want to talk it over with someone? This Directory's free helpline offers you independent information on all aspects of looking for care and support. We can generate a personalised report with details of care homes or housing with care schemes that meet your needs and send you additional information on choosing and funding care too.

One call to the Freephone number 0800 389 2077, will enable our operators to build a profile of exactly what type of care you're looking for according to your needs.

Call 0800 389 2077



The case lead officer is responsible for:

- convening case conferences for complex cases;
- reviewing meetings;
- indicating timescales; and
- co-coordinating the collation of information and assessments.

The case lead officer will keep the referrer updated at no less than 28 day intervals.

Professionals from other agencies may be instrumental in carrying out tasks in the investigation best suited to their service. The case lead officer can agree to these tasks with these other professionals at any stage in the investigation process.

When you suspect abuse in a residential care or nursing home

If your concern is about someone who is in a residential care or nursing home, please refer them to the Customer Service Centre on **0300 126 1000**.

If you have concerns about the standards or application of regulations in a care home you should contact the **Care Quality Commission**:

National Correspondence, Citygate, Gallowgate,
Newcastle upon Tyne NE1 4PA

Tel: **03000 616161** Email: enquiries@cqc.org.uk

Healthwatch Northamptonshire – your voice counts

Healthwatch England

Healthwatch England is the independent consumer champion for health and social care services in England.

Working with a network of 152 local Healthwatch teams, Healthwatch England will ensure that the voices of all consumers and those who use services reach the ears of the decision makers.

Healthwatch Northamptonshire is one of the 152 community-focused networks, and it exists to listen to you, and represent your views.

Healthwatch Northamptonshire

Healthwatch Northamptonshire is a consumer champion for everyone who uses local health and social care services in the county.

We will help get people's views heard, in order to ensure that services are designed around the needs of people who use them.

We will help with criticisms, and address them efficiently using our local connections. We will advise Healthwatch

England on the concerns of Northamptonshire people to feed into the national health and social care agenda. When necessary, we will urge Healthwatch England to recommend that the Care Quality Commission take action.

Healthwatch Northamptonshire is an independent organisation, run with the support of the University of Northamptonshire and Northampton Volunteering Centre.

Run as a social enterprise, Healthwatch Northamptonshire Community Interest Company is an organisation that trades for the benefit of the community.

Healthwatch Northamptonshire will gather the opinions of adults and children within Northamptonshire, and use their views to improve health and social care services.

Healthwatch Northamptonshire will signpost people to information, and explain what to do if things go wrong.

Tel: **01604 893636**

www.healthwatchnorthamptonshire.co.uk

www.healthwatch.co.uk

The Silver Line

A free 24-hour dedicated helpline for older people across the UK has been launched by Esther Rantzen.

The Silver Line aims to combat loneliness in the over-65s by providing friendship, information and advice through calls to trained volunteers.

Chairwoman Ms Rantzen said she hoped the phone line number: **0800 470 8090**, would be remembered by all older people when they needed friendship or advice.

The phone line is funded by a £5m grant from the Big Lottery Fund.

The Department of Health has said that loneliness causes serious physical and mental damage. More than half of the UK's over-75s live alone.

'We will signpost them to the services in their community, and by showing them we value them and care about them we will restore their confidence and feelings of self-worth.'

Web: www.thesilverline.org.uk



Northamptonshire Association of Registered Care Homes

The Northamptonshire Association of Registered Care Homes (NorArch) was formed in April 1983. At that time it was organised as an informal get together and information sharing group. However it has now transformed itself into a professional body representing approximately 70% of the independent registered care homes in the County. Our membership includes residential and nursing care both for younger and older people and for people with learning difficulties. They also offer specialist homes such as a home for the blind.

Membership is restricted to proprietors and managers of registered care homes in Northamptonshire. Members include smaller and larger single unit to multiple unit homes. The ownership includes private and the voluntary sectors.

The main principles and objects of the Association are:

- To provide a responsible body which will represent the interests and views of members to central Government, local Government and other bodies.

- To effect and maintain high standards in homes in Northamptonshire by the provision of a Code of Conduct for members which is an integral part of the criteria for membership.
- To promote the image of registered homes by the adoption of a professional approach to the operation of such homes.
- To liaise with other bodies with compatible aims for the mutual benefit of those bodies and the Association.
- To provide a forum for the exchange of ideas and information and for the discussion of problems.

They are the only Association that Northamptonshire County Council will negotiate with when annual fee increases are discussed.

Its membership is keen to embrace innovative and new concepts in care for both the elderly and people with learning difficulties.

