

Staffordshire & City of Stoke-on-Trent Care Services Directory 2018



The comprehensive guide
to choosing and paying for care

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



Trentside Manor Care Home

Our Commitment to Care

Everyone at Trentside Manor Care Home has a personal and professional commitment to providing excellent care.

We know that the thought of moving into a care home can often be very traumatic for both residents and relatives but that it is sometimes the only option available in order to maintain personal safety, security and provide appropriate levels of care. Prior to admission, each new resident is encouraged to visit the home to satisfy themselves that the ambience is to their liking.

We provide a unique care and support plan that works for each individual. We encourage and support people to continue doing as many daily tasks as possible, pursue their interests and hobbies, stay active and spend quality time with family and friends.

We will ensure that we work with you and your family, friends, advocates and other professionals involved in your life in gathering all the information we need to make sure we can meet your needs.



Endon Road, Norton Green, Stoke-on-Trent ST6 8PA

T: 01782 535402 E: Trentsidemanor@outlook.com



Our **mission** is to provide an excellent standard of **care provision** to all individuals in our care which embraces our values and principles of a person centered **care** framework.

Facilities & Services:

- Day care
- Respite care
- Physiotherapy
- Independent living training
- Own GP if required
- Own furniture if required
- Close to local shops
- Near public transport
- Lift, stairlift & wheelchair access
- Gardens for residents
- Residents' kitchenette
- Phone point in own room/mobile
- Television point in own room

Wilbraham House

Residential Care Home

Contact us now on **01782 720729**
or email **Wilbrahamhouse@outlook.com**

The Old Vicarage, Church Street,
Audley, Stoke-on-Trent ST7 8DE

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City of
Stoke-on-Trent

The information contained in this Directory is subject to change over the course of its circulation. All the listings in this publication of care homes, care homes with nursing and home care providers are supplied by the Care Quality Commission (CQC)

and neither Stoke-on-Trent City Council, Staffordshire County Council nor Care Choices can be held liable for any errors or omissions. The inclusion of advertisements for homes and agencies in this Directory does not act as an endorsement or recommendation by Staffordshire County Council or Stoke-on-Trent City Council.

Welcome

A message from Staffordshire County Council



This Directory provides information on care and support choices, and the sources of information and advice available across Staffordshire.

The Care Act 2014 has changed the way care and support is accessed, assessed and funded; this was the biggest reform to the social care system in 60 years, and we have welcomed it in Staffordshire. It made people's care and support options much clearer.

In a lot of ways, the Care Act has continued the approach that we have been taking in Staffordshire for some time: giving people the advice, information and support they need to make their own decisions, and plan for the future. We know that people want to live as independently as possible for as long as possible, and to do that, they need the right information at the right time and presented

in the right way to make informed decisions. This Directory will help you do that. Alongside this, the Staffordshire Connects online directory will give you the information you need to make the right decisions for you and to plan for the future.

Our friendly Staffordshire Cares Advisers are on hand to help with all of this, making sure callers receive free information and advice and, where necessary, they can refer on to professional or specialist advice.

You can find out more about all of this on the Staffordshire County Council website, www.staffordshire.gov.uk/adultsocialcare or by ringing the Staffordshire Cares Team on **0300 111 8010**.

Alan White

Deputy Leader, Staffordshire County Council
Cabinet Member for Health, Care and Wellbeing

A message from Stoke-on-Trent City Council



If people start to find it difficult to be as independent as they used to be, they and their families/friends need to know about the care and support services in the area and where they can go for advice and help. This Directory is an important source of information for people living in the Stoke-on-Trent area.

There are many local organisations providing care and support (e.g. the Council, voluntary organisations, private care agencies and health services), and the information in this Directory will help you to begin to understand the different options available or advise where you can get more details.

Many of the local organisations listed at the back of this Directory will also be able to help and to tell you about local services.

We hope that you find this Directory helpful. However, if you can't find the information that you need, you can telephone **0800 561 0015** (Stoke-on-Trent Adult Social Care Contact Centre). Alternatively, you can call this Directory's free independent phone service on **0800 389 2077** for support with finding care services, or visit www.carechoices.co.uk where you can search for care solutions locally and nationally.

Councillor Ann James

Cabinet Member for Health and Social Care

To obtain extra copies of this Directory, free of charge, call: **Staffordshire** – call a customer adviser on **0300 111 8010**; **Stoke-on-Trent** – call **0800 561 0015**.

Alternative formats

This Directory is available electronically at www.carechoices.co.uk where there is a Browsealoud option for those requiring the information in spoken word.



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Where to go for trusted information, advice and guidance

Staffordshire County Council website

We want people in Staffordshire to maintain their independence for as long as possible. Key to enabling you to make the right decisions about care and support is having access to high quality information and advice.

To help you to easily find the information you need, we have refreshed the adult social care content on our www.staffordshire.gov.uk website.

With just a few clicks of a button, you can now find information about how to:

- live independently, including finding out about daily living equipment and technology;
- get care and support;
- find support for carers;
- deal with money and legal matters;
- stay safe and well;
- report abuse and neglect; and
- live a healthy lifestyle, plus more.

You can also access information leaflets and

factsheets to download and print.

If you need some additional support, you can get in touch with the **Staffordshire Cares** team:

Tel: **0300 111 8010**

Text/SMS: (for people with a hearing impairment)

07814 194111

Minicom: **01785 276207**

Email: staffordshirecares@staffordshire.gov.uk

You can also speak to a Staffordshire Cares adviser via the 'live chat' service. Look for the box that appears in the bottom right hand corner of your computer screen when you visit our adult social care pages.



Staffordshire Connects

Staffordshire Connects is our easy to use directory providing details about hundreds of different care and support services, organisations, local activities, events, clubs and community groups taking place across the county.

Use Staffordshire Connects to browse, search, find and get in touch with a range of organisations offering support with areas such as:

- health and wellbeing matters;
- community activities;
- equipment and technology;
- care and support;
- carers' groups;
- financial planning;

- advocacy support; and
- accommodation options.

It's easier than ever to find what you need, and the best thing is it is all in one place.

If you provide a service or belong to an organisation or group, you can register for an account and start sharing details of what you offer on Staffordshire Connects for all to see.

Help us by spreading the word about Staffordshire Connects and what it has to offer. Email us for details on **staffordshire.connects@staffordshire.gov.uk**

If you would like share what you think about Staffordshire Connects, please contact us. We are always looking for ways to improve the site.

Finding your way around the social care system

The Care Act 2014 has made care and support more consistent across the country and changed the way care and support is accessed, assessed and funded. The new changes are designed to put you in control and make sure it is easier for you to make plans for your care and support. For more information, visit **www.gov.uk** and search 'care act'.



Care Market Development

Care Market Development at Staffordshire County Council has been supporting adult social care employers in Staffordshire with recruitment and workforce development for over twelve years. It promotes the diverse roles in adult social care and has an online recruitment portal with a regular number of local vacancies for which you can apply direct. It supports local providers to develop a workforce that is appropriately skilled to deliver quality care and support with dignity.

Are you looking to work in the sector?

Although care work can sometimes be challenging, it appeals to people who are passionate about helping others and have a caring nature. Care workers need

to have good communication skills and must be able to connect with people with a range of conditions, including those people living with dementia, physical and cognitive disabilities.

A care worker should be:

- able to work using their own initiative;
- a good listener and communicator;
- positive, caring and friendly;
- honest, compassionate, kind and patient;
- conscientious, flexible, and reliable;
- able to maintain confidentiality;

- able to remain calm under pressure and work unsupervised;
- able to work to health and safety guidelines; and
- able to relate to people from diverse backgrounds.

Are you a social care provider?

Care Market Development can help employers to access networks that can enhance their businesses, such as employer-led events, funding streams and training. Employers include those employing their own staff using direct payments, personal budgets or self-funding budgets.

Register for free today to start your search for your future workforce or your future job role, and find learning and development opportunities for you and your staff.

Tel: **0800 328 4122**

Email: **carematch@staffordshire.gov.uk**

Web: **www.carematch.org.uk**

Facebook: **CareMatch, Staffordshire**

Twitter: **CareMatch1**

LinkedIn: **CareMatch, Staffordshire**

Keeping healthy and well

There are many ways that you can make sure you are keeping healthy and well, from being more active

to ensuring you are keeping warm and eating a healthy, balanced diet.

Staying active

Physical activity can help reduce your risk of heart disease. It can also help you control your weight, reduce blood pressure and cholesterol and improve your mental wellbeing – helping you to look and feel great. The good news is that all physical activity helps and doing any amount of activity on a daily basis can be beneficial. Whatever your age, the less time you spend sedentary the better, except for time spent sleeping.

As well as activity in your daily routine such as getting to work, gardening or doing the housework, if you're able, try to do something extra or try doing it with more intensity. You could start with something gentle, like walking, and gradually work your way up to walking at a brisk pace.

Over a week, activity should add up to at least 150 minutes of moderate intensity activity. You could try breaking this down into bouts of ten minutes or more and aim to do 30 minutes on at least five days a week. Moderate intensity activities will make you feel warm and breathe harder, but you should still be able to carry on a conversation.

Other types of activities include:

- dancing;
- cycling;
- climbing stairs; and
- swimming.

To find ways to keep active you can also use Staffordshire's online Health and Wellbeing Planner. Visit **www.staffordshireconnects.info/plan**



NHS Health Checks

The NHS Health Check is like having a free health MOT. It checks your overall health to tell you whether you're at risk of developing certain health conditions, such as:

- heart disease;
- stroke;
- diabetes; and
- kidney disease.

As well as measuring your risk of developing these

health issues, an NHS Health Check gives you advice on how to prevent them.

Everyone between the ages of 40 and 74, who has not been diagnosed with one of these conditions, can have a health check. It is free of charge, including any follow-up tests or appointments.

For more information and advice on having a health check, talk to your GP or visit

www.nhs.uk/nhshealthcheck

Flu vaccinations

Flu is a highly infectious illness that spreads rapidly through the coughs and sneezes of people who are carrying the virus.

If you're at risk of complications from flu, make sure you have your annual flu vaccine, available each year, usually from October onwards.

Anyone can get flu, but it can be more serious for certain people, such as:

- people aged 65 or over;

- anyone who has a serious medical condition;
- pregnant women;
- people with learning disabilities; and
- people who are very overweight.

For more information and advice about having a flu jab, talk to your local GP surgery or pharmacist. Carers are also entitled to a free flu vaccination. Visit **www.nhs.uk** and search for 'flu vaccination' for more information.

Keeping well and warm

Cold weather can make some medical conditions considerably worse.

However, with a little planning and extra care, you can protect yourself and reduce the risk of becoming seriously unwell.

The NHS Cold Weather Plan gives the following advice:

- have a flu jab – contact your GP or pharmacist to see if you, or someone you care for, might qualify for a free one;
- heat your living room at 21°C (70° F), and the rest of your house at 18°C (65°F);
- have your heating system checked;
- don't use a gas cooker or oven to heat your home;

it is inefficient and there is a risk of carbon monoxide poisoning;

- draw your curtains at dusk to help keep heat inside;
- if you can't heat all rooms, heat your living room during the day and bedroom before you go to bed;
- eat regular healthy meals and drink hot drinks. Stock up on tins, frozen and dried food and try to eat five portions of fruit and vegetables a day;
- keep as active as possible at home;
- wear warm shoes with a good grip and plenty of layers;

Keeping well and warm continued

- get any electric blankets tested every three years – and remember never to use it with a hot water bottle;
- do what you can to keep the heat in and the cold out – draught proof doors and windows, insulate lofts, wall cavities, hot water cylinders and pipes, close doors and curtains and make sure radiators are not obstructed;
- claim all the financial support you can to help with heating costs; and
- contact your energy supplier to find out if you are eligible for inclusion on their priority services register.

For more tips on what you can do to keep warm and well over winter, as well as where to go for further support, visit www.staffordshire.gov.uk and search for 'keeping warm'.

Keeping cool

The NHS Heatwave Plan gives the following advice for hot weather:

- check up on friends, relatives or neighbours who may be less able to look after themselves;
- if at all possible, avoid going out in the sun between 11.00am and 3.00pm. If you have to, wear a hat or use a parasol or umbrella and apply sunscreen;
- drink plenty of cold drinks and avoid tea, coffee and alcohol;
- keep water to hand and stay in the shade where possible; and
- wear light, loose-fitting clothes.

Quitting smoking

Quitting smoking is one of the best things you can do for your health and wellbeing at any point in your life. Quitting smoking could also save you money.

The Stoke-on-Trent Stop Smoking Service provides free friendly support and help to people who would prefer not to smoke. You are up to four times more likely to quit with the help of your local NHS Stop Smoking Service than if you choose to go it alone.

The Stoke-on-Trent Stop Smoking Service provides:

- support in a variety of settings across the city;
- free weekly behavioural support by friendly, trained stop smoking advisers; and
- stop smoking medicines such as patches and gum, that are available for the cost of a prescription.

For information about free support to stop smoking, call **0800 085 0928** or text 'stokequit' to **60777**.

If you would like to quit smoking and you live in Staffordshire, speak to your GP or pharmacist. You can also get support to improve your health and wellbeing by using Staffordshire's online planning tool. You can use the Health and Wellbeing Planner to identify what you want to achieve, what you can do to achieve your goal, and what advice, information and support will help you along the way. To start a health and wellbeing plan, go to www.staffordshireconnects.info/plan



Eating well

Malnutrition is a common health issue and occurs when a person's diet doesn't contain the right amount of nutrients or there is a problem absorbing nutrients from food. There are many reasons for malnutrition, including having reduced mobility, a long-term health condition or a low income.

The most common symptom of malnutrition is unintentional weight loss. Other signs can include:

- weak muscles;
- feeling tired all the time;
- low mood; and

- an increase in illnesses or infections.

You should visit your GP if you believe you or someone you care for is at risk of malnutrition. They can check for signs and any underlying conditions.

The best way to prevent malnutrition is to eat a healthy, balanced diet. For more information on eating well, visit www.nhs.uk and search for 'healthy eating'.

In Stoke-on-Trent you can find out more about how to cook healthy meals on a budget. Call **0800 464 0699** (weekdays 9.00am to 5.00pm) or visit www.cookandeatwell.co.uk

NHS Choices

NHS Choices provides medical information, a self-help guide, a symptom checker and a useful A-Z health encyclopaedia. There is also an expert

telephone advice line, which you can call when you need medical help quickly but it is not an emergency. Dial **111** or visit www.nhs.uk

Assessments, personal budgets and direct payments

Assessments

If you have care and support needs and find it difficult to look after yourself, your local authority will be able to advise you and may be able to provide you with some help to meet your needs.

The best way to get help from your local authority is to ask for a care and support needs assessment. The assessment process starts with a referral which can be made by anyone, including yourself.

If you would like to speak to someone about a referral for your care and support needs and you live in Staffordshire, contact Staffordshire Cares on **0300 111 8010**. If you live in Stoke-on-Trent, call **0800 561 0015** to request an assessment.

If you have already been in contact with the Council and have a named worker or have a phone number

for the appropriate team, you should contact them in the first instance.

If you live in Staffordshire, you can also use the online care and support self-assessment tool and complete it on your own or on behalf of someone else, if you have permission to do so. By answering a few questions about your circumstances, you can get advice and guidance to help you to make informed choices about meeting your care and support needs. The tool also provides a recommendation as to whether a full needs assessment might be helpful to you and allows you to send your information on to your local Council. To access the tool, visit www.staffordshireconnects.info

What is a 'needs assessment'?

A needs assessment is an assessment of a person's

need for care and support that will identify any impact a person's needs are having on their wellbeing. The assessment should also identify the person's strengths, as well as assets that they can use to meet their own needs.

Where requested, the Council will undertake a needs assessment for anyone over 18 years of age who appears to need care and support. Where a child appears to need care and support, the needs assessment will usually be completed at an appropriate time prior to their 18th birthday, to allow time for effective care and support planning.

The person should be involved in all aspects of their assessment and remain at the centre of the assessment process. Where a person may have difficulty in engaging in the assessment process, an appropriate advocate will be provided.

The assessment will consider how preventative services might meet your needs, which of your needs may be eligible for support from the Council and how any eligible care needs might be met. This could include identifying simple aids and adaptations to your home (such as handrails) or information about support available in the community. It will also identify if you have a higher level of need and whether you need help in your own home or in a care home.

If you would like to have someone present, like a family member or close friend whilst undergoing the assessment, this is okay, or you may prefer us to arrange an advocate for you. The local authority must also give you a copy of your needs assessment.

If someone is looking after you as an unpaid carer, they can have a carer's assessment to see if they are eligible for support to continue with their caring role. In Staffordshire and Stoke-on-Trent, the carers assessment may be carried out by the Carers Hub. In the first instance, contact the Carers Hub on **0330 123 1937** for more information. In Stoke-on-Trent, carers can also be assessed by the Council.

Checking the eligibility criteria

After a needs assessment, the local authority must

decide whether it can provide or arrange care and support for you. It will use national eligibility criteria to make this decision.

The eligibility threshold is based on finding out:

- if your needs arise from, or are related to, a physical or mental impairment or illness; and
- whether these needs mean you are unable to achieve two or more specified Care Act outcomes; and
- as a result of being unable to meet these outcomes, whether there is likely to be a significant impact on your wellbeing.

An adult's needs are only eligible where they meet all three of these conditions.

What happens next?

Anyone who is eligible for support from the Council should be given a care and support plan which explains what support they need, how this support will be arranged and how much the support will cost. You should be as involved as possible in writing your care and support plan, so that it makes sense to you and reflects your views and wishes.

If your level of need means you do not meet the eligibility criteria for care and support, the local authority will still offer free advice and information and put you in touch with other organisations and services in your community that may be able to help you.

What if my needs change?

If your needs change, you can always ask for a reassessment of your care and support needs. For further information, contact:

Staffordshire

Tel: **0300 111 8010**

Email: **staffordshirecares@staffordshire.gov.uk**

Stoke-on-Trent

Tel: **0800 561 0015**

Email: **social.care@stoke.gov.uk**

Personal budgets

A personal budget is the amount of money that your local Council works out it will cost to pay for services to meet your social care needs identified in your care and support assessment.

Initially this will be an estimated sum of money and the final amount will be decided when your care and support plan is complete.

You may need to make a contribution towards the cost of your care. To determine whether, and how much, you will need to contribute towards the cost of your support, and how much the Council may contribute, you will have a financial assessment.

You should seek independent financial advice to

help you work out how to pay for your support.

To find out more about personal budgets, visit www.staffordshire.gov.uk/health/care/Care-and-Support/Funding-The-Cost-Of-Care-And-Support/Personal-budgets/Personal-budgets.aspx

For Stoke-on-Trent residents, please contact **0800 561 0015** for more information.



Direct payments

If you decide that you want a direct payment, any Council contribution is usually paid into a bank account (which must be separate from your main bank account) or, in Staffordshire, on to a prepaid card.

Direct payments are a way to get support to meet your social care needs. They provide you with more control and choice, as, instead of the Council arranging services on your behalf, you can be provided with payments. These allow you to arrange your own care so you can be creative about the services that you have and arrange them to meet your specific needs.

Depending on your assessed needs, a direct payment can be used to purchase:

- care or support in your home – for example, help with personal care or making a meal;
- help with social activities – such as attending college courses or getting out and about in the community;
- equipment or minor works to your home to help you with day-to-day living;
- respite to give your carer(s) a break (this may be support in your own home, or whilst away from home, or in a care home of your own choosing); or

- a personal assistant.

This care or support could be provided by:

- a local care provider of your choosing; or
- a personal assistant employed by you. This could be a friend, neighbour or family member (as long as they don't live with you).

Employing someone may seem a daunting process but you may be able to get help with this and any other employment matters, contact the Council for more information.

A direct payment cannot be used to pay for:

- long-term residential care;
- anything not identified in your needs assessment;
- gambling or illegal activities;
- housing or household bills and expenses, such as food, electric and gas;
- NHS services; or
- services that are not included within your support plan.

Your Council will continue to be responsible for

making sure that you have the right level of care and support to meet your assessed needs and that you are willing and capable of managing your direct payment with, or without, support.

The Council must also ensure that the direct payment is used for the agreed purposes.

You will be responsible for:

- arranging the support;
- making the necessary payments;
- keeping track of what's left in your budget; and
- showing the Council on a regular basis how you are spending your money.

Getting someone else to manage your direct payment

If you prefer, you can ask someone else to manage your direct payment, and to pay for your support on your behalf or the Council may be able to arrange

your support for you for a fee.

If you are living with dementia, a mental health condition or a learning disability, you may not have the capacity to manage a direct payment yourself. However, you may still be entitled to receive your personal budget in the form of a direct payment, provided that there is a suitable person (perhaps a relative or a friend) who can be nominated to manage the direct payment and organise the care on your behalf.

Staffordshire

For more information, call the Staffordshire Cares Team on **0300 111 8010** or visit **www.staffordshire.gov.uk/adultsocialcare** and click on the 'direct payments' button.

Stoke-on-Trent

Stoke-on-Trent residents can call **0800 561 0015** for more information.

Personal health budgets

A personal health budget is an amount of money allocated to meet your health needs. At the centre is a care and support plan that is agreed with your local NHS team.

Personal health budgets work in a similar way to the personal budgets that many people already use

to manage and pay for their social care. They give people more choice and control over how they are supported.

For more information on personal health budgets, visit **www.nhs.uk/personalhealthbudgets**

How we work with our health partners

Staffordshire County Council and the City of Stoke-on-Trent both have their own joint Health and Wellbeing Boards, responsible for building a health and social care system that makes a real difference to local people. Each has developed its own joint Health and Wellbeing Strategy containing priority areas of focus, to improve the health and wellbeing of local people. You can find out more about the joint Health and Wellbeing Boards at **www.staffordshirepartnership.org.uk/Health-and-Wellbeing-Board**

Five clinical commissioning groups (CCGs) now operate in Staffordshire and one in Stoke-on-Trent. They consist of doctors, nurses and other professionals working together to plan and buy services, from service providers, for their local community.

Staffordshire was one of the first authorities to combine social care and health together – to form the Staffordshire and Stoke-on-Trent Partnership NHS Trust. It is the UK's largest provider of community

How we work with our health partners continued

health and adult social care services, and is responsible for adult social care and community health within Staffordshire and community healthcare in Stoke-on-Trent. The Trust is part of

the NHS, and provides services in your community including in community hospitals, health centres, nursing homes, schools, prisons and in people's homes.

Healthwatch

Healthwatch Staffordshire and Healthwatch Stoke-on-Trent support adults, young people and children to speak up about health and social care services in the county. They find out what people using health and social care services want by giving local people the opportunity to speak out about their concerns, views and needs. This information is used to share concerns with leaders in health and social care and support the need for change in the way services are planned, run and monitored so that they best meet the needs of local people.

Healthwatch can also signpost you to local services and give you information on what is available.

Healthwatch Staffordshire

Tel: **0800 051 8371**

Web: **www.healthwatchstaffordshire.co.uk**

Healthwatch Stoke-on-Trent

Tel: **01782 683080**

Web: **www.healthwatchstokeontrent.co.uk**

For comments about specific services and information on how to make a complaint, see page 53.



Multi-Community Providers (MCPs) Care Hubs

MCPs are teams of community-based health and social care professionals who work closely together to understand and meet local people's needs. This

should improve sharing of information, reduction in transfers or referrals between services and a greater emphasis on preventative interventions and self-care.

Community Wellbeing Teams (Stoke-on-Trent)

Community Wellbeing Teams aim to improve the experience and outcomes of care and support for adults and carers in Stoke-on-Trent. They provide a way for you to access experts at the end of the phone or in person, at the very first point of contact. The teams will have a conversation with you about what is important to you; the objective is to give you timely information and advice along with early identification of the most appropriate support services on offer. Support is person-centred and focused on your strengths and networks.

Community Wellbeing Teams are aligned to GP practices across the city and their integrated locality care teams. This enables local expertise and integration with all elements of the community, including professionals and community and voluntary groups.

The teams work with locally-based, in-house enablement provider services to help understand your care needs and promote positive outcomes identified by you and your carer.

Types of care and support

Reablement/Enablement

'Reablement' (or 'enablement' in Stoke-on-Trent) is about working with you, normally in your own home, or occasionally in a care home setting, to help you regain independence, which you may have lost due to poor health, disability, a crisis or having spent a considerable time in hospital or residential care. Your local Council will provide practical support, for example therapy, minor adaptations or assistive technology, to help you regain mobility, confidence and life skills such as cooking, personal care and domestic tasks. During your period of care, your needs will be looked at regularly to check your progress and recovery.

Reablement supports people to 'do things for themselves' rather than 'having things done for them'. Reablement could reduce your need for long-term services like residential care or home care.

Reablement in Staffordshire

Staffordshire County Council commissions a reablement service to support people to learn or re-

learn necessary skills for daily living in their own home.

The reablement service in Staffordshire is currently provided by the Home First service and is free at the point of entry for up to six weeks. However, to ensure that resources are directed to those who would benefit most from reablement, priority must be given to people identified as having 'reablement potential'. For more information, go to www.staffordshireandstokeontrent.nhs.uk/Services/social-care-community-intervention-service-district-based

Enablement in Stoke-on-Trent

Stoke-on-Trent offers an enablement service through its Community Wellbeing Teams. The enablement service works with you to understand what matters to you, with an emphasis on encouraging you to reach your optimum level of independence. Your social worker or wellbeing assessor will be able to provide further information about this service.

Falls prevention

There are ways to reduce your risk of having a fall, including making simple changes to your home and doing exercises to improve your strength and balance with help. If you have fallen in the past, making changes to reduce your chances of having a fall can also help you overcome fears of falling.

In the home

To avoid falls at home, you should ensure you mop up spillages and remove clutter, trailing wires and frayed carpet. Use non-slip mats and rugs, and ensure your home is well-lit. It is also a good idea to organise your home so that climbing, stretching and bending are kept to a minimum and you may want to get help to do things that you're unable to do safely on your own.

Strength and balance training

Doing regular strength and balance exercises can reduce your risk of having a fall. This can take the form of simple activities, such as walking and

dancing, or specialist training programmes. Many community centres and local gyms offer specialist training programmes for older people. Exercises that can be carried out at home are also available. Ask your GP about training programmes in your area.

Home hazard assessment

You can request a home hazard assessment if you're concerned that you or a relative may be at risk of having a fall.

As well as identifying potential hazards, the aim of this assessment is to explore how a person's use of their environment affects their risk of falling.

To find out if you are at risk of falling, use the NHS Choices falls assessment tool at: www.nhs.uk/Livewell/healthy-bones/Pages/falls-risk-assessment-tool >>

>> 10 tips to reduce your risk of falls

1. Ask your GP to review your medications and ask about the side effects. It's particularly important that your medicines are reviewed annually if you're taking four or more medicines a day.
2. To prevent you from falling again or to reduce your risk of having a fall, your GP may recommend that you get support from a falls prevention team. You can find details of these services by searching Staffordshire Connects. Visit www.staffordshireconnects.info and search 'falls'.
3. Have your eyesight and hearing checked annually. Vision and hearing play a vital role in balance and movement.
4. Keep your bones healthy by increasing your calcium and vitamin D intake (from dairy produce, bony tinned fish and sunlight).
5. Ensure your home is well-lit, especially the stairs and corridors; turn on a light when getting out of bed at night. Visit www.staffordshire.gov.uk/adultsocialcare and search for 'home safety checklist' to help you to identify common hazards in your home.
6. If possible, keep items in easy reach to avoid climbing, bending and stretching. Ensure your shoes and slippers fit well and have your toe nails cut regularly.
7. Stay hydrated. Dehydration can cause you to feel sleepy and unsteady on your feet.
8. Keep active. NHS Choices has information on healthy lifestyles as well as a list of simple changes you can make. You can also use the Health and Wellbeing Planner to find ways to keep active across Staffordshire. Visit www.staffordshireconnects.info/plan
9. Wear your personal alarm or consider purchasing one if you don't have one. Telecare is simple technology that can make things easier around the home. For example, a bed or chair sensor can

detect if you've got up but haven't returned in a set time, and can automatically send an alert to a carer or call centre. For more details, please access the following links: www.stoke.gov.uk (search 'telecare') or www.staffordshire.gov.uk/health/care/Living-Independently/Equipment-For-Easier-Living/Daily-Living-Equipment.aspx

10. Consider a handrail on the stairs, external doorways and in your bathroom. For further information, visit www.staffordshire.gov.uk/adultsocialcare and click on the 'find equipment and technology' button.

You can also find lots of useful information about falls prevention available from Age UK. Visit www.ageuk.org.uk

What should I do if I fall?

NHS Choices gives guidance about what to do if you or someone you know has a fall. Visit www.nhs.uk/conditions/falls/prevention

If you have a fall do not ignore it, let your GP know. Many underlying causes of falls can be treated or corrected.

Local services – Stoke-on-Trent

Revival Home Improvement Agency will carry out home hazard assessments to reduce the chance of falls in your home. A trained assessor will visit you in your own home to check for hazards like loose stair carpets, unsafe rugs or mats and will also look at cooking and bathing safety. Call **01782 749202**.



For some people, as their needs change and they require more help, simple home adaptations and equipment can support them with daily living tasks. Even if you are waiting for a more formal assessment of your needs, buying yourself some types of low-level daily living aids can make everyday living a little easier whilst you wait. These are often available in local shops or online at very reasonable prices.

How do I know I'm buying the right thing?

Before you buy or loan any equipment it's worth getting independent advice to make sure that the type of equipment you're getting is going to best meet your needs. The following organisations are good sources of information and advice:

The Disabled Living Foundation (DLF) has a range of factsheets, which can be found on its website, that provide advice for choosing daily living equipment. If you prefer, you can speak to the DLF helpline on **0300 999 0004**.

The **DLF** also provides an online service called AskSARA, which gives you personalised self-help advice and information on buying equipment and telecare. AskSARA has worked to customise the service for local residents, with the addition of links to a wide range of local services and signposting to useful sources of local information. Visit **www.asksara.org.uk**

NHS Choices provides a guide to care equipment, aids and adaptations, visit **www.nhs.uk/conditions/social-care-and-support-guide/Pages/equipment-aids-adaptations.aspx**

The **Money Advice Service** has further advice about shopping around for disability aids and equipment, including how and where to shop around for the most suitable product at the cheapest price.

Where can I buy or loan equipment?

Online

You can use the online equipment and living aids catalogue (available on Staffordshire Connects) to search for products that can help you or someone you care for to maintain or regain independence. From bath lifts to walking aids and handy gadgets to



help with everyday tasks, the catalogue is packed full of hundreds of useful products. Visit **www.staffordshireconnects.info/equipment**

There are also various reputable providers that sell products online, such as Nottingham Rehab Supplies (**www.nrshealthcare.co.uk**) and Medequip (**www.manageathome.co.uk**). We cannot recommend particular providers, but would advise shopping around to find items of good quality and price. It is also worth making sure the company has a good returns policy, in case the equipment you buy isn't right for you.

On the high street

A lot of the big retailers have local shops where you can see the products and how they work before buying. Search online to see where there are local shops near you.