For further information about **NorArch**, please email:
admin@norarch.org.uk

Useful contacts

ADVICE

Answers Plus

Tel: **01604 361447**

Email: **answersplus@northamptonshire.gov.uk**

Web: **www.northamptonshire.gov.uk**

Benefit Delivery Centre – Jobcentre Plus

(Customers under 60 years of age)

Tel: **0845 609 4904**

Web: **www.gov.uk**

Benefits Service

Tel: **01604 621038** or Fax: 232412

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

Web: **www.communitylawservice.org.uk/theadviceshopnorthampton**

Community Law Centres

The Advice Shop, 30 St Giles Street, Northampton NN1 1JA

Direct Gov

Web: **www.gov.uk**

Disability Benefits Helpline – for Disability Living Allowance and Attendance Allowance

Helpline Tel: **0845 712 3456**

Textphone Tel: **0845 722 4433**

Web: **www.direct.gov.uk/en/DI1/Directories/DG_10011169**

My Care My Home

Tel: **0800 731 8470**

Web: **www.mycaremyhome.co.uk**

Northampton and District Citizens Advice Bureau

Town Centre House, 7/8 Mercers Row,
Northampton NN1 2QL

Advice Line: **0844 855 2122**

Web: **www.northamptoncab.org.uk**

Office of the Public Guardian

POA/Supervision

Tel: **0300 456 0300**

Application to court

Tel: **0300 456 4600**

Web: **www.gov.uk**

One Stop Shop

The Guildhall, St Giles Square, Northampton NN1 1DE
Tel: **01604 837837**
Email: enquiries@northampton.gov.uk
Web: www.northampton.gov.uk

The Care Quality Commission (CQC)

National Correspondence, Citygate, Gallowgate,
Newcastle upon Tyne NE1 4PA
Tel: **03000 616161**
Email: enquiries@cqc.org.uk
Web: www.cqc.org.uk

The Department of Health (DoH)

Richmond House, 79 Whitehall, London SW1A 2NS
Customer Service Centre Tel: **0207 210 4850**
Textphone: **0207 210 5025** (Monday-Friday 8.30am-5.00pm)
Web: www.dh.gov.uk

The Department of Work and Pensions

Web: www.dwp.gov.uk

The Pension Service (Customers over 60)

Tel: **0845 606 0265**
Web: www.dwp.gov.uk/about-dwp/customer-delivery/the-pension-service

Total Voice

Doddridge Centre, 109 St James Road,
Northampton NN5 5LD
Tel: **02033 558846/01604 685485**
Email: total.voicenorthamptonshire@voiceability.org
Web: www.totalvoicenorthamptonshire.org

NORTHAMPTONSHIRE COUNTY COUNCIL

Customer Service Centre

John Dryden House, 8-10 The Lakes, Northampton NN4 7YD
Tel: **0300 126 1000**
Web: www.northamptonshire.gov.uk

Exchequer Services – FAIR

John Dryden House, 8-10 The Lakes, Northampton NN4 7DF
Tel: **01604 366721**
Email: exchequer-fair@northamptonshire.gov.uk

Customer Feedback Team

John Dryden House, 8-10 The Lakes, Northampton NN4 7YD
Tel: **01604 363436**
Email: customerfeedback@northamptonshire.gov.uk

Compliance and Testing Officer

Revenue and Assessments LGSS Transactions,
John Dryden House, 8-10 The Lakes,
Northampton NN4 7DF
Tel: **01604 366721**
Email: exchequer-fair@northamptonshire.gov.uk

SUPPORT FOR CARERS

Carers UK

20 Great Dover Street, London SE1 4LX
General enquiries: Tel: **0207 378 4999**
Advice line (Freephone): **0808 808 7777**
Email: advice@carersuk.org
Web: www.carersuk.org

Northamptonshire Carers

7 Regent Park, Booth Drive, Park Farm South,
Wellingborough NN8 6GR
General Enquiries: **01933 677837**
Carers Support Line: **01933 677907**
Fax: 01933 677857

VOLUNTARY/THIRD SECTOR ORGANISATIONS

Age UK Northamptonshire

31 Billing Road, Northampton NN1 5DQ
Tel: **01604 611200**
Email: northamptonshire@acnorthants.org.uk
Web: www.ageuknorthants.org.uk

Centre for Independent Living (CIL)

Gladstone Road Resource Centre, Gladstone Road,
Northampton NN5 7EJ
Tel: **01604 588501/01536 266192**
Email: information@northamptonshirecil.org.uk
Web: www.northamptonshirecil.org.uk

Northampton Association for the Blind (NAB)

37 Harborough Road, Kingsthorpe, Northampton NN2 7BB
Tel: **01604 719193**
Email: helpline@nab.org.uk
Web: www.nab.org.uk

Serve

19 Church Street, Rushden, Northants NN10 9YU
Tel: **01933 315555**
Email: info@serve.org.uk
Web: www.serve.org.uk

Care home listings

Corby care homes

LAXTON HALL

Laxton, Corby NN17 3AU
Tel: 01780 444292

OP D

SANDALWOOD COURT

Butland Road, Oakley Vale, Corby NN18 8QA
Tel: 01536 424040

OP D

MANOR HOUSE RESIDENTIAL HOME

58/60 Main Street, Middleton, Market Harborough,
Leicestershire LE16 8YU
Tel: 01536 771722 **Advert page 34**

OP D PD

THACKLEY GREEN SPECIALIST CARE CENTRE

Off Lewin Road, Great Oakley, Corby NN18 8JS
Tel: 01536 462720

OP D PD

WELLAND HOUSE

1 George Hattersley Court, Occupation Road, Corby NN17 1EA
Tel: 01536 403817

OP PD LDA SI YA

PINE LODGE

Pine Lodge Physical Health Unit, Motala Close,
Danesholme, Corby NN18 9EJ
Tel: 01604 366000 **Advert outside back cover**