Equipment on loan

The British Red Cross provides short-term loan of wheelchairs and other equipment. Call **01785 279847**

Home adaptations

By law, minor adaptations for those with eligible needs costing £1,000 or less must be free of charge. For home adaptations costing more than £1,000, a financial assessment will be carried out to see what you can pay towards the cost. Items of 'community equipment' such as hand rails and bath seats may be provided by your Council free of charge if you are assessed as needing them.

How can Daily Living Aids keep you independent for longer in Staffordshire?

Daily living aids allow you to perform a task easily and safely with little or no assistance. From making a hot drink to enabling easier access to your bath, we offer a wide range of products to help you everyday.

Medequip work with Staffordshire County Council, Stoke-on-Trent City Council and the NHS to provide assistive living equipment in your area. Medequip also provide a retail service for those who wish to purchase or rent equipment themselves.



Visit Our Showroom

Tollgate Drive
Tollgate Industrial Park
Beaconside
Stafford, ST16 3HS

Mon - Fri: 8.00am - 6.00pm

01785 273950

- See and try products before you buy
- Buy products at our showroom
- Receive practical advice
- Deliveries available

 @MedequipUK

Please note: prices and product ranges may vary at our partner stores.

To purchase equipment visit our partner stores:



Unit 2, Romford Road,
Astonfields Industrial Estate
Stafford, ST16 3DZ

Mon - Fri: 9.00am - 4.30pm
Saturday: 9:00am - 2:00pm

01785 225900
www.ambucare-mobility.co.uk

EASY LIVING
MOBILITY



Stores throughout the Midlands, to
find your nearest store, please visit:
www.easylivingmobility.co.uk/shops

Mon - Sat: 9.00am - 4.00pm

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www.easylivingmobility.co.uk

OR YOU CAN BUY DAILY LIVING AIDS ONLINE AT:

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Manage At Home's range of products are designed to promote independence at home and manage daily living more easily. We stock a wide selection of over 3,000 mobility and disability aids to help you stay safe and independent at home.



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FREE DELIVERY
When you spend over £50.00



SELF HELP GUIDE
Find solutions to your problems

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Call us or visit our website to request a free catalogue



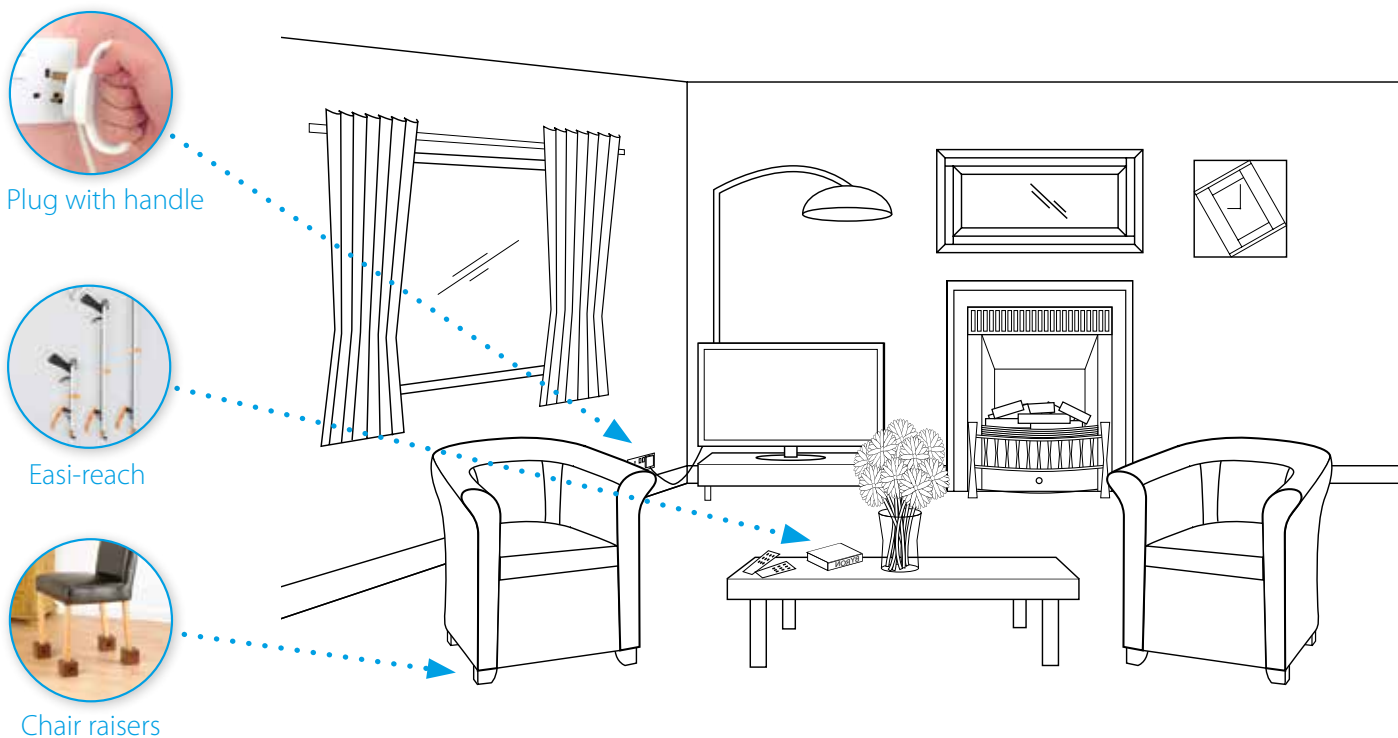
Shop online at: www.manageathome.co.uk

 **0800 910 1313**

keeping people *independent* for longer

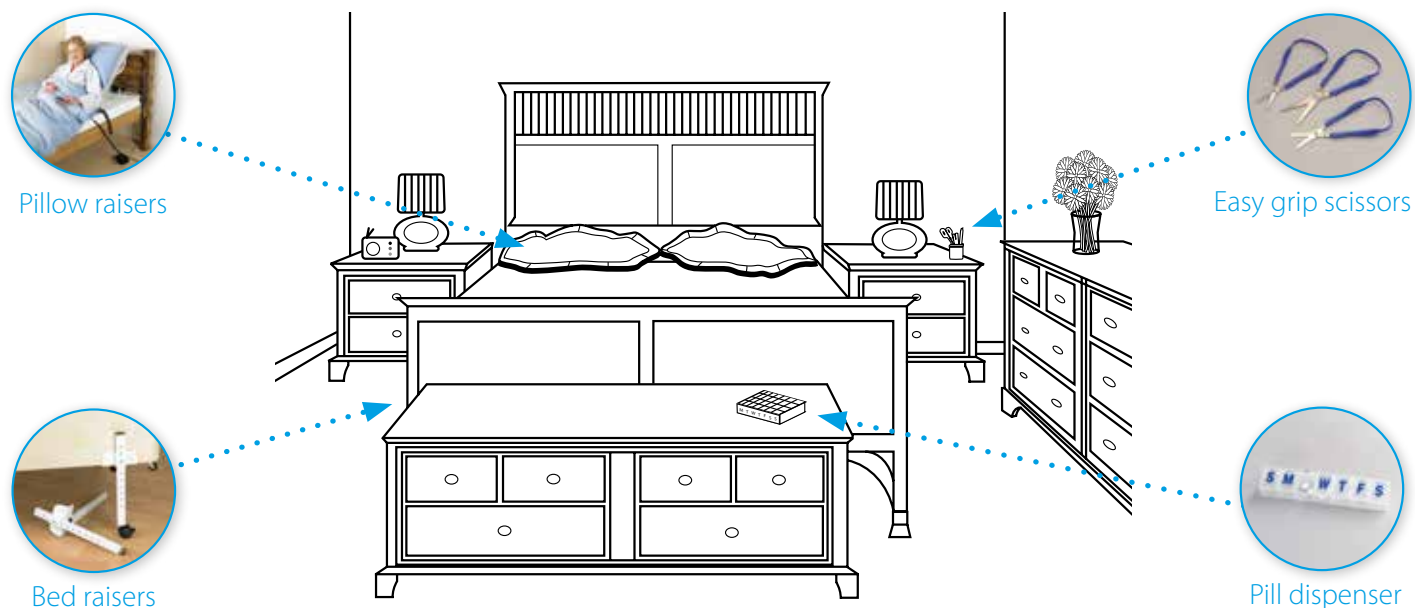
www.medequip-uk.com

In the living room



WHAT IS DIFFICULT?	SIMPLE SOLUTIONS	COMPLEX SOLUTIONS
GETTING IN/OUT OF CHAIRS	<ul style="list-style-type: none"> • Block of foam in chair base • Buy ready-made chair raisers • Buy a chair at the right height • Take regular, gentle exercise 	<ul style="list-style-type: none"> • Buy an electric riser chair
OPENING/CLOSING WINDOWS	<ul style="list-style-type: none"> • Move furniture out of the way • Install/purchase a fan • Buy a tool to open/close windows 	<ul style="list-style-type: none"> • Install environmental controls or air-conditioning • Install new windows
CONTROLLING THE HEATING	<ul style="list-style-type: none"> • Change the switches for ease of use • Fit a timer switch • Purchase a standalone heater 	<ul style="list-style-type: none"> • Move the heating controls • Install new or additional heating system
KEEPING WARM	<ul style="list-style-type: none"> • Use a trolley to transport the fuel for your fire • Replace the fire with a heater • Apply for a winter fuel payment 	<ul style="list-style-type: none"> • Insulate your house • Swap to a cheaper heating system • Change to a simpler heating system
TURNING LIGHTS ON/OFF	<ul style="list-style-type: none"> • Install a light switch toggle • Purchase a socket extension • Purchase handi-plugs 	<ul style="list-style-type: none"> • Move the light switches • Replace the light switches • Install environmental controls
HEARING THE TV	<ul style="list-style-type: none"> • Use subtitles • Purchase wireless headphones 	<ul style="list-style-type: none"> • Request an assessment for a hearing aid • Install a room loop

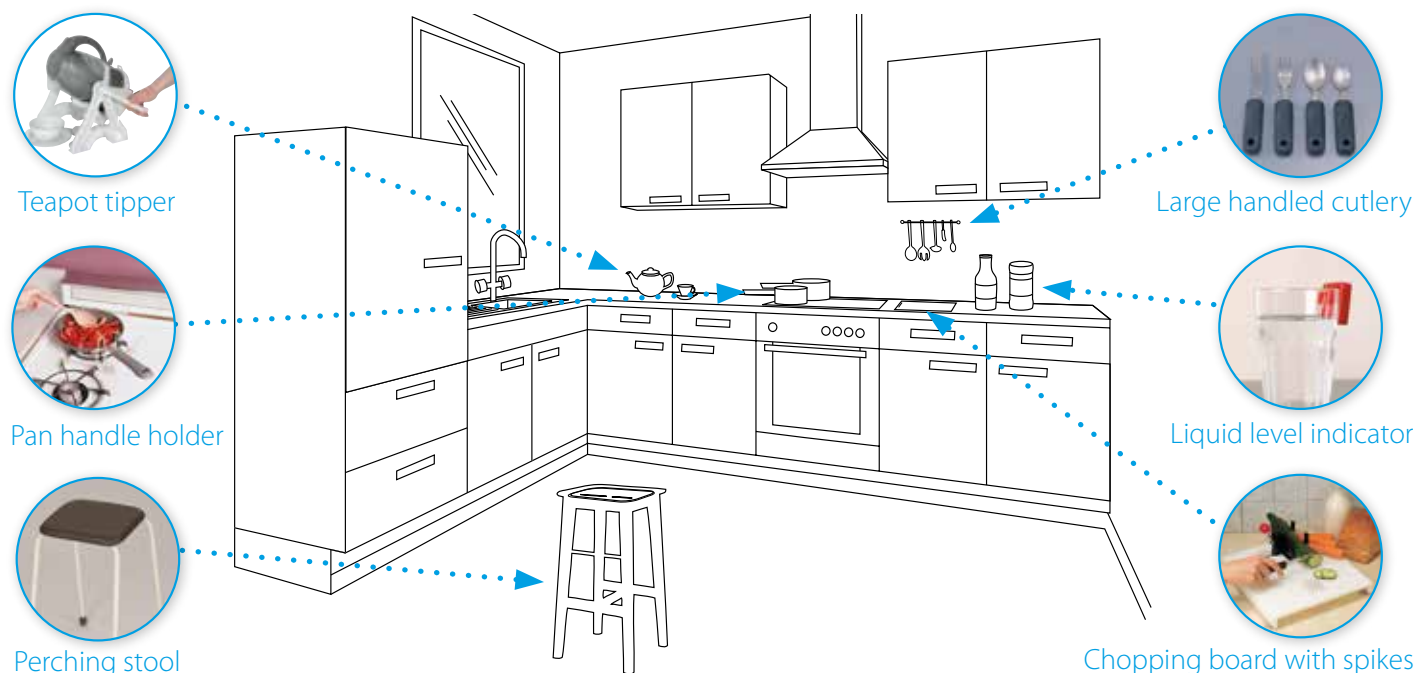
In the bedroom



WHAT IS DIFFICULT?	SIMPLE SOLUTIONS	COMPLEX SOLUTIONS
GETTING IN AND OUT OF BED	<ul style="list-style-type: none"> • Learn new ways of moving safely • Purchase a leg lifter • Raise the bed • Fit grab rails 	<ul style="list-style-type: none"> • Use a transfer board • Buy an electric adjustable bed • Install a hospital bed • Use a hoist
SITTING UP IN BED, TURNING OR ROLLING OVER	<ul style="list-style-type: none"> • Change to less heavy bedding • Learn new ways of moving safely • Purchase a pillow raiser • Change the mattress 	<ul style="list-style-type: none"> • Buy a bed cradle/bed ladder • Use a bed lever • Buy a specialised mattress • Install a drop-down rail • Install an over-bed pole
KEEPING WARM IN BED	<ul style="list-style-type: none"> • Buy a heavier duvet • Buy thermal clothing 	<ul style="list-style-type: none"> • Buy an electric blanket (make sure it's tested regularly)
GETTING DRESSED	<ul style="list-style-type: none"> • Learn new ways of dressing • Buy alternative/adaptive clothing • Buy simple gadgets: long-handled shoe horn; dressing stick; button hook • Contact ■ (see below) for an assessment 	<ul style="list-style-type: none"> • Consider home support
CUTTING YOUR NAILS	<ul style="list-style-type: none"> • Buy easy grip scissors 	<ul style="list-style-type: none"> • See a podiatrist
TAKING YOUR TABLETS	<ul style="list-style-type: none"> • Ask for an easy-open bottle • Keep a note of when you take a tablet • Get a pill dispenser 	<ul style="list-style-type: none"> • Get an automatic pill dispenser • Ask someone to prompt you
READING THE TIME	<ul style="list-style-type: none"> • Buy a clock with large numbers 	<ul style="list-style-type: none"> • Buy a clock that 'speaks'

■ Staffordshire Cares Customer Contact Centre: 0300 111 8010
 or Stoke-on-Trent Adult Social Care Contact Centre: 0800 561 0015

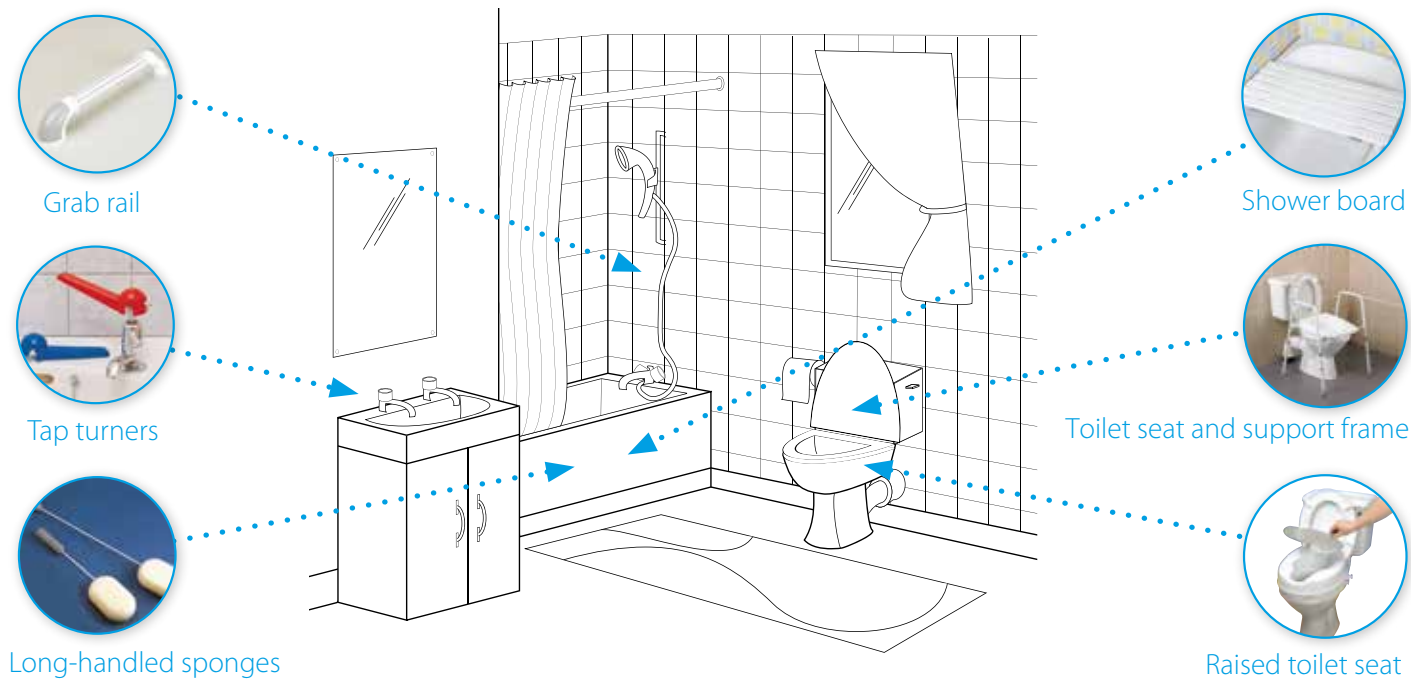
In the kitchen



WHAT IS DIFFICULT?	SIMPLE SOLUTIONS	COMPLEX SOLUTIONS
REACHING INTO CUPBOARDS	<ul style="list-style-type: none"> • Rearrange your cupboards/surfaces • Buy an Easi-Reacher or Handi-Reacher 	<ul style="list-style-type: none"> • Alter the spring in the doors • Lower or raise the cupboards
USING TAPS AND SWITCHES	<ul style="list-style-type: none"> • Fit tap turners • Purchase Handi-Plugs 	<ul style="list-style-type: none"> • Change switches • Raise or reposition taps • Fit lever taps or new taps • Alter the kitchen
PREPARING/COOKING FOOD	<ul style="list-style-type: none"> • Sit at a table • Consider kitchen gadgets including: knife with a thick handle; chopping board with spikes; pan handle holder; teapot tipper; lid gripper 	<ul style="list-style-type: none"> • Use a food processor • Purchase a perching/high stool • Buy a trolley • Raise/lower work surface • Make space under worktop for your knees when sitting
MOVING AROUND KITCHEN	<ul style="list-style-type: none"> • Re-organise the furniture 	<ul style="list-style-type: none"> • Review mobility equipment • Adapt the kitchen
EATING AND DRINKING	<ul style="list-style-type: none"> • Use large handled cutlery • Use a non-slip mat • Use a lightweight cup/mug • Use a cup with two handles • Contact ■ (see below) for an assessment 	<ul style="list-style-type: none"> • Buy a trolley • Consider home support for meal times
LAUNDRY/IRONING	<ul style="list-style-type: none"> • Install a wall-fixed ironing board 	<ul style="list-style-type: none"> • Raise/lower washing machine

■ Staffordshire Cares Customer Contact Centre: 0300 111 8010
or Stoke-on-Trent Adult Social Care Contact Centre: 0800 561 0015

In the bathroom



WHAT IS DIFFICULT?	SIMPLE SOLUTIONS	COMPLEX SOLUTIONS
WASHING HANDS, FACE AND BODY	<ul style="list-style-type: none"> • Install tap turners • Buy a long-handled sponge • Purchase a flannel strap 	<ul style="list-style-type: none"> • Install lever taps or new taps • Purchase a stool • Raise or lower basin • Consider home support
HAVING A BATH	<ul style="list-style-type: none"> • Purchase a non-slip mat • Buy a long-handled sponge • Use a half-step • Install grab rails • Use a bath board or bath seat 	<ul style="list-style-type: none"> • Install a bath lift • Use a hoist • Replace the bath with a shower • Convert to a wet room • Consider home support
DRYING YOURSELF	<ul style="list-style-type: none"> • Use a non-slip mat • Purchase a towelling gown 	<ul style="list-style-type: none"> • Change the floor covering • Purchase a hot air body dryer
USING THE TOILET	<ul style="list-style-type: none"> • Install a raised toilet seat • Use a combined toilet seat and support frame • Install a flush lever extension • Contact ■ (see below) for an assessment 	<ul style="list-style-type: none"> • Review mobility equipment • Consider home support
CLEANING TEETH	<ul style="list-style-type: none"> • Purchase a toothbrush gripper • Buy an electric toothbrush • Use a stool 	
HAVING A SHOWER	<ul style="list-style-type: none"> • Have a strip wash • Use non-slip mats • Purchase a half-step • Contact ■ (see below) for an assessment 	<ul style="list-style-type: none"> • Use a shower board • Use a shower chair or stool • Replace shower controls • Consider home support

■ Staffordshire Cares Customer Contact Centre: 0300 111 8010
 or Stoke-on-Trent Adult Social Care Contact Centre: 0800 561 0015

Community alarm and telecare service

Community alarm systems enable you to call for help at any time of night or day using a pendant, a wristband or a pull cord. The system can put you in touch with an operator who can hear your voice and speak to you through a base unit.

Telecare differs as it uses sensors placed around the home to detect fires, floods, gas and falls. If the sensors detect a problem, an operator will be alerted and will try to contact you or your carer.

Telecare and community alarms can make a real difference to people's lives, not only for those using them to maintain their independence, but also their families and loved ones, who really appreciate the

peace of mind that the use of this equipment can bring.

You may be assessed as eligible for telecare provided and funded by your Council, but there are a growing number of independent providers that offer telecare and community alarms which you can purchase and fund yourself.

For more information, go to

www.staffordshire.gov.uk/health/care/Living-Independently/Equipment-For-Easier-Living/Daily-Living-Equipment.aspx or
www.stoke.gov.uk/telecare

Care in your own home

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

Home care

Care workers can call in on a regular basis (this can be multiple times a day) to meet assessed care needs. Depending on the assessed level of need, their visits can be a minimum of 15 minutes or up to several hours. Services operate every day of the year,

including bank holidays; visits are usually available from 6.00am until 10.00/11.00pm, seven days a week (this may vary dependent upon the local authority).

Night services are a form of home care and can also be provided if there is an identified eligible care need. The hourly rates for these types of services are dependent upon the time of day and the duration of the care.

Your Council may be able to arrange home care for you, even if you are paying the full cost of your care yourself. However, there is likely to be an administration charge for this. Contact your local adult social care department for more information.

Sitting Service

Sitting services provide care for longer periods of time. This can be overnight or over several days. Often this is to ensure that someone is safe within their own home, for example following a hospital stay, or as carer relief for a family carer. The charges for this are dependent on the amount of care required and the duration.

If you have been assessed by the Council and your assessment has shown you are eligible and have care and support needs, you may be financially

assessed to determine whether you can contribute towards the cost of your care. You will be given a fairer charging assessment to determine whether a client contribution is required. See page xx for more information on financial assessments.

Staffordshire's night sitting service provides a one-to-one waking overnight sitting service in an individual's home between the hours of 10.00pm and 7.00am. This can be for one night or for several nights. Often this is to ensure that someone is safe within their

own home, for example following a hospital stay, or to provide respite care if a carer is in hospital. The charges are dependent on the amount of care required and the duration.

If you are a self-funder and you want to purchase your own care privately, you should be aware that all home care providers must be registered with the Care Quality Commission (CQC) and are regulated and inspected by the CQC.

The CQC publishes inspection reports and quality ratings on its website, www.cqc.org.uk/ When considering a service, it is always a good idea to check its report and rating.

Before you make any decisions regarding the provision of care, be sure to contact several providers and ask for their 'Service User's Guide' and charges and a draft contract, so that you can see what the contract entails and what this means for you.



Live-in care

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

In some cases, it's preferable and more economical to have a care worker actually living in the home. This can be for a short period or on an ongoing basis. Typical charges for this service depend on the amount of care and the particular skills required and the cost that you will pay will also be subject to eligibility (unless you wish to arrange live-in care privately and not through the Council). Live-in care is also available to people with physical or learning disabilities who require long-term ongoing care. Advice and support is available for people who need help and/or their carers.

For assistance with finding home care in your area, call this Directory's free, independent phone service on **0800 389 2077** or visit www.carechoices.co.uk



Connecting you with help and support in your community.

Find organisations, groups and activities to support your wellbeing and independence:

www.staffordshireconnects.info



 Staffordshire
County Council

Staffordshire

Care Market Development is a partner service that helps people to locate a personal assistant. For more information, go to www.carematch.org.uk or contact **Care Market Development**, call **0800 328 4122** or email carematch@staffordshire.gov.uk

Stoke-on-Trent

Stoke-on-Trent residents can call the **Adult Social Care Contact Centre** on **0800 561 0015**.

Agency 1

Fees per week
£
£
£

Quality rating*

Agency 2

Agency 3

We suggest that you have paper with you when speaking with home care agencies so you can make notes.

About the agency

How long has the agency been operating?

How long are staff allocated per visit?

Can you contact the agency in an emergency or outside office hours?

Does the agency have experience with your specific needs?

Staff

Are you likely to be visited by different staff each day?

Are all staff checked with the Disclosure and Barring Service?

Will you be notified in advance if your care worker is on holiday or sick?

Are staff matched to you specifically, based on your needs and preferences?

Can you meet your care worker(s) before they start?

Does the agency have both male and female staff?

Accommodating your needs

Can the agency accommodate your needs if they increase? Ask about the process for this.

Does the agency have a training scheme in place?

Are all staff trained to a certain level?

Are staff able to help with administering medication if required?

Is there a way for staff to communicate with each other about the support they provide when they visit you? How?

Regulation

Will your support plan be reviewed at regular intervals?

Can you see the agency's contract terms?

Can you lodge a complaint easily?

Are complaints dealt with quickly?

Can you see a copy of the agency's CQC registration certificate and quality rating?

Notes

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*See page 52.



Do you need a helping hand?

If you are looking for an alternative to residential care or extra support for those everyday tasks that are becoming difficult for you or a loved one – then we're here to help in **Staffordshire** from **30 minutes** per week to **full-time live-in care**.

Our care teams have been providing **award-winning quality** home care since 1989 and can help with: personal care, housekeeping, help getting around or even to provide a break to an existing family member or care-giver.



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0808 274 2935

For more information
www.helpinghands.co.uk



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01543 466 266

cannockchase@caremark.co.uk



Four Seasons Care Home
Quality Care Provider

The home is set in quiet and comfortable surroundings, with pleasant gardens and good views of the surrounding countryside. We specialise in caring for those suffering from dementia. We attend to not only their physical needs, but their emotional needs as well, so they can still enjoy the best quality of life possible.

Call us to arrange a visit on **01782 336 670**
Email: enquiries@fourseasonscareshome.co.uk
77 The Wood, Stoke-on-Trent, Staffordshire ST3 6HR

Are you not quite ready to move into a care home yet?

If you'd prefer to continue to live in your own home, but just need a little extra assistance, our Home Care service may be the answer for you.

Call us now on **01782 343 133**

For further information visit our website:
www.fourseasonscareshome.co.uk



CARE COVER^{24/7}
All Your Care Needs Covered



Care Cover 24/7 is a reputable home care agency based in South East Shropshire and surrounding areas. We provide quality home care and support to clients in the comfort of their own homes.

Care Cover provides two types of care services:- domiciliary care or living in care as per individual requirements. We support a wide range of clients regardless of the complexity of care needs. We support clients with needs including dementia care, post hospital care, learning and physical disabilities, mobility issues or house bound. Our staff are vetted through rigorous checks which include DBS checks and provision of two employment references. Our carers are trained to ensure we provide the highest quality care to you whilst enabling you to maintain control of your care and independence.

We offer flexible care packages from an hour a day, block booked sit ins and living in care. We have gained an excellent reputation through our trusted service provision in the Shropshire and Staffordshire area.

01902255083 | info@carecover247.org.uk
www.carecover247.org.uk

ADLINGTON HOUSE – WOLSTANTON

Newcastle-under-Lyme
Tel: 07817 129524

OP D PD SI YA

ADVANCE SUPPORT STAFFORDSHIRE

Burntwood
Tel: 01543 276292

OP D PD LDA MH SI YA

AFFEXA CARE SERVICES

Stafford
Tel: 01785 291091

OP D PD LDA MH SI YA

AFFINITY HOMECARE

Burntwood
Tel: 01543 677227

OP D PD MH SI YA

AGE UK – STAFFORD & DISTRICT CARE SERVICES

Stafford
Tel: 01785 607065

OP D PD MH SI

**AGE UK SOUTH STAFFORDSHIRE
(PENKRIDGE RESOURCE CENTRE)**

Stafford
Tel: 01785 788491

OP D PD

AGEE CARE LTD

Newcastle
Tel: 07514 324657

OP D PD SI YA

AGINCARE UK NEWCASTLE-UNDER-LYME

Newcastle-under-Lyme
Tel: 01782 631914

OP D PD LDA MH SI YA AD

ALLIED HEALTHCARE CANNOCK

Cannock
Tel: 01543 465620

OP D PD LDA MH YA

ALLIED HEALTHCARE STAFFORD

Stafford
Tel: 01785 811112

OP YA

ALPHA HOME ASSIST

Stoke-on-Trent
Tel: 01782 914121

OP D PD SI

ALWAYS HOME CARE

Cannock
Tel: 0845 459 2273

OP D PD LDA MH SI YA

**AMG NURSING AND CARE SERVICES
– BURTON**

Burton-on-Trent
Tel: 01283 575258

OP D PD LDA MH SI YA AD

**AMG NURSING AND CARE SERVICES
– STAFFORD & STOKE-ON-TRENT**

Stone
Tel: 01785 608200

OP D PD LDA MH SI YA

**AMG NURSING AND CARE SERVICES
– WOLVERHAMPTON**

Wolverhampton
Tel: 01902 304043

OP D PD LDA MH SI YA

ANA NURSING & CARE SERVICES

Stoke-on-Trent
Tel: 01782 833722

OP D PD LDA MH SI YA

ANGEL CARE TAMWORTH LTD

Tamworth
Tel: 01827 218888

OP D PD LDA SI YA

ANGEL HOMECARING LTD

Stafford
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OP D PD LDA MH SI YA

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Wolverhampton
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AR1 HOMECARE LTD

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Tel: 01782 818076

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**ARCHANGEL HOME CARE
– STAFFORDSHIRE BRANCH**

Newcastle
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OP D PD LDA MH SI YA

ARK HOME HEALTHCARE WEST MIDLANDS HUB

Cannock
Tel: 07710 048090

OP D PD LDA MH SI YA AD

AUSTIN BEN

– STOKE
Newcastle-under-Lyme

Tel: 0300 365 0008

OP MH YA

AVE MARIA CARE SERVICES

Sutton Coldfield
Tel: 0121 353 7296

OP D PD LDA SI YA

**BESPOKE BEFRIENDING AND SUPPORT LTD
– UNIT 102-104**

Stafford
Tel: 01785 532122

OP D PD LDA YA

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



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MDP is a unique company to Staffordshire, run by experienced healthcare management professionals. It is the only ethical company that provides exclusive, qualified and quality domiciliary and home maintenance support. We understand that maintaining independent living requires both personal and home maintenance support to ensure that individuals and families maintain a higher level of wellbeing at home. As a company we embrace and value staff who see care as a vocation and our maintenance support is delivered by exceptional professionals.