PD YA

WILLOW BROOK HOUSE

South Road, Corby NN17 1XD
Tel: 01536 260940

OP D PD

Corby care homes with nursing

GLENMOOR HOUSE NURSING HOME

25 Rockingham Road, Corby NN17 1AD
Tel: 01536 205255

OP D PD YA

SHIRELODGE NURSING HOME

281 Rockingham Road, Corby NN17 2AE
Tel: 01536 200348

OP D PD MH

SEAGRAVE HOUSE

Occupation Road, Corby NN17 1EH
Tel: 01536 270400 **Advert page 36**

OP D PD

THACKLEY GREEN SPECIALIST CARE CENTRE

Off Lewin Road, Great Oakley, Corby NN18 8JS
Tel: 01536 462720

OP D PD

Daventry care homes

ASHDOWN HOUSE

13-15 Ashworth Street, Daventry NN11 4AR
Tel: 01327 879276

OP D

EVELYN WRIGHT HOUSE

32 Badby Road, Daventry NN11 4AP
Tel: 01604 366000 **Advert outside back cover**

OP D PD SI

BELL LODGE

25 Bell Lane, Byfield, Daventry NN11 6US
Tel: 01327 262483

D PD SI

KILSBY HOUSE RESIDENTIAL HOME

Rugby Road, Kilsby, Rugby, Warwickshire CV23 8XX
Tel: 01788 822276

OP D

BONIFACE HOUSE

Spratton Road, Brixworth NN6 9DS
Tel: 01604 366000 **Advert outside back cover**

OP D PD SI

LONGLANDS SPECIALIST CARE CENTRE

London Road, Daventry NN11 4DY
Tel: 01327 316820

OP D PD

BROOKSIDE

Green Lane, Braybrooke, Market Harborough,
Leicestershire LE16 8LQ
Tel: 01858 465899

OP

OXENDON HOUSE CARE HOME

33 Main Street, Great Oxendon,
Market Harborough, Leicestershire LE16 8NE
Tel: 01858 464151

OP D

Advertisers are highlighted

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

Daventry care homes with nursing

BADBY PARK

Badby Road West, Badby, Daventry NN11 4NH
Tel: 01327 301041

OP D MH SI

LUCAS COURT NURSING HOME

Northampton Lane, North Moulton, Northampton NN3 7RQ Tel: 01604 493233

OP D PD MH YA

BROWNLANDS NURSING HOME

34 London Road, Daventry NN11 4BZ
Tel: 01327 876985

OP

PYTCHLEY COURT NURSING HOME

5a Northampton Road, Brixworth NN6 9DX
Tel: 01604 882979

OP D YA

FOXHILL MANOR NURSING HOME

Foxhill Road, West Haddon,
Northampton NN6 7BG
Tel: 01788 510262

D

SIBBERTOFT MANOR NURSING HOME

Church Street, Sibbertoft, Market Harborough,
Leicestershire LE16 9UA
Tel: 01858 881304

OP D

LONGLANDS SPECIALIST CARE CENTRE

London Road, Daventry NN11 4DY
Tel: 01327 316820

OP D PD

WHEATSHEAF COURT CARE HOME

44 Sheaf Street, Daventry NN11 4AB
Tel: 01327 705611

OP D MH



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We Pride Ourselves on Being A Well Established Family Run Home Offering Quality Care For:

- Older People • Strokes • Chronic Sick
- Terminally Ill • Physically Disabled
- Dementia • Mental Health Needs
- Continuing Care
- Respite Care (Short Stay) and Day Care

We Offer Modern Facilities and Qualified Professional Care at All Times



Core Contract Providers with Northamptonshire County Council




INVESTORS
IN PEOPLE




the gold standard
framework




For Professional Advice Call Us Today

01858 463177

www.willowsnursinghome.co.uk

105 - 107 Coventry Road, Market Harborough LE16 9BX

East Northamptonshire care homes

ABBOTT HOUSE

Glaphorn Road, Oundle PE8 4JA
Tel: 01832 277650

OP D

BEECHES CARE HOME

12 Higham Road, Rushden NN10 6DZ
Tel: 01933 318498 **Advert inside front cover**

OP D

ASHFIELD HOUSE

Ashfield Avenue, Raunds, Wellingborough NN9 6DX
Tel: 01933 627280

OP D MH

BENTHORN LODGE

48 Wellingborough Road, Finedon, Wellingborough NN9 5JS
Tel: 01933 682057

OP D

Advertisers are highlighted

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

Darsdale



RESIDENTIAL HOME

Your home away from home...