MDP - we embrace NHS England's 6C's in every aspect of our services and engagement. (<https://www.england.nhs.uk/wp-content/uploads/2016/05/nursing-framework.pdf>)

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BLUEBIRD CARE (MID STAFFS)

Cannock
Tel: 01543 505262 **OP D PD LDA SI YA**

BLUEBIRD CARE (STAFFORD)

Stafford
Tel: 01785 887818 **OP D PD LDA MH SI YA**

BLUEBIRD CARE (STOKE-ON-TRENT)

Fenton
Tel: 01782 417718 **OP D PD SI YA**

BRIGHTER DAYS STAFFORDSHIRE LTD

Tamworth
Tel: 01827 67779 **PD LDA SI YA**

CARE COMPANY, THE

Gnosall
Tel: 01785 748259 **OP D PD LDA MH SI YA**

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Wolverhampton **Advert page 26**
Tel: 01902 255083 **OP D PD YA**

CARE HOMES STOKE LTD

Stoke-on-Trent
Tel: 01782 815182 **OP D PD LDA MH SI YA AD**

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CARE PROMISE LTD

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Tel: 01782 772449 **OP PD MH YA**

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AND SOUTH STAFFORDSHIRE**

Cannock **Advert page 26**
Tel: 01543 466266 **OP D PD LDA MH SI YA AD**

CARING HANDS

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Tel: 01543 420580 **OP D PD LDA MH SI YA**

CATHERINE CARE

Cannock
Tel: 01922 415888 **OP D PD LDA SI YA**

CATHERINE CARE LTD

Walsall
Tel: 01922 415888 **LDA**

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Cannock
Tel: 01543 877197 **OP D PD LDA MH SI YA**

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Tel: 01782 254000 **OP D PD LDA MH SI YA AD**

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Tel: 01782 618357 **OP D PD LDA MH SI YA**

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Stoke-on-Trent
Tel: 0208 795 6500 **OP D PD LDA MH SI YA AD**

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Tel: 01782 817920 **OP D PD LDA MH SI**

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Stoke-on-Trent
Tel: 01782 209111 **OP D PD LDA SI YA AD**

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– CANNOCK SERVICES**

Cannock
Tel: 01782 620553 **OP LDA MH YA**

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

**CREATIVE SUPPORT
– ROWAN VILLAGE**Meir
Tel: 01612 360829**OP D PD LDA MH SI YA AD****CREATIVE SUPPORT STOKE-ON-TRENT
(LEARNING DISABILITIES)**Stoke-on-Trent
Tel: 01782 620553**OP D PD LDA YA****CRG HOMECARE – STOKE**Weston Coyney
Tel: 01782 365017**OP D****CROSSROADS CARE STAFFORDSHIRE**Shelton
Tel: 01782 268391**OP D PD LDA MH SI YA AD****CSPC HEALTHCARE LTD**Cannock
Tel: 01543 495695**OP D PD LDA MH SI YA****CUSTOM CARE (STOKE)**Burslem
Tel: 01782 839023**OP D PD LDA MH SI YA****DAYCARE DOMICILIARY SERVICES**Stoke-on-Trent
Tel: 01782 343133**Advert page 26
OP D YA****DESIRE CARE
– BURTON**Burton-on-Trent
Tel: 01283 777300**OP D PD LDA SI YA****DIVERSE HS CARE SERVICES LTD**Hanley
Tel: 07908 689074**D PD LDA MH SI****DIVERSITY CARE
– 6A MARKET STREET**Tamworth
Tel: 01827 68011**OP D PD LDA MH SI YA****EDOCARE LTD**Cannock
Tel: 01543 458580**OP YA****ELITE SUPPORTED LIVING LTD**Newcastle
Tel: 01782 565723**OP D PD LDA MH SI YA****EMBRACE QUALITY CARE LTD**Stafford
Tel: 01785 254645**OP D PD SI YA****EMPOWERMENT CARE LTD**Stoke-on-Trent
Tel: 07906 164708**OP D PD MH SI****ENCOUNTER GROUP (ENCOUNTER
LIVE-IN-CARE SPECIALISTS) LTD, THE**Newcastle-under-Lyme
Tel: 07950 863610**OP PD LDA YA****ESSENTIAL HEALTH LTD**Etruria
Tel: 01782 914114**OP D PD LDA SI YA****FALCON CARERS**Stafford
Tel: 01785 748872**OP PD LDA MH SI YA AD****FIRST CALL HOMECARE LTD**Newcastle
Tel: 01782 616734**OP D PD LDA SI****FREEDOM AND LIFESTYLE LTD**Burton-on-Trent
Tel: 01283 619480**OP D PD YA****FREEDOM SUPPORT LTD**Stafford
Tel: 01785 600240**OP D PD LDA YA****GEE PROFESSIONAL SERVICES**Walsall
Tel: 01922 416634**OP D PD LDA SI YA****GLAZE COMPASSIONATE CARE**Burntwood
Tel: 01543 220866**OP D MH YA****GMT HEALTHCARE**Stoke-on-Trent
Tel: 01782 599313**OP PD LDA YA****GOLDEN YEARS LTD**Longton
Tel: 01782 599866**OP D PD YA****HAYES, THE**Stafford
Tel: 01785 748447**MH YA**

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

HAYWARDCARE LTD

Cannock

Tel: 0333 577 7810

OP D PD MH SI YA**HEALTHCARE AT HOME CLINICAL SKILLS CENTRE**

Burton-on-Trent

Tel: 01283 518090

OP D PD LDA MH SI YA AD**HELPING ANGELS LTD**

Stoke-on-Trent

Tel: 01782 249703

OP D PD LDA SI YA**HELPING HANDS STOKE**

Newcastle

Tel: 0808 274 2935

Advert page 26**OP D PD LDA MH SI YA AD****HELPING HANDS WOLVERHAMPTON**

Wolverhampton

Tel: 0808 274 2935

Advert page 26**OP D PD LDA MH SI YA****HERITAGE CARE LTD – WEST MIDLANDS DOMICILIARY CARE BRANCH**

Lichfield

Tel: 01543 255105

OP D LDA YA**HICA – STAFFORDSHIRE**

Leek

Tel: 01482 581000

OP D PD LDA MH SI YA**HILL LODGE 1**

Burton-on-Trent

Tel: 01283 542443

OP LDA MH SI YA**HILLS ANGELS HOMECARE**

Tamworth

Tel: 01827 63307

OP LDA MH YA**HOME INSTEAD SENIOR CARE**

Burton-on-Trent

Tel: 01283 539917

OP D PD LDA MH SI YA

Cannock

Tel: 01543 572349

OP D PD LDA MH SI YA AD

Leek & Moorlands

Tel: 01538 372179

OP D PD LDA MH SI YA

Stone

Tel: 01785 817339

OP D PD LDA MH SI

Tamworth

Tel: 01827 431002

OP D PD LDA MH SI YA**HOMECARE4U STAFFORDSHIRE**

Tamworth

Tel: 01827 304402

OP D PD LDA MH SI YA**HOMESTAY CARE LTD**

Stoke-on-Trent

Tel: 01782 814475

OP D PD LDA MH SI YA**HOMESTEAD CARE LTD, THE**

Rugeley

Tel: 01543 490125

OP D LDA**HORNINGLOW BUNGALOWS**

Burton-on-Trent

Tel: 01283 563509

OP D PD LDA MH SI YA**HOUSING & CARE 21**

– SUMMER FIELD COURT

Stone

Tel: 0370 192 4468

OP D PD SI YA**HUMAN SUPPORT GROUP LTD – STOKE-ON-TRENT**

Stoke-on-Trent

Tel: 01782 433130

OP D PD LDA MH SI YA AD**INDEPENDENT SUPPORT**

Stoke-on-Trent

Tel: 01782 437790

OP D PD LDA MH YA**INJECT CARE LTD**

Rugeley

Tel: 07583 065928

OP D PD LDA MH SI YA**JUMP 2 INDEPENDENCE LTD**

Newcastle

Tel: 01782 346495

OP D PD LDA MH SI YA AD**KATH MULLOCK HOME CARE LTD**

Stoke-on-Trent

Tel: 01782 857625

OP D PD SI**KIDSGROVE CARE SOLUTIONS – ARBOUR STREET**

Stoke-on-Trent

Tel: 07917 130264

OP LDA YA**KIND HEARTS CARE AND SUPPORT LTD**

Lichfield

Tel: 01543 520608

OP D PD LDA MH SI YA AD**KINVER CARE**

Wolverhampton

Tel: 01902 238777

OP D PD MH SI YA

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

KONIEL HOMECARE SERVICES LTD

Stoke-on-Trent

Tel: 01782 924938

OP D PD LDA MH SI YA**LETUSCARE PERSONNEL LTD**

Stoke-on-Trent

Tel: 01782 698838

OP PD LDA SI YA**LIFEWAYS COMMUNITY CARE (STOKE)**

Fenton

Tel: 01782 572000

OP PD LDA MH SI YA**LILYROSE CARE GROUP LTD**

– STAFFORDSHIRE

Stoke-on-Trent

Tel: 01782 960305

OP D PD LDA MH SI YA AD**LINFIELD CARE LTD**

– 37A-38A EASTGATE STREET

Stafford

Tel: 01785 220851

PD LDA MH SI**LINKAGE COMMUNITY TRUST**

– 168 WETMORE ROAD

Burton-on-Trent

Tel: 01522 696472

YA**LION CARE SERVICE**

Stoke-on-Trent

Tel: 07740 076856

OP D PD MH SI YA AD**LITCH CARE SERVICES LTD**

Stoke-on-Trent

Tel: 01782 917749

OP D PD LDA MH SI YA**LIVING INDEPENDENTLY STAFFORDSHIRE**

Cannock

Tel: 07815 827046

OP D PD LDA SI YA

Lichfield & Tamworth

Tel: 07773 791918

OP D PD LDA SI YA

Moorlands

Tel: 07773 792280

OP D PD MH SI YA

Newcastle

Tel: 01782 485106

OP D PD LDA SI YA

South Staffordshire

Tel: 01902 434500

OP D PD LDA SI YA

Stafford

Tel: 07815 827091

OP D PD LDA MH SI YA**LSC NURSING & DOMICILIARY CARE SERVICES LTD**

Stafford

Tel: 01785 213911

OP D PD LDA MH SI YA AD**MEARS CARE BURTON-ON-TRENT**

Burton-on-Trent

Tel: 01283 742610

OP D PD LDA SI YA**MEARS CARE STOKE**

Stoke-on-Trent

Tel: 01782 590020

OP D PD MH SI YA**MEDILINE NURSES AND CARERS****LICHFIELD BRANCH**

Lichfield

Tel: 01543 419641

OP D PD LDA MH SI YA**MENCAP**

– STAFFORDSHIRE DOMICILIARY CARE AGENCY

Stafford

Tel: 01785 785830

YA**MILL RISE**

Newcastle-under-Lyme

Tel: 01782 662382

OP D PD LDA MH SI**MOORLANDS HOME LINK**

Stoke-on-Trent

Tel: 01538 750511

OP D PD MH SI**MORECARE AT HOME**

Burntwood

Tel: 01543 683422

OP D LDA MH**MSC HOME CARE LTD**

Stoke-on-Trent

Tel: 01782 823338

OP D PD SI AD**NEXXUS CARE (STAFFORDSHIRE)**

Stafford

Tel: 07960 960976

OP D PD LDA MH SI YA**NORTH WEST BRANCH**

Burton-on-Trent

Tel: 01283 714142

OP D PD MH SI YA AD**NURSE PLUS AND CARER PLUS (UK) LTD**

Newcastle-under-Lyme

Tel: 01782 664890

OP PD LDA MH SI AD**OFFICE AT HOLLIN HOUSE, THE**

Stoke-on-Trent

Tel: 07896 434822

D PD LDA SI YA**PASAND CARE SERVICES LTD**

Newcastle-under-Lyme

Tel: 01782 622330

OP D PD LDA MH SI YA**PLATINUM COMMUNITY CARE LTD**

Walsall

Tel: 0333 577 1318

OP YA

Service **OP** Older people (65+) **D** Dementia **PD** Physical disability **LDA** Learning disability, autism
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PRESTIGE NURSING STAFFORDSHIRE