- 24-hour care and support
- Respite and residential care
- Specialist care for people with a range of personal needs
 - Highly qualified and attentive staff
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Chelveston Road, Raunds, Wellingborough, Northamptonshire NN9 6DA

Owned and operated by Northamptonshire Association for the Blind
Charity Number: 201240

East Northamptonshire care homes continued

CLIFTONVILLE RESIDENTIAL HOME

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OP D

DARSDALE HOME

Chelveston Road, Raunds, Wellingborough NN9 6DA
Tel: 01933 622457 **Advert page 66**

OP SI

FREESTONES RESIDENTIAL CARE HOME

85 Finedon Road, Irthlingborough, Wellingborough NN9 5TY
Tel: 01933 650430

OP D PD

HIGHAM HOUSE NURSING HOME

87 Higham Road, Rushden NN10 6DG
Tel: 01933 314253

OP D

HIGHMEAD HOUSE

153 Finedon Road, Irthlingborough, Wellingborough NN9 5TY
Tel: 01933 650244

OP D

K LODGE

50 North End, Higham Ferrers, Rushden NN10 8JB
Tel: 01933 315321

OP D PD LDA SI YA

KINGSWOOD HOUSE

Hollington Road, Raunds, Wellingborough NN9 6NH
Tel: 01933 624298

OP D PD

REDCLYFFE RESIDENTIAL CARE HOME

1 Pightles Terrace, Rushden NN10 0LN
Tel: 01933 314645

OP D

ROSE COTTAGE

99a High Street, Woodford, Kettering NN14 4HE
Tel: 01832 735417

OP

RUSHWELL HOUSE

116 Wellingborough Road, Rushden NN10 9TD
Tel: 01933 318155

OP LDA MH YA

SHRUBBERY, THE

66 College Street, Higham Ferrers, Rushden NN10 8DZ
Tel: 01933 317380 **Advert page 70**

OP D PD MH

SPINNEYFIELDS SPECIALIST CARE CENTRE

H E Bates Way, Rushden NN10 9YP
Tel: 01933 352840

OP D PD

SUNRISE CARE HOME

10 Amen Place, Little Addington, Kettering NN14 4AU
Tel: 01933 650794

OP D

WILDACRE

Raunds Road, Chelveston NN9 6AB
Tel: 01933 625780

OP D LDA YA

East Northamptonshire care homes with nursing

ACACIA LODGE RESIDENTIAL AND NURSING HOME

15 Wellingborough Road, Irthlingborough,
Wellingborough NN9 5RE
Tel: 01933 651660

OP D PD LDA MH SI YA AD

AVENUE HOUSE NURSING & CARE HOME

173-175 Avenue Road, Rushden NN10 0SN
Tel: 01933 358455

OP D

BROCKFIELD HOUSE

Villa Lane, Stanwick, Wellingborough NN9 6QQ
Tel: 01933 625555 **Advert adjacent**

D MH

HIGHAM HOUSE NURSING HOME

87 Higham Road, Rushden NN10 6DG
Tel: 01933 314253

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POLEBROOK NURSING HOME

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Cambridgeshire PE8 5LU Tel: 01832 273256

OP D PD MH

RAUNDS LODGE NURSING HOME

63 Marshalls Road, Raunds,
Wellingborough NN9 6EY
Tel: 01933 625404

OP D PD

Brockfield House



01933 625555

Villa Lane, Stanwick,
Wellingborough NN9 6QQ



Brockfield House, established in 1984, is a delightful home registered for 45 residents and situated in the village of Stanwick, close to amenities and local transport.

The Home specialises in the care of people living with the effects of long-term mental health problems and those living with dementia. Nurses and care staff are respectful and sensitive to the individual needs and choices of residents and provide care in a comfortable and safe environment.

Advertisers are highlighted

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

THE OLD VICARAGE

RESIDENTIAL & NURSING HOME OF DISTINCTION



THE OLD VICARAGE is located in the renowned conservation village of Weekley and has operated as a care home for the elderly since 1984.

Although based on a character Country House, the home benefits from extensive internal upgrading, and the addition of a purpose built Nursing Wing offering the best in care and medical facilities.

The house enjoys an impressive south-facing position with large gardens that have been nationally featured.

The home has a reputation for its high standards of care.

We are able to accommodate all clients including couples, short stay, long stay and respite.

**Please contact us for a colour brochure
or to arrange a visit :**

The Old Vicarage,
Residential & Nursing Home,
Weekley,
Kettering,
Northants NN16 9UP