Stoke-on-Trent

Tel: 01782 409170 **OP D PD LDA MH SI YA AD****PROCARE SOLUTIONS**

Wolverhampton

Tel: 01902 276541 **OP D PD YA****QUALITY CARE (STAFFORDSHIRE) LTD**

Stoke-on-Trent

Tel: 01782 950007 **OP D MH SI YA****RADFIELD HOME CARE – STAFFORDSHIRE**

Stafford

Advert page 34

Tel: 01785 246534 **OP D PD LDA MH SI YA AD****RADIS COMMUNITY CARE**

Advert page 28

Beacon Park Village – Lichfield

Tel: 01543 261306 **OP D PD YA**

Burton-on-Trent

Tel: 01283 531513 **D PD LDA YA**

Jubilee Court

Tel: 01785 216644 **OP**

Stafford

Tel: 01785 212421 **OP D PD LDA MH SI YA AD**

Stoke-on-Trent

Tel: 01782 412200 **OP D PD LDA MH SI YA AD**

Tamworth

Tel: 01827 55354 **OP D PD LDA MH SI YA AD**

West End Village

Tel: 01782 413246 **OP****RAPID RESPONSE MEDICAL LTD HQ**

Cannock

Tel: 01543 220868 **OP D PD LDA MH SI YA AD****RELIANCE INDEPENDENT LIVING LTD**

Burton-on-Trent

Tel: 01543 472145 **OP D PD SI YA****RETO CARE LTD**

Stoke-on-Trent

Tel: 07463 993496 **OP D PD LDA MH SI YA****ROSE CARE**

Burton-on-Trent

Tel: 01283 565592 **OP D PD LDA MH SI YA****SANCTUARY HOME CARE LTD – STOKE**

Stoke-on-Trent

Tel: 01782 958555 **OP D PD MH SI YA****SANCTUARY SUPPORTED LIVING – EPWORTH HOUSE**

Burton-on-Trent

Tel: 01283 517617 **LDA MH YA****SAPPHIRE QUALITY CARE AGENCY LTD**

Stoke-on-Trent

Tel: 01782 921396 **OP D PD YA****SELBORNE CARE LTD**

Stafford

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Stoke-on-Trent

Tel: 07411 040816 **OP D PD SI YA****SILVER TREE HOME SUPPORT COMMUNITY INTEREST COMPANY**

Stoke-on-Trent

Tel: 01782 683046 **OP D PD LDA MH SI****SRS CARE LTD**

Stafford

Tel: 07985 551183 **OP D PD LDA MH SI YA****ST BRIDES**

Wolverhampton

Tel: 01902 897311 **OP PD LDA SI YA****ST GEORGE'S HOUSE**

Uttoxeter

Tel: 01889 567360 **PD LDA MH SI YA****STABLES, THE**

Burton-on-Trent

Tel: 01283 530416 **OP D PD LDA MH SI YA AD****STAFFORDSHIRE AND STOKE-ON-TRENT PARTNERSHIP NHS TRUST – HQ**

Newcastle-under-Lyme

Tel: 0845 602 6772 **OP D PD LDA MH SI YA AD****STANDON GARDENS DOMICILIARY SERVICES**

Tamworth

Tel: 01827 50950 **OP D****STOKE-ON-TRENT CITY COUNCIL**

Stoke-on-Trent

Tel: 01782 232852 **OP****SWEET PEA CARE & CLEANING SERVICES LTD**

Tamworth

Tel: 01827 330709 **OP PD YA**

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

SYNERGY HOMECARE – STOKE-ON-TRENT

Stoke-on-Trent
Tel: 01782 622820

OP D PD LDA MH SI YA

Tamworth
Tel: 01827 64368

OP YA**TAILORED CARE LTD**

Cannock
Tel: 01543 224000

OP D PD LDA MH SI YA AD**TAMWORTH HOME CARE LTD**

Tamworth
Tel: 01827 262345

OP D PD LDA SI YA**TEASDALE HEALTHCARE LTD**

Newcastle
Tel: 01782 664895

OP D PD LDA MH SI YA**TENDER LASTING CARE SERVICES LTD**

Stafford
Tel: 01785 532220

OP D PD LDA SI YA**TLC HOMECARE SERVICES**

Uttoxeter
Tel: 01889 566117

OP D PD MH SI YA**TWO HOOTS**

Tamworth
Tel: 01827 383855

PD YA**ULTICARE LTD**

Wolverhampton
Tel: 01902 862019

OP D PD MH SI YA**VOYAGE (DCA) STAFFORDSHIRE**

Cannock
Tel: 07807 463389

OP PD LDA MH SI YA**WALSINGHAM SUPPORT
– 18-20 RICHMOND CLOSE**

Tamworth
Tel: 01827 311991

LDA YA**WESLEYCARE LTD**

Stafford
Tel: 07428 127608

OP D PD YA**WILLOW SENIOR CARE LTD**

Rugeley
Tel: 01889 800565

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& outings
Shopping
& meals



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at home
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support
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Radfield House
Austin Friars
Stafford
ST17 4AP
Company 6350293

Stafford - 01785 246 534
email: stafford@radfieldhomecare.co.uk

Supporting carers

Providing unpaid care for relatives or friends when they are in need is a role that most of us will undertake at some point in our lives. In Staffordshire and Stoke-on-Trent, thousands of people provide unpaid care or support to an adult family member or friend, either in their own home or somewhere else.

Caring for someone covers lots of different things, like helping with washing, dressing, or eating, or taking them to regular appointments. It can include emotional support and keeping an eye on someone to ensure they are safe.

Carers have the same rights as the person they care for in terms of receiving an assessment of their needs. All carers who provide care to someone are entitled to an assessment on their own or with the person they care for, regardless of how much caring they do. Carers are also entitled to an advocate to support them through the process, if they need one.

This assessment will consider the impact of caring on the carer's health and wellbeing and the things that they want to achieve in their life, such as work, study or getting out and about more. If the carer's assessment identifies a need for support, the carer will receive a support plan, which shows their needs and how these will be met. The Council also has a duty to provide personalised information and advice to meet any needs which are not eligible for funded support.

Children and young people under the age of 18 who are looking after someone are called young carers and are protected by legislation. There is a requirement

under the Children and Families Act 2014 to ensure that young carers are identified by the local authority and that their needs are assessed and addressed.

Under the Care Act, carers themselves may be able to get support. Your Council also has a duty to provide personalised information and advice to meet any needs which are not eligible for funded support.

The Carers Hub is commissioned by Staffordshire County Council and Stoke-on-Trent City Council in partnership with the NHS. It is managed by PeoplePlus and is a one-stop-shop for support, advice, information and training in the Stoke or Staffordshire region.

The Carers Hub exists to improve the lives of carers in Staffordshire and Stoke-on-Trent.

You can access Carers Hub services in person at the two main offices, as well as at a number of community venues across Stoke and Staffordshire.

Tel: **0330 123 1937**

Email: **carershub@peopleplus.co.uk**

Stafford

The Carers Hub, SGI Offices, Madford Retail Park, Foregate Street, Stafford ST16 2QY

Stoke-on-Trent

The Carers Hub, The Bridge Centre, Birches Head Road, Stoke-on-Trent ST2 8DD



Respite care

Carers may need a break from their caring responsibilities from time to time. This may involve the person who is being cared for attending a day centre or a care home, or a care worker visiting the person's home to enable the carer to have a break. This is known as respite care and may be a regular break of a few hours a week or a period of a few weeks.

Respite care is considered a service for the person being looked after, so any financial contribution from

the Council will be based on their assessment.

Staffordshire

If you receive respite care, there is a financial assessment to determine how much, if anything, you will be asked to pay towards the cost of your care. If you have more than £25,000 (in savings and capital) you will need to pay the full amount of £373.

These figures may change over the life of this

Directory. Respite care is considered a service for the person being cared for, so any financial contribution from the council will be based on their assessment. The value of your house is disregarded in the financial assessment.

Stoke-on-Trent

In Stoke-on-Trent, if an assessment has been

completed and respite care is recommended, the flat rate amount to pay is £117 per week and a financial assessment will not be required unless a form of permanent care is likely to be required.

Please note that these figures may change over the life of this Directory.

Carers' emergency scheme

Carers may worry about what would happen if they had an accident or were taken ill and couldn't carry out their caring role. There are a few things that carers can do to plan ahead and make sure things are okay should this happen.

The Crossroads Emergency Service provides peace of mind to carers living in Staffordshire (excluding Stoke-on-Trent), by enabling them to plan for an emergency situation when they may be prevented from looking after the person they care for.

This service is free to carers. Anyone who has received a carer's assessment is automatically entitled to apply. If not, the applicant must be a carer who provides regular and substantial care for a person with care needs who lives in Staffordshire.

Staffordshire

Call **Crossroads** on **01782 268391** or visit the website, **www.crossroadsstaffordshire.org.uk** and a visit will be arranged to put together an emergency plan with the carer and the person they care for.

Stoke-on-Trent

In an emergency, Stoke-on-Trent residents should contact **0800 561 0015** or **01782 234234** between the hours of 5.00pm and 8.30am.

Carers Direct Helpline

Carers Direct is a support service for people who look after someone else. It can give you information covering all aspects of caring, including advice and support, benefits, local services and more. Call **0300 123 1053**.

Carer home-based respite and sitting service

This service supports unpaid carers within Staffordshire to take regular short breaks to enable them to enjoy a hobby, get some exercise, take care of their own needs, catch up on some sleep or to take a longer break or holiday.

It operates in the districts and boroughs of:

- Cannock Chase;
- East Staffordshire;
- Lichfield;
- Newcastle-Under-Lyme;
- South Staffordshire;
- Stafford;

- Staffordshire Moorlands; and
- Tamworth.

These services are currently split across three providers within Staffordshire:

Mediline – East, Lichfield & Tamworth
Tel: **01543 419641**
Email: **lichfield@medilinenurses.co.uk**

Allied – Cannock & South
Tel: **01543 465620**
Email: **www.nestor-healthcare.co.uk**

Crossroads – Newcastle, Moorlands and Stafford
Tel: **01782 268391**
Email:
d.agostinelli@crossroadsstaffordshire.org.uk

Tel: **0330 123 1937**
Email: **carershub@peopleplus.co.uk**

This service can either be accessed directly through the provider or requested through the Carers Hub, who will be able to support and advise on the correct service for you. You can access Carers Hub services in person at the two main offices, as well as at a number of community venues across Stoke and Staffordshire.

Resource for those supporting disabled children
'My Family, Our Needs' is an online resource providing impartial information for parents, carers and practitioners supporting children from birth to 25 years with additional needs. As well as guidance, policy and signposting, there is a lifestyle section for parents covering topics such as health and wellbeing, work, family and relationships. Visit **www.myfamilyourneeds.co.uk**

Accommodation with care and support

There are various accommodation options that can incorporate care and support when needed.

Supported living

Supported living is designed to help people live more independently in their local community. In supported living accommodation, housing and support are provided separately and you have a tenancy. Support can vary from a few hours a week to up to 24-hours a day, depending on your assessed needs.

There are several different models of supported living, such as living in shared houses, or living in individual tenancies in the community or Adult Placement schemes.

Staffordshire

For more information, contact a Staffordshire Cares adviser on **0300 111 8010**.

Stoke-on-Trent

Stoke-on-Trent residents can contact **0800 561 0015**.



Sheltered housing

Sheltered housing is predominantly for people aged 55 and over or for people with a need for this type of housing. A sheltered housing scheme consists of individual apartments or bungalows with your own front door, enabling you to live independently. There are different types of sheltered housing; some will have a scheme manager (sometimes called a warden) who lives on-site or off-site. All schemes should provide 24-hour emergency help through an alarm system. Accommodation is usually self-contained, but there are often communal areas,

such as the lounge, laundry room and garden. Many schemes also run social events for residents.

To find schemes near to you, go to **www.housingcare.org**

In Stoke-on-Trent, you can download a list of sheltered housing schemes at **www.stoke.gov.uk/download/downloads/id/892/older_peoples_housing_directory.pdf**

Extra Care is a housing option offered to people who are predominantly aged 55 and over who want to maintain their independence within a community setting that offers care and support, should people require it.

The aim of Extra Care is to provide vibrant and active communities in a socially encouraging environment which supports independent lifestyles. Extra Care housing schemes can benefit people who are not currently in receipt of care, informal carers and also people with differing levels of care and support needs; the schemes can provide people with a sense of security and 24/7 on-site staff in case of any unplanned emergencies.

The care needs of an individual and the care mix of the existing community are key factors which need to be considered alongside the adequacy of existing accommodation when a tenancy is being considered.

Residents will have their own apartment, which may be available to rent or buy, and care and support will be individually assessed for each person. The apartments are specifically designed to be accessible and secure with an emergency call system in case of an emergency or fall.

Although schemes vary, the benefits of Extra Care include:

- independent apartments – with your own front door;
- wheelchair accessibility and Lifetime Homes designed;
- secured by design standard;
- communal and support facilities;
- 24/7 emergency help;
- individual support planning;
- assistive technology;
- food service on-site; and
- activities that promote and support healthy living.

Staffordshire

There are over 20 Extra Care schemes in Staffordshire. You can find further information about this type of

housing and support at www.staffordshire.gov.uk/health/care/Care-and-Support/Types-Of-Care-And-Support/Housing-with-care.aspx

Stoke-on-Trent

Stoke-on-Trent City Council commissions services within several schemes/villages. The facilities, number of flats available, landlord and on-site care agency vary from scheme to scheme, and what it costs to live there can also differ.

Some Extra Care schemes offer shared ownership of flats. All the schemes that Stoke-on-Trent City Council commissions services with have an on-site care provider available 24-hours a day who can provide flexible and person-centred support.

Current Extra Care schemes with whom Stoke-on-Trent City Council commissions services include:

- Berryhill Village;
- Camoy's Court;
- Maple West;
- Oak Priory;
- Rowan Village;
- St Dominic's Court;
- West End Village; and
- Willow Barns.

Visit the links below for more information:

- www.sapphireconsortium.co.uk
- www.staffshousing.org.uk/village-living/west-end
- www.staffshousing.org.uk/village-living/rowan
- www.extracare.org.uk/villages-and-schemes/retirement-villages/berryhill-village
- www.extracare.org.uk/villages-and-schemes/housing-schemes/camoy-court
- www.extracare.org.uk/villages-and-schemes/housing-schemes/st-dominics-court

Residential care

Sometimes, people need more care than they can receive in their own homes, and a care home may be suitable if you can no longer manage in your own home, or cannot be cared for by relatives, but do not need nursing care.

Moving into a care home is a big decision and you must be sure that it is the right decision for you. You may decide that you want to go into a care home for a couple of nights to give you and your carer a break and to give you a feel for the home.

If you are choosing a care home or care home with nursing, it is essential to consider your needs and preferences.



Types of care home

Care homes (without nursing)

If you have a high level of needs, which cannot safely be met in your own home or in Extra Care housing, subject to an assessment, a care home may be the most suitable environment to meet your needs. Care homes provide help with personal care, for example bathing, feeding, dressing and help with moving.

If your capital/savings are less than £23,250, the Council may provide support for payment of care. See page 49 for more information on paying for your care.

Care homes with nursing

Care homes with nursing offer the same personal care as care homes but with nursing staff on duty 24-hours a day. If you think you may need nursing care in a home, you will need to be visited by a care

manager/social worker to work out what care you will need. This visit might be in your own home, or in hospital if you have been ill, or in a care home. You will be fully involved in planning your care needs.

If a care home providing nursing is the best solution for you, your care manager/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 £155.05 per week. The remainder of the funding may be provided by you, Adult Social Care or with contributions from both, depending on a financial assessment.

Figures here may change over the life of this Directory.

Out of county care

Sometimes people choose to live in another area of the country as they want to be closer to friends and family. This can be in different types of accommodation. Each situation is different and, therefore, how it is funded will be assessed differently.

If you do require a care home or care home with nursing to meet your needs, and you qualify for local authority financial assistance, your home county local authority is responsible for arranging your support, should you wish for them to do so. The home you choose must be suitable for your assessed needs and

comply with the terms and conditions set by the authority.

You can contact the Care Quality Commission through its website www.cqc.org.uk where you will find details of all registered care homes in the UK. Alternatively, this Directory's telephone service **0800 389 2077** and website www.carechoices.co.uk have details of all care provision in England.

Full listings of care homes and care homes with nursing in the region start on page 63.



The Premium Care Provider in Staffordshire

Avery Healthcare is a leading and award winning national care provider that has a range of luxury care homes throughout the county for residential and dementia care. A standards based approach ensures modern, purpose built buildings finished to high specifications, restaurant quality dining and service, the very best in care from professionally trained staff, and a sector leading Well-being and Activities Programme that supports independence and a fulfilling life.

For the best in Staffordshire, look no further.



Abbey Court

Cannock

T. 01543 541034



Alma Court

Cannock

T. 01543 541330



Darwin Court

Lichfield

T. 01543 541815



Hanford Court

Stoke-on-Trent

T. 01782 904481



Hempstalls Hall

Newcastle-under-Lyme

T. 01782 904483



Horse Fair

Rugeley

T. 01889 721170



Rowan Court

Newcastle-under-Lyme

T. 01782 904595



See all of our homes on Facebook or Search 'Avery Staffordshire'



Care With A Difference

Home 1

Fees per week
£
£
£

Quality rating*

Home 2

Home 3

We suggest that you take paper with you when visiting care homes so that you can make notes.

Staff

What is the minimum number of staff that are available at any time?

Are staff respectful, friendly and polite?

Do staff have formal training?

Are the staff engaging with residents?

Activities

Can you get involved in activities you enjoy?

Is there an Activities Co-ordinator?

Does the home organise any outings?

Are residents escorted to appointments?

Do the residents seem entertained?

Does the home have a varied activities schedule?

Life in the home

Is the home adapted to suit your needs?

Can you bring your own furniture?

Are there enough plug sockets in the rooms?

Are there restrictions on going out?

Is there public transport nearby?

Does the home provide any transport?

Can you make/receive calls privately?

Can you decide when to get up and go to bed?

Does the home allow pets?

*See page 52.

Personal preferences

Is the home too hot/cold? Can you control the heating in your room?

Is the décor to your tastes?