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www.royalbay.co.uk



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OP D PD

Kettering care homes

ASHLEY COURT CARE HOME

Reservoir Road, Kettering NN16 9QT
Tel: 01536 482777

OP D PD SI

MALBARY HOUSE

45 Carlton Street, Kettering NN16 8ED
Tel: 01536 481708

OP LDA YA

BEECH CLOSE CARE HOME

Beech Close, Lower Street, Desborough,
Kettering NN14 2XQ
Tel: 01536 762762

OP D PD MH

ORCHARD HOUSE RESIDENTIAL CARE HOME

155 Barton Road, Barton Seagrave, Kettering NN15 6RT
Tel: 01536 514604

OP D PD MH

CLANFIELD RESIDENTIAL HOME

3 Toll Bar Road, Islip, Kettering NN14 3LH
Tel: 01832 732398

OP D PD

ROOKERY COTTAGE

5 Church Way, Thorpe Malsor, Kettering NN14 1JS
Tel: 01536 482776

OP D

DOVE COURT CARE HOME

Albert Street, Kettering NN16 0EB
Tel: 01536 484411 **Advert page 75**

OP D PD MH YA

ELM BANK RETIREMENT VILLAGE

81-83 Northampton Road, Kettering NN15 7JZ
Tel: 01536 313520 **Advert page 72**

OP D PD YA

ROSEDALE RESIDENTIAL HOME

68 Rockingham Road, Kettering NN16 8JU
Tel: 01536 512506

OP D PD LDA

ST ANN'S CARE HOME

12 The Crescent, Kettering NN15 7HW
Tel: 01536 415637

OP D PD

THORNDALE

Malham Drive, Kettering NN16 9FS
Tel: 01536 526380

OP D

GABRIEL COURT LIMITED

17-23 Broadway, Kettering NN15 6DD
Tel: 01536 510019

OP D MH

GLENKINDIE LODGE RESIDENTIAL CARE HOME

27 Harborough Road, Desborough,
Kettering NN14 2QX
Tel: 01536 762919

OP D MH

HEATHERS, THE

76 Rockingham Road, Kettering NN16 9AA
Tel: 01536 483176

D LDA YA

HOLLY HOUSE RESIDENTIAL HOME (KETTERING)

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OP D MH

LATIMER GRANGE LTD

119 Station Road, Burton Latimer NN15 5PA
Tel: 01536 722456

OP D YA

YEWS, THE

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Tel: 01536 722561 **Advert below**

OP D MH

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Latimer NN15 5LP
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This Beautiful listed Building Houses A Small
Caring Home Set in Extensive
"Olde Worlde" Gardens.

24 Hour Care

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01536 722561

Residential care for the elderly

Advertisers are highlighted

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

Kettering care homes with nursing

BEAUMONT NURSING HOME

8 Gipsy Lane, Kettering NN16 8TY
Tel: 01536 416817

OP

CHEANEY COURT CARE HOME

Harrington Road, Desborough, Kettering NN14 2NH
Tel: 01536 761116

OP D

CLAREMONT PARKWAY

Holdenby, Kettering NN15 6XE
Tel: 01536 484494 **Advert page 72**

OP

COUNTRY VIEW NURSING HOME

Pipe Lane, Warkton Village, Kettering NN16 9XQ
Tel: 01536 484692 **Advert below**

OP PD

DOVE COURT CARE HOME

Albert Street, Kettering NN16 0EB
Tel: 01536 484411 **Advert page 75**

OP D PD MH YA

ELM BANK RETIREMENT VILLAGE

81-83 Northampton Road, Kettering NN15 7JZ
Tel: 01536 313520 **Advert page 72**

OP D PD YA

FIVE GABLES NURSING HOME

32 Denford Road, Ringstead, Kettering NN14 4DF
Tel: 01933 460414 **Advert below**

OP D

OLD VICARAGE, THE

Weekley Village, Kettering NN16 9UP
Tel: 01536 484378 **Advert page 68**

OP



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Long and short stay nursing care
Peace and tranquility in a country house setting
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Web: www.countryviewwarkton.co.uk
M.J Webb RGN. Warkton, Kettering, Northamptonshire NN16 9XQ



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Web: www.fivegablesnursinghome.co.uk
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Five Gables Nursing and Residential Care Home provide a high quality nursing service, including respite care, day care and care for residents with Alzheimer's and dementia.

- A beautiful home-like place designed for senior living
- 43 beds with en-suite facilities
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- Expert carers and nurses available 24-hours a day
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Northampton care homes

ABINGTON PARK VIEW

475-477 Wellingborough Road, Northampton NN3 3HN
Tel: 0844 264 0533

OP D PD SI

ABINGTON VIEW

52 Abington Park Crescent, Abington, Northampton NN3 3AL
Tel: 01604 845837

OP PD MH SI YA

BERKELEY, THE

1-2 Elysium Terrace, Kingsthorpe Road, Northampton NN2 6EN
Tel: 01604 722033

OP LDA MH SI YA

BETHANY HOMESTEAD

Kingsley Road, Northampton NN2 7BP
Tel: 01604 713171

OP D PD SI



Burlington Care Homes

"We make the time to understand how to enrich the lives of our residents."

burlingtoncare.co.uk

We offer short and long term placements in a comfortable, caring and relaxed setting with first class 24hr residential care alongside expert care for people with dementia.

Call our friendly team at

Burlington Court
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Northampton

The Shrubbery
01933 317380
Higham Ferrers

Burlington Care Homes is registered and regulated by the Northamptonshire and Buckinghamshire County Council and the Care Quality Commission

Advertisers are highlighted

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

BOUGHTON LODGE CARE HOME

105 Boughton Green Road, Kingsthorpe,
Northampton NN2 7SU
Tel: 01604 720323

OP D
BRAMPTON VIEW

421 Welford Road, Kingsthorpe, Northampton NN2 8PT
Tel: 01604 845837

OP D PD LDA MH SI YA AD
BURLINGTON COURT CARE HOME

Roseholme Road, Northampton NN1 4RS
Tel: 01604 887660 **Advert page 70**

OP D
CHRISTCHURCH COURT

2 & 4 Christchurch Road, Abington, Northampton NN1 5LL
Tel: 0844 264 0533

OP PD MH YA
COLLINGTREE PARK

110 Windingbrook Lane, Northampton NN4 0XN
Tel: 01604 651013 **Advert page 54**

OP D
CRESCENT HOUSE

3 The Crescent, Northampton NN1 4SB
Tel: 01604 791141

OP D PD SI
DA-MAR RESIDENTIAL CARE HOME

83–87 Moore Street, Northampton NN2 7HU
Tel: 01604 791705

OP D
ECTON BROOK HOUSE **Advert outside back cover**

Ecton Brook Road, Ecton Brook, Northampton NN3 5EN
Tel: 01604 366000

OP D PD LDA MH SI
ELEANOR LODGE

25 Camborne Close, Delapre, Northampton NN4 8PH
Tel: 01604 366000 **Advert outside back cover**

D PD YA
GLENSIDE RESIDENTIAL CARE HOME

179–181 Weedon Road, Northampton NN5 5DA
Tel: 01604 753104 **Advert page 50 & 72**

OP D MH YA
HAMPTON HOUSE

Tonmead Road, Lumbertubs, Northampton NN3 8JX
Tel: 01604 403733

OP PD LDA SI
LEYS, THE

63 Booth Rise, Boothville, Northampton NN3 6HP
Tel: 01604 642030

OP
MARGARET'S REST HOME

30–32 Kingsley Road, Northampton NN2 7BL
Tel: 01604 710544

OP D PD
MERRIFIELD HOUSE RESIDENTIAL CARE HOME

90 High Street, Wootton, Northampton NN4 6JR
Tel: 01604 705654 **Advert page 72**

OP D MH
NAZARETH HOUSE

118 Harlestone Road, Northampton NN5 6AD
Tel: 01604 751385

OP
OAKLODGE CARE HOME

2 Peveril Road, Duston, Northampton NN5 6JW
Tel: 01604 752525

OP D
OBELISK HOUSE

Obelisk Rise, Kingsthorpe, Northampton NN2 8SA
Tel: 01604 366000 **Advert outside back cover**

OP D PD SI
PRIMROSE HOUSE

202 Harborough Road, Northampton NN2 8DJ
Tel: 01604 626272

OP MH YA
RATHGAR CARE HOME

349 Kettering Road, Spinney Hill, Northampton NN3 6QT
Tel: 01604 499003

OP D
SOUTHFIELDS HOUSE

Farmhill Road, Southfields, Northampton NN3 5DS
Tel: 01604 366000 **Advert outside back cover**

OP D PD SI
ST CHRISTOPHER'S HOME

Abington Park Crescent, Northampton NN3 3AD
Tel: 01604 637125

OP PD
ST GILES CHARITY ESTATES

Nicholas, Rothwell House, 290 Harborough Road,
Kingsthorpe, Northampton NN2 8LR
Tel: 01604 841882

OP PD
ST JOHN'S HOME

Wellingborough Road, Northampton NN3 3JF
Tel: 01604 401243 **Advert page 72**

OP
ST MICHAEL'S HOUSE

1–3 St Michael's Avenue, Northampton NN1 4JQ
Tel: 01604 250046

OP MH YA AD
ST MICHAEL'S LODGE

6–8 St Michael's Avenue, Northampton NN1 4JQ
Tel: 01604 250355

OP MH YA AD
TAYLORED SUPPORT HOME LIMITED

170 Kingsthorpe Grove, Kingsthorpe, Northampton NN2 6PD
Tel: 01604 450395

OP LDA MH YA
Advertisers are highlighted

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

Richmond Northampton Care Home *Come and see what makes us so special*



Richmond Northampton Retirement and Care Village is all about quality life.

At the heart of our Village is a state-of-the-art care home where we can offer complete peace of mind through professional, personalised care – with respect for each person's individuality.

Our range of person-centred care services includes:

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- Dementia care in our 'Memory Lane Community'
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Part of Bupa

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Award winning luxury living in Northamptonshire

Brampton View

Nestled in Northamptonshire's beautiful countryside, Brampton View Care Home provides outstanding dementia, residential, respite and nursing care to our spirited community of residents.

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Brampton, Northampton,
Northamptonshire NN6 8GH
01604 850700

Claremont Parkway

Claremont Parkway Care Home in Kettering provides outstanding residential, respite and nursing care to the Northamptonshire area. The home is south of Kettering, not far from Wicksteed Park.

Claremont Parkway Care Home
Holdenby, Kettering,
Northamptonshire
NN15 6XE
01536 484494

Elm Bank

Elm Bank offers specialist residential, nursing, dementia and respite care to the elderly of the Northamptonshire area. It also offers 12 exclusive apartments, ideal for couples.