Are there restricted visiting hours?

Is there somewhere you can go to be alone?

Does the home feel welcoming?

Catering

Can the home cater for any dietary requirements you may have?

Does the menu change regularly?

Can you eat when you like, even at night?

Can you have food in your room?

Is there a choice of food at mealtimes?

Is alcohol available/allowed if you want it?

Can visitors join you for meals?

Fees

Do your fees cover all of the services and activities?

Are fees likely to change regularly?

Is the notice period for cancellation of the contract reasonable?

Could you have a trial period?

Can you keep your room if you go into hospital?

Can you handle your own money?

Specialist care

Learning disability

As an adult with a learning disability, you may want or need to consider moving into different accommodation to enable you to become more independent or to meet your care and support requirements. This could mean moving out of your family home and into your own accommodation with support, or sharing accommodation with others and receiving support.

The support you receive may include learning independent living skills, like cooking, cleaning, travel-training and money management, as well as help with any health or care needs you may have.

The Council can provide support to people who are eligible under the Care Act 2014. Access to social care services is often not free and, as well as an assessment of your care and support needs, the Council will also undertake a financial assessment with you to ascertain if you can afford to make a contribution (which could include meeting the full cost of your support) to the cost of the care and support that you need.

People with learning disabilities can also use personal budgets to pay for their support if they are eligible. For more details please see page 12.

Staffordshire

For more information about access to adult social care services and to find information and advice on subjects such as housing, employment and other important issues, and how you can be supported with these in Staffordshire, visit www.staffordshire.gov.uk/adultsocialcare or contact the Staffordshire Cares Team on **0300 111 8010**.



www.myfamilyourneeds.co.uk

For parents and carers of children with additional needs and those who support them.

The Adult Learning Disability Team works with eligible people with learning disabilities to ensure that they can access the right care and support in a timely way that meets their eligible needs.

The Adult Learning Disability Team will:

- ensure you have access to an assessment of your needs and, where appropriate, work with you and your family to develop a support plan to meet your assessed eligible needs in a way which suits you;
- support you to identify the ways in which you and your family can maximise and maintain your independence and the role that statutory services provided by the Council can play within this;
- make sure the support you get looks at all areas of your life, from health through to housing and education; and
- support your wishes and ambitions as much as possible, recognising that some choices you may make might be beyond the levels of formal support that can be provided by the Council and may instead be funded directly by you or your family.

If you'd like to get in touch, call the **Customer Contact Centre** on **0300 111 8010** or email **Staffordshire Cares** at staffordshirecares@staffordshire.gov.uk with your questions.

Stoke-on-Trent

In Stoke-on-Trent, there is a Learning Disability and Enhanced Transition Social Work Team who identify and work with individuals who have care and support needs and learning disabilities. In addition, for young people currently being supported by Children's Social Care, and who may require the support of Adult Social Care, the team provides enhanced transition support.

Through our enhanced transition approach, support is provided to young people between the ages of 14

and 25 and their family/carers. The main focuses of the team are to:

- take a strengths and capabilities approach to assessment, enabling you to maximise independence and make the most of the opportunities available in the community. There is a specialist life skills team, person-centred planning team and community development team who can also support you to maximise your independence;
- support young people with identified care and support needs and who have a range of disabilities through the transition from childhood into adulthood. During this time, the team aims for the young person to have a named adult social care worker to facilitate this. This may start as early as a Year 9 education review for some, and can continue up to the age of 25 (if required);
- have an active involvement in parents' and carers' forums;
- undertake an assessment for adults who are over 25 years old with a learning disability and who have identified care and support needs; and
- support adults to meet identified eligible care and support needs through a range of services, including direct payments.

Call the **Adult Social Care Contact Centre** on **0800 561 0015** for more information.



DE Healthcare is a family-run organisation supporting people across Staffordshire and the wider Midlands area with complex learning disabilities, autism and Down's Syndrome and offers a range of care packages including; residential care, supported living, day opportunities and one-to-one care. DE Healthcare believes passionately in providing support for individuals in a personal family environment to improve their opportunities in life, education and employment.

Tel: 01889 567360
www.dehealthcare.co.uk

Physical disability

There are over 10 million people in the UK with a long-term illness, impairment or disability. The most common disabilities are those that affect how you move, including how you lift and carry things.

Disabilities generally affect older people, with one in two people over the State pension age and one in seven working adults having a disability.

Help and advice is available from both local and national organisations to help people with a physical disability lead a happier, healthier and more independent life. For more information, see the organisations starting on page 59.

Following an assessment of your needs, you may be

eligible for help from your local authority, including a personal budget, occupational therapy, adaptations to your home, supported housing or help for the person caring for you.

The support you require will be tailored to your specific needs and can be provided by the independent and not-for-profit sectors, as well as by Staffordshire County Council and Stoke-on-Trent City Council. Where you are eligible for health and adult social care support, help at home with personal care is available during the day and night, seven days a week if this is needed. There are also private agencies offering help at home with personal care and housework. See page 23 for more information.

Services for people with a sensory need

The Staffordshire and Stoke-on-Trent Partnership Trust Sensory Team works with adults over the age of 19 who:

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

The team can offer advice and information on sensory issues. Once you have been referred to a sensory worker, the team will assess your care and support needs. If you are eligible, they will work with you to decide which services/equipment will meet your needs.

The team also offers support to families and carers

and can provide a separate assessment to carers. If you need services that are provided by other teams (e.g. personal care or day activities), they will work with you to access those teams. The team also works closely with the voluntary sector.

The Stoke-on-Trent Sensory Team does the same for Stoke residents, and also supports children with visual impairments.

Staffordshire

For more information call the [Staffordshire Cares Team](#) on **0300 111 8010** or text **07814 194111**.

Stoke-on-Trent

For Stoke-on-Trent enquiries, please call **0800 561 0015**, fax **01782 235720** or email social.care@stoke.gov.uk

Mental health

Your local Council works in partnership with health trusts and other organisations throughout the county to provide specialist services to people affected by mental health issues. The Council takes mental health and wellbeing seriously and is committed to keeping the profile of good mental health high.

Mental health issues can affect anyone at any time and one in four people will experience some form of mental illness during their lifetime. There are many different types of mental health needs, from mild issues to more severe and enduring conditions. Some examples include: anxiety, dementia, depression, eating disorders and stress.

Self-referrals or GP referrals can be made to Healthy Minds for Stoke-on-Trent patients and North Staffordshire Wellbeing Service for North Staffordshire patients. The teams can help with stress and anxiety, depression, Obsessive Compulsive Disorder (OCD) and post-traumatic stress disorder (PTSD), and offer various treatments. They will also help if you live with a long-term condition such as diabetes, respiratory problems, chronic pain or fatigue.

For more information, visit www.healthy-minds.org.uk for Stoke-on-Trent patients and www.northstaffswellbeing.co.uk for North Staffordshire patients.

Your local Community Mental Health Team (CMHT) should be your first point of contact if you have mental health issues. You can ask your GP to refer you or ask someone who knows you to contact the CMHT on your behalf. Contact details for CMHTs are provided on page 45.

There is an increased demand for home care for people with mental health issues arising from greater use of supported living instead of care home placements. Like other specialist care services, this can be paid for (if you have been assessed as eligible) with a personal budget, discussed on page 12.

Advice is also available for anyone living in Staffordshire and Stoke-on-Trent through the Staffordshire Mental Health Helpline. Call **0808 800 2234**, Monday to Friday, 7.00pm to 2.00am and Saturday and Sunday, 2.00pm to 2.00am.

North Staffordshire Community Mental Health Services

The Access Team is the single point of contact and access for all North Staffordshire Combined Healthcare NHS Trust services. The Access Team provides 24/7 cover for all mental health and learning disability services across Stoke-on-Trent and North Staffordshire.

Harplands Hospital,
Stoke-on-Trent ST4 6TH
Tel: **0300 123 0907**
Web: **www.combined.nhs.uk/ourservices**

South Staffordshire Mental Health Services

Community Mental Health Teams (CMHTs) provide assessment and treatment to adults who experience moderate to severe mental health issues across Shropshire and Staffordshire. The teams are based across South Staffordshire and Shropshire. Use the list below to find out more about your local service.

Web: **http://mentalhealth.sssft.nhs.uk/community-services/community-mental-health-teams**

Burton and Uttoxeter CMHT

Horninglow Clinic, Carlton Street,
Burton upon Trent DE13 0TF
Tel: **01283 538030**

Lichfield and Burntwood CMHT

David Parry Suite, Saint Michael's Court,
Trent Valley Road, Lichfield WS13 6EF
Tel: **01543 442010**

Referral process

All referrals are received at the Single Point of Access and triaged by the duty workers to ensure the most appropriate response to the referral. Walk-in patients are also accepted.
Tel: **0300 555 5001**

Cannock Chase CMHT

Park House, 12 Park Road, Cannock WS11 1J
Tel: **01543 431580**

Seisdon CMHT

South Staffs Council Offices (2nd Floor),
Wolverhampton Road, Codsall WV8 1PX
Tel: **01785 783030** • Fax: **0300 124 0356**

Stafford CMHT

Foundation House, St. Georges Hospital,
Corporations Street, Stafford ST16 3AG
Tel: **01785 783033**

Tamworth CMHT

Andrew Ward, Sir Robert Peel Hospital,
Plantation Lane, Tamworth B78 3NG
Tel: **01827 308820**

Out of hours (for Cannock Chase, Seisdon,
Stafford and Tamworth): **0300 790 7000**



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Friendly Volunteers
Fun & Laughter
Advice & Support
Carers Forming Friendships
Information Leaflets
Buffet & Refreshments
Entertainment

A warm welcome awaits
Carers and their cared for at
any of the following MASE Groups

Cannock - Drop In

St Luke's Church Hall - WS11 1DE
1st Monday of every month
1:00 pm - 3:00 pm

Haughton

Haughton Village Hall - ST18 9EZ
2nd Thursday of every month
7:00 pm - 9:00 pm

Rugeley

St Joseph's Church Hall - WS15 2EH
3rd Wednesday of every month
7:00 pm - 9:00 pm

Stafford

Castle Church Hall - ST16 1DP
4th Monday of every month
7:00 pm - 9:00 pm

Hednesford

The Aquarius Ballroom - WS12 1BT
Last Thursday of every month
7:00 pm - 9:00 pm

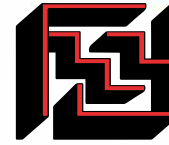


Proud Recipients of
The Queen's Award for
Voluntary Services
and The British
Citizen Award



Winners of SCC
Dignity in Care Award

Supporting Carers on their Dementia Journey



Monthly Alzheimer's Support Evenings

The Monthly Alzheimer's Support Evenings [MASE] have become a well-established support network for people living with dementia in South Staffordshire.

The MASE helps reduce the stigma surrounding dementia and brings together people who are coping with the condition, in the hope of removing the social isolation all too often faced by Carers.

Project Co-ordinators

Daphne: **01785 211140** • Elaine: **01785 823110**

www.themasegroup.com

Registered Charity No: 1137193 The Monthly Alzheimer's Support Evening Limited (MASE)



What do you think about this publication?

Complete our short questionnaire

www.carechoices.co.uk/reader-survey

 CareChoices

Dementia affects everyone differently and can cause a wide range of symptoms. These can include issues with memory, thinking, concentration and language. People may become confused or struggle with how they perceive things. Dementia can also cause changes in mood or emotions and affect how someone behaves.

If you have any concerns about your memory, the first thing that you should do is see your doctor. They will talk to you about your concerns and, where appropriate, refer you on to see a specialist at a memory clinic, which will assess and support you and identify any appropriate support or treatment.

Following a formal diagnosis of dementia, your GP may refer you to a specialist, like a consultant in old age psychiatry, a community psychiatric nurse, a dementia adviser (in Stoke-on-Trent) or an occupational therapist with a special interest in dementia care.

As it can be best for a person with dementia to live at home for as long as possible, a range of community care services is available to facilitate this. When needed, services may include to access home care, meals in the home, sitting services (which provide a break for carers), advice on equipment and adaptations, day care centres and respite care.

You may have a choice of which agency you receive your care from whether or not the Council assists with funding your service.

If you are considering moving, some Extra Care housing schemes can offer support to people in the early stages of dementia.

People with dementia may also benefit from a range of group or individual therapies involving social interaction and mental stimulation. In Staffordshire, Dementia Support Services can help with finding local activities. Music therapy, art therapy approaches and other creative therapies can be helpful, as can validation therapy.

Stoke-on-Trent and North Staffordshire

If you receive a diagnosis of dementia, your dementia

adviser/care co-ordinator will offer guidance and advice and signpost you to support that is available locally, for both you and your relatives/carer. Stoke-on-Trent and North Staffordshire's Advisory Service is provided through Approach.

Approach, Dementia Advisory Service,
Cauldon Chambers, 10 Stoke Road, Shelton,
Stoke-on-Trent ST4 2DP

Tel: **01782 214999**

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

For information and advice, you can also contact the national dementia helpline provided by Alzheimer's Society, see contact details on page 61.

Stoke-on-Trent has also developed a specialist integrated health and social care dementia centre. The centre brings together specialist dementia services and professionals under one roof; these services include:

- memory services which provide assessment, diagnosis, treatment, review and follow-up for people living with dementia;
- the Community Mental Health Team, which provides assessment, treatment, care management and review in the community. These include people who may have a variety of issues including anxiety, depression, dementia and other mental health illnesses related to old age; and
- the Dementia Reablement Service for Stoke-on-Trent, which offers a specialist integrated (health and social care) bed-based and community reablement service for adults with dementia. This service can support people to regain skills and confidence to maximise their independence and remain living in their own homes for longer.

The centre also has an information and advice area that people living with dementia and their carers can use to access information, support and advice from people who are compassionate and knowledgeable about dementia.

Home 1

Home 2

Home 3

Fees per week	
£	
£	
£	

Quality rating*

We suggest that you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 41.

Design

Are there clear signs throughout the home?

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

Are the home and grounds secure?

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

Is the décor familiar to your loved one?

Choices

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

Are residents encouraged to be independent?

Can residents decide what to do each day?

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

Activities

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

Are there activities on each day?

Can residents walk around outside on their own?

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

Are there rummage boxes around?

*See page 52.

Health

Can residents get help with eating and drinking?

How often does the home review residents' medication?

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

Do GPs visit the home regularly?

Staff

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

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

Do the staff have any dementia specific training/experience?

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

Approach to care

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

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

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

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

Paying for care

When a local authority provides or arranges services for you, you may be asked to contribute towards the cost of your care, depending on your personal circumstances.

Staffordshire County Council and Stoke-on-Trent City Council both have their own charging policies and

levels for non-residential services, however, these must comply with certain minimum requirements.

To request a copy of the County Council's Charging Policy, please call **0300 111 8010**. To request a copy of the City Council's Charging Policy, please call **01782 236620**.

Financial assessments

If you are assessed as having eligible needs, you will be offered a financial assessment to identify what, if anything, you need to pay towards the cost of your care. A financial assessment officer will ask you about your income, savings and capital to work out your contribution. They will also carry out a Welfare Benefits Check to ensure you are receiving your full benefit entitlements.

You will be responsible for paying the full cost of your care if:

- you need long-term care in a care home or care home with nursing and you have capital

and savings (including your property) worth over £23,250; or

- you require support in your own home or respite care and have over £25,000 (or £23,250 for Stoke-on-Trent residents) in capital and savings (not including your home); or
- your care needs are assessed as not eligible (see page 10); or
- you choose not to have a financial assessment.

How will the Council decide what you have to pay?