Elm Bank Care Home
81 Northampton Road,
Kettering, Northamptonshire
NN15 7JZ
01536 313520



www.averyhealthcare.co.uk



Glenside Care Home

• Day Care • Respite Care • Short & Long Term Care •

- Person Centred Dementia & Mental Health Care for age 40 and over •
- CQC Rated Excellent – Fully Compliant •
- Staff all Fully Trained •
- Private Rooms some with Ensuite •
- Open Visiting – Call at your leisure •
- Activity Programmes & Outings to meet individual needs •
- Specialist Diets catered and 'Heartbeat Award' for Home Cooked Foods •
- Easily accessible from Northampton and surrounding areas •

Telephone: **01604 753104** for a brochure

Website: www.glensidecarehome.com

Address: **179 – 181 Weedon Road, Northampton NN5 5DA**



Merrifield House Care Home



Tel: **01604 705 654**
Mob: **07903503580**
Email: merrifieldhouse@aol.com
90 High Street, Wootton,
Northampton, NN4 6JR

'A Home away from Home'
Located in a delightful village.

- Short & long term care
- Respite care
- Old age
- Dementia
- Mental Health
- Single rooms with ensuite facilities
- Studio flats
- Person Centred Care

Give us a call, drop in for a cup of tea, look around. We will be delighted to answer your questions.



St John's Residential Care Home

St John's is a landmark historic building in Weston Favell Northampton and provides a warm friendly home environment for the elderly.

- Beautiful landscaped gardens
- Sensitively modernised
- Single and double en-suite rooms
- Attractive lounge areas and dining rooms
- Fully equipped with all facilities for the care of the elderly

01604 401243

www.stjohnsreshome.co.uk
Wellingborough Road,
Weston Favell, Northants NN3 3JF

TEMPLEMORE CARE HOME

121 Harlestone Road, Northampton NN5 6AA
Tel: 01604 751863

OP D

TURN FURLONG SPECIALIST CARE CENTRE

Off Rookery Lane, Kingsthorpe, Northampton NN2 8BZ
Tel: 01604 850800

OP D PD

Northampton care homes with nursing

ARGYLE HOUSE

The Avenue, Dallington, Northampton NN5 7AJ
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OP D LDA

BRAMPTON VIEW CARE HOME

Brampton Lane, Chapel Brampton, Northampton NN6 8GH
Tel: 01604 850700 **Advert page 72**

OP D PD

BROOMHILL

Holdenbury Road, Spratton, Northampton NN6 8LD
Tel: 01604 845959

OP MH YA

CEDARWOOD NURSING HOME LIMITED

492 Kettering Road, Spinney Hill, Northampton NN3 6QP
Tel: 01604 643114

OP D PD SI

CHRISTCHURCH COURT

2 & 4 Christchurch Road, Abington, Northampton NN1 5LL
Tel: 0844 264 0533

OP PD MH YA

CLIFTONVILLE CARE HOME

Cliftonville Road, Northampton NN1 5BE
Tel: 01604 238850 **Advert page 36**

OP D PD YA

COTSWOLDS, THE

178 Cotswold Avenue, Duston, Northampton NN5 6DS
Tel: 01604 864466

OP PD SI YA

CUNNINGHAM HOUSE

Hilltop House, Ashton Road, Hartwell,
Northampton NN7 2EY
Tel: 01604 864466

OP PD SI YA

DALLINGTONS, THE

116 Harlestone Road, Northampton NN5 6AB
Tel: 01604 581181

OP D MH YA

HASTINGS LODGE & HASTINGS COTTAGE

20-22 Althorp Road & 6 Althorp Road, St James,
Northampton NN5 5EF
Tel: 01604 750329

OP D PD LDA MH SI YA

KINGSLEY NURSING HOME

18-20 Kingsley Road, Northampton NN2 7BL
Tel: 01604 712411

OP D PD

KINGSTHORPE GRANGE

296 Harborough Road, Kingsthorpe, Northampton NN2 8LT
Tel: 01604 821000

OP D MH YA

LINDSAY HOUSE

110-116 Lindsay Avenue, Abington, Northampton NN3 2JS
Tel: 01604 406350

OP MH YA

OAKLEAF CARE GROUP LTD, THE

Hilltop House, Ashton Road, Hartwell NN7 2EY
Tel: 01604 864466 **Advert page 48**

OP PD SI YA

OAKWOOD NURSING HOME

8 The Drive, Kingsley, Northampton NN1 4SA
Tel: 01604 713098

OP

PHEONIX HOUSE

218-220 Kettering Road, Northampton NN1 4BN
Tel: 01604 626272

OP MH YA

QUEEN'S PARK NURSING HOME

37 Queen's Park Parade, Kingsthorpe, Northampton NN2 6LP
Tel: 01604 719982

OP D MH

REDRUTH NURSING HOME

Weedon Road, Upton, Northampton NN5 4RR
Tel: 01604 585584

OP YA

RICHMOND VILLAGE NORTHAMPTON

Bridge Meadow Way, Grange Park, Northampton NN4 5EB
Tel: 01604 432600 **Advert page 72**

OP D PD YA

ST MATTHEWS LIMITED

2 The Avenue, Spinney Hill, Northampton NN3 6BA
Tel: 01604 644455

OP D MH YA

ST MATTHEW'S UNIT

29-31 St Matthews Parade, Kingsley, Northampton NN2 7HF
Tel: 01604 711222

OP D MH YA

SYMPHONY HOUSE NURSING HOME

43-45 Queens Park Parade, Northampton NN2 6LP
Tel: 01604 722772

OP PD

TURN FURLONG SPECIALIST CARE CENTRE

Off Rookery Lane, Kingsthorpe, Northampton NN2 8BZ
Tel: 01604 850800

OP D PD

Advertisers are highlighted

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User Bands MH Mental health SI Sensory impairment YA Younger adults AD People who misuse alcohol or drugs

South Northamptonshire care homes

BRACKLEY FIELDS COUNTRY HOUSE RETIREMENT HOME

Halse Road, Brackley NN13 6EA
Tel: 01280 704575

OP D

CHENEY HOUSE

Rectory Lane, Middleton Cheney, Banbury,
Oxfordshire OX17 2NZ Tel: 01295 710494

OP D PD SI

CLARE HOUSE RESIDENTIAL HOME

12 Whittlebury Road, Silverstone, Towcester NN12 8UD
Tel: 01327 857202

OP D

HANOVER DRIVE

50 Hanover Drive, Brackley NN13 6JS
Tel: 01280 840577

OP D PD LDA SI YA

HOLLY HOUSE RESIDENTIAL HOME (MILTON MALSOR)

36 Green Street, Milton Malsor,
Northampton NN7 3AT
Tel: 01604 859188

OP D

RIDGWAY HOUSE

1 Swinneyford Road, Towcester NN12 6HD
Tel: 01604 366000 **Advert outside back cover**

OP D PD SI

South Northamptonshire care homes with nursing

BRACKLEY COTTAGE HOSPITAL

Pebble Lane, Brackley NN13 7DA
Tel: 01280 702388

OP

BRACKLEY LODGE NURSING HOME

10 Bridge Street, Brackley NN13 7EP
Tel: 01280 841564

OP D MH

CHACOMBE PARK

Banbury Road, Chacombe, Banbury, Oxfordshire OX17 2JL
Tel: 01295 712001

OP D PD YA

CULWORTH HOUSE CARE HOME WITH NURSING

Queen Street, Culworth, Banbury, Oxfordshire OX17 2AT
Tel: 0845 345 5744

OP D PD SI

DUNCOTE HALL NURSING HOME

Duncote, Towcester NN12 8AQ
Tel: 01327 352277

OP D

JUNIPER HOUSE

Candleford Close, Brackley NN13 6JZ
Tel: 01280 428078 **Advert page 54**

OP D PD YA

Westgate House Nursing Home



*Specialist care for people with
mental health problems, including
dementia, over the age of 40 years.*

- Professional 24 hour Nursing Care
- Respite care
- Spacious grounds and building

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Tel: 01604 859555

www.westgatehousenursing.co.uk
info@westgatehousenursing.co.uk

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Tel: 01908 543251

OP

RED HOUSE NURSING HOME, THE

Highcross, Syresham, Brackley NN13 5TJ
Tel: 01280 850375

OP D PD MH SI YA

WESTGATE HOUSE

Eastcote Road, Gayton, Northampton NN7 3HQ
Tel: 01604 859355 **Advert adjacent**

OP D MH YA

Wellingborough care homes

BILTON COURT

Windermere Drive, Queensway, Wellingborough NN8 3FR
Tel: 01933 401613

OP D

GRANGEFIELD RESIDENTIAL CARE HOME

60 Northampton Road, Earls Barton, Northampton NN6 0HE
Tel: 01604 812580

OP

LANCUM HOUSE

Bush Close, Hardwick Road, Wellingborough NN8 3GL
Tel: 01933 445770

OP D

LINDEN MANOR

159 Midland Road, Wellingborough NN8 1NF
Tel: 01933 270266

OP D PD SI

Advertisers are highlighted

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

Wellingborough care homes continued

PARK HOUSE CARE HOME

50 Park Road, Wellingborough NN8 4QE

Tel: 01933 443883 **Advert below**

OP D PD YA

TASKER HOUSE

160 Westfield Road, Wellingborough NN8 3HX

Tel: 01933 276447

OP D

VICTORIA HOUSE

77 Victoria Road, Rushden NN10 0AS

Tel: 01933 354780

OP D MH

WENDLEBERRIE HOUSE

3 The Avenue, Wellingborough NN8 4ET

Tel: 01933 442160

OP D PD MH

WESTLANDS CARE HOME

48 Oxford Street, Wellingborough NN8 4JH

Tel: 01933 274430

OP D PD MH SI YA

A countywide list of home care providers starts on page 25.

Wellingborough care homes with nursing

AVONLEA

34 Finedon Road, Wellingborough NN8 4EB

Tel: 01933 225197 **Advert page 20**

LDA

CHESTNUTS, THE

1 Poplar Street, Wellingborough NN8 4PL

Tel: 01933 275330 **Advert page 20**

LDA

COTTAGE NURSING HOME LTD, THE

80 High Street, Irchester, Wellingborough NN29 7AB

Tel: 01933 355111 **Advert adjacent** OP D PD LDA MH YA

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