When working out your contribution, your local Council will look at two things:

1. Your income: this is any income which is in your name, any income paid to your partner which you qualify for as a couple, e.g. pension credit, and, depending on the type of income you receive, it will either be:

- included in full: this includes most State Benefits; or
- partly or completely ignored: the financial assessment officer will tell you if this applies to any of your income.

For those people who receive non-residential care services there is an amount of income which is not taken into account. This is called the minimum income guarantee and represents the amount of

money you must be left to live on after you have paid for your non-residential care. This is called a Minimum Income Guarantee (or MIG). Your MIG level depends on your age and circumstances at the time of your assessment. The MIG levels are set by the government each year.

2. Your capital: this includes money held in your name or jointly with someone else. It includes cash, bank or building society accounts (including savings), premium bonds, stocks and shares and investment property. It may also include the value of your home if you are moving into a care home or care home with nursing, depending on your circumstances. Some capital is ignored, such as some types of bond and personal belongings; these will be explained as part of the financial assessment. The value of your house is not taken into account if you are to remain living there (i.e. you are receiving home

care services or support within the community).

The financial assessment officer will explain this process in more detail.

For further information regarding charging for residential/nursing and non-residential care and the financial assessment please refer to the factsheet at www.staffordshire.gov.uk/health/care/Documents/Charging-for-Residential-and-Non-Residential-Care.pdf



Self-funding your care

Paying for care can be an expensive and a long-term commitment, so it is strongly recommended that you seek specialist information and advice before entering into any arrangements. It is important that you seek specialist advice from appropriately qualified and regulated financial advisers.

Will I have any money left for day-to-day expenses and personal items?

If you are in residential care, you can keep a weekly personal allowance out of your income. This is for your day-to-day needs or to save to buy items such as clothing and toiletries. This is currently £24.90 per week but may change over the life of this Directory.

If you are receiving respite care or non-residential care services, the amount you pay for the service will be reduced to cover the costs of certain outgoings, such as rent (where not covered by Housing Benefit), Council Tax, and mortgage payments. These outgoings can be taken into consideration for non-residential charging and don't necessarily reduce the cost of the service. In Stoke-on-Trent, respite is charged at a set rate and therefore the charge is not reduced by taking into account any household expenditure.

If you are receiving care at home and receive certain disability-related benefits, such as Attendance Allowance, Disability Living Allowance Care Component or Personal Independence Payment Daily Living, you may also be able to keep an amount to cover any significant extra costs you have.

Will I have to sell my home to pay for my care?

If you are receiving non-residential care, the value of your house is not taken into account, unless you own a share of more than one property.

If you own your home and are moving into residential care, one of the biggest worries that people have is 'what will happen to my home?'. The information below should help with these concerns:

- If your husband, wife or partner continues to live in your family home, its value will not be included in your financial assessment.
- If this does not apply, for the first 12 weeks of residential care the value of your home will be ignored in your financial assessment. This is called a 12-week property disregard. However, from the 13th week onwards, the Council will treat the value of your home as capital in your financial assessment.

Deferred payment agreements

The deferred payments scheme is designed to help you if you have been assessed as having to pay the full cost of your residential care but cannot afford to pay the full weekly charge because most of your capital is tied up in your home. If you are eligible for a deferred payment agreement, you will be required to pay a weekly contribution towards your care. The amount of this contribution will be based on your income and other savings. The Council will then pay the remaining part of your weekly charge that you are not able to afford. The

part the Council pays is your 'deferred payment'.

The deferred payment builds up as a debt; the Council will provide you with quarterly invoices to advise you of the amount of the debt, which is cleared when the money tied up in your home is released. For many people this will be once your home is sold, either immediately, on a future date or from your estate.

However, you do not have to sell your home if you don't want to – you may, for example, decide to rent it out to generate income. If you do this, you will be expected to use the rental income to increase the amount you pay each week, thus reducing the weekly payments made by the Council, and minimising the eventual deferred payment debt.

Acceptance of any application to the scheme depends on your eligibility and is at the discretion of the Council.

The Council strongly recommends that you take independent legal and/or financial advice before you enter into a deferred payment agreement.

Staffordshire

You can find out more about Staffordshire's scheme by ringing **Staffordshire Cares** on **0300 111 8010**.

Stoke-on-Trent

For more information on Stoke-on-Trent's scheme, please contact **0800 561 0015**.

NHS funding

NHS Continuing Healthcare

NHS Continuing Healthcare is fully-funded care and support, provided and paid for by the NHS. To be eligible, your needs must be primarily health-related and are likely to be severe.

If you are eligible for NHS Continuing Healthcare, you can receive the services in any setting, including your own home or in a care home. The NHS will pay if you need healthcare from a community nurse or a

therapist as well as personal care to help you at home.

NHS Nursing Care Contribution

Whether you are a temporary or permanent resident, if you live in a care home that provides nursing care, you may be entitled to a non-means-tested Registered Nursing Care Contribution (sometimes referred to as Funded Nursing Care) towards the cost of your nursing care. This is paid directly to the home.

Third party payments

People have the right to choose alternative care to that which is offered by the Council. This may mean a choice of home care over a care home, or a choice of different accommodation (for example, a shared lives or supported living scheme).

If the cost of the care you choose exceeds your personal budget, the Council can arrange the care as long as someone is willing to pay the difference between the personal budget and the actual cost. This is known as a top-up payment.

If you decide to live in a more expensive home and

someone is able and willing to make an additional payment for you, they will have to pay the local authority the difference between its rate and the amount the home charges. This additional payment is called a 'top-up' or 'third party payment'.

You are not allowed to make this additional payment yourself, except in limited circumstances, so the responsibility usually falls to a family member, friend or charity.

Before anyone agrees to pay your top-up, they should be aware that the amount may increase, usually once

a year, and they need to be confident that they can sustain the payments for as long as they are required. They will need to sign a contract with the Council to confirm that they are able to do this.

If the additional payments stop being paid for any reason, then you should seek help and advice from your Council. You may have to move to a cheaper home within the local authority's funding levels.

If you are already resident in a care home and no top-

up was required at the time you became a resident, the home may seek to introduce one at a later date, which would need to be agreed first with the local authority. This may happen if a change to your arrangements is made at your request or with your agreement, for example you move to a nicer room.

It is important to note that Councils have a duty to offer you a place at a home that accepts their funding rates. If no such place is available, a top-up should not be charged.

What if my circumstances change?

Contributions will be reassessed once a year, normally in April, at the same time as the yearly increase in State Benefits. You must also request a reassessment if there has been significant change in your financial circumstances.

If your income, savings or capital is close to falling below the threshold set for financial support, it is important that you contact the local authority as soon as possible to request a new financial assessment.

Important information

Inspecting and regulating care services



Health and social care services must be registered to show that they meet a set of standards.

The Care Quality Commission (CQC) is the independent regulator of health and social care in England. It registers care providers and inspects and rates services. When things go wrong, the CQC can also take action to protect people who use services. After an inspection of a care home or home care agency, the CQC publishes a report of what it found. The report looks at how well the service meet the CQC's five key questions: Is the service safe? Effective? Caring? Responsive to people's needs? Well-led?

Each care home and home care agency will get an overall rating of outstanding, good, requires improvement or inadequate. It will also get ratings for each key question. The ratings mean you can easily see where a service is performing well, and

where it needs to improve.

It's always a good idea to check inspection reports and ratings when choosing a care service. You can find reports and ratings on the CQC's website (www.cqc.org.uk). Care providers must also display their latest rating at their premises and on their website.

You can also tell the CQC about your experiences of care – good or bad. It can use your information to see where it should inspect next, and what to look out for when it does. If you want to share your experience of care, visit www.cqc.org.uk/share

Tel: **03000 616161**

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

Write to: The Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA



This Association represents a number of independent providers, including care homes and home care agencies throughout the county. The aims are to promote high quality care and to represent the membership – and their clients – in regular meetings with, for example, social care and health departments and clinical commissioning groups.

SARCP supports local independent care providers to access training and provides up-to-date information to ensure compliance with the Care Quality Commission. Events are arranged covering new legislation, innovative themes and an opportunity for networking.

Individual independent care providers strive to obtain and maintain a good reputation as this is the

foundation for delivering good quality care that is sustainable.

If you have limited savings and require residential care, nursing care or home care, then your adult social care department may be able to assist with funding. You may also qualify for certain welfare benefits.

Should you need further clarification regarding the above – or any aspect relating to care – then please contact:

SARCP

Offices 23/24, Brookside Business Park,
Cold Meece, Near Stone ST15 0RZ

Tel: **01785 760070** • Email: **contact@sarcp.com**

Web: **www.sarcp.com**

Stoke-on-Trent City Council – Contract review and monitoring

The City Council operates a number of contracts for Social Care services, including care homes, home care, Extra Care and other services.

Monitoring is carried out on a regular basis, using a variety of assessment tools and processes, to evaluate whether services are being delivered to the required standards and to establish whether the requirements of the contract are being fully met.

Where monitoring shows that this is not the case, any concerns are taken up directly with the provider and an action plan is put in place to address the issue(s). The City Council works with the provider to support them with this.



Complaints, comments and compliments

Adult Social Care is here to support and listen to complaints, comments and compliments. You should feel able to complain about any aspect of your care or experience which affects your happiness, comfort and wellbeing. The Council will listen and consider how things can be improved. Making a comment or complaint will not put you at a disadvantage or place the services that you receive at risk.

Who can make a complaint?

You have the right to complain if you, a family member or someone close to you receives a social care service, has been refused a service, or has been affected by a plan or decision.

How can you tell the Council what you think?

The Council aims to solve any problems as quickly as possible. It is best for you to initially contact the staff you have been dealing with or the manager of your care service. All registered providers have a complaints procedure, details of which must be made available to clients, residents, relatives and carers.

If you remain dissatisfied following the outcome, there are several options available to you. You may contact the Adult Social Care Complaints Manager or, if your concern is regarding a breach of regulation, the Care Quality Commission (see page 52 for contact details). >>

>> You can also complain to your local authority; Staffordshire County Council and Stoke-on-Trent City Council welcome your feedback, whether you have a complaint, comment or compliment.

You can also ask the Local Government and Social Care Ombudsman to consider your case if you are not happy about how a service has dealt with your complaint about care or an experience that you have had. However, they will ask the local authority to resolve a complaint locally before they get involved. If you are a self-funding resident within a care setting, you need to contact the Ombudsman in the first instance if you have a complaint.

Staffordshire

Customer Feedback and Complaints Team,
Staffordshire Place 2,
Tipping Street,
Stafford ST16 2DH
Tel: **0300 111 8000**
Email: **complaints&customerfeedback@staffordshire.gov.uk**
Web: **www.staffordshire.gov.uk**

Stoke-on-Trent

Customer Feedback Team, Floor 2, Civic Centre,
Glebe Street, Stoke-on-Trent ST4 1HH
Tel: **01782 234234**
Email: **speakup@stoke.gov.uk**
Online form: **www.stoke.gov.uk/ccm/navigation/council-and-democracy/have-your-say/customer-feedback**

Local Government and Social Care Ombudsman

PO Box 4771, Coventry CV4 0EH
Tel: **0300 061 0614**
Web: **www.lgo.org.uk**



Advocacy

Advocacy is independent, issue-based support. It is time-limited and free at the point of request.

Advocacy aims to:

- make sure people's voices are heard and listened to;
- find out the person's views, wishes and aspirations and put these across to the people who need to know; and
- make sure people can make their own choices in life and have the chance to be more independent.

This does not mean doing everything by themselves, but it means being in control of their lives about decisions relating to them.

There are a number of advocacy services, those

available through the local authority are outlined below.

Who might need an advocate?

Local authorities have a duty to involve individuals (aged 14 and over and their carers) in decisions made about them and their care and support. This means supporting people to understand how they can be involved in the care and support processes, how they can contribute and take part and, in some cases, how they can lead or direct the process.

Who can act as an independent advocate?

An independent advocate must be suitably experienced and qualified and, most importantly, able to work independently of the local authority and/or its partners.

If there is an appropriate individual the person trusts

to help them say what is important to them and who knows their wishes, they can choose for them to be their advocate. Alternatively, professional advocates are available.

What is Care Act Advocacy?

The purpose of Independent Advocacy is to assist and involve people to be active partners in planning their care and support, including during assessment, care and support planning and review as well as safeguarding procedures. All local authorities must arrange an independent advocate to support and represent you in these matters if:

- you have substantial difficulty being involved in decisions around your care and support; and
- there is no appropriate individual available to support and represent your wishes.

What is Independent Mental Capacity Advocacy (IMCA)?

For people aged 16 and over who have been formally assessed to be lacking mental capacity, and have no appropriate friends or family to consult, an IMCA must be instructed when a decision must be made on that person's behalf about:

- providing, withdrawing or withholding of serious medical treatment;
- long-term accommodation in hospital, or another supported care environment;
- Deprivation of Liberty Safeguards where the individual has been referred to a local authority in their role as a Supervisory Body as requiring the support of an IMCA in connection with the DoLS; or
- Representative to be appointed, or the appointed Relevant Person's Representative or Relevant Person has requested the support of an Independent Mental Capacity Advocate.

What is Independent Mental Health Advocacy (IMHA)?

The IMHA service is a specialist type of mental health advocacy, granted specific roles and responsibilities under the Mental Health Act, to help qualifying

patients to:

- understand the legal provisions to which they are subject under the Mental Health Act 1983;
- understand the rights and safeguards to which they are entitled; and
- exercise their rights through supporting their participation in decision-making.

An Independent Mental Health Advocate should be provided for people who are:

- detained under the 1983 Mental Health Act as revised (even if on leave of absence from the hospital) apart from patients detained under sections 4, 5(2), 5(4), 135 or 136;
- conditionally discharged or restricted patients;
- subject to guardianship; or
- under supervised Community Treatment Order (CTO).

In addition, patients not covered by any of the above, who meet any of the following criteria are also eligible if they are:

- being considered for a treatment to which Mental Health Act Section 57 applies (i.e. treatments requiring consent and a second opinion);
- liable to be detained under the Act, even if not actually detained, including those who are currently on leave of absence from hospital or absent without leave, or those for whom an application or court order for admission has been completed; or
- under 18 and being considered for Electro-Compulsive Therapy (ECT) or any other treatment to which Section 58A applies (i.e. treatments requiring consent or a second opinion).

Independent Health Complaints Advocacy

If you want to complain about an NHS service, or someone wants to make a complaint on your behalf, NHS Complaints Advocacy can support you to do this. The service aims to help you understand

your options and to support you through the NHS complaints process. A level of support will be agreed with you and an advocate will work with you to ensure you get the best possible resolution to your complaint.

Further information about advocacy services can be found at

www.staffordshire.gov.uk/health/care/Documents/Advocacy-Fact-Sheet.pdf

There are several specialist advocacy services in Staffordshire that you may wish to contact directly. You can find details on www.staffordshireconnects.info and typing in the keyword 'advocacy'.

Parents' Advocacy Service

(Stoke-on-Trent only)

A Parents' Advocate can be accessed by eligible parents of children who are known to the Stoke-on-Trent Children's Social Care Team. The service

assists parents to understand the complex statutory processes, voice their wishes and feelings, and helps them to understand what is expected or required in relation to their child.

Staffordshire

To find an advocacy service in Staffordshire, visit www.staffordshireconnects.info and search 'advocacy'.

Stoke-on-Trent

Stoke-on-Trent City Council commissions an advocacy service through **Asist**, which can be contacted on **01782 845584**. A separate advocacy service is available for people diagnosed with dementia or cancer. This is provided through the **Beth Johnson Foundation**, call **01782 844036**. For further information about how to access an advocate, please contact either Adult Social Care on **0800 561 0015** or Children's Social Care on **01782 235100**.

Safeguarding adults

Safeguarding means protecting an adult who has needs for care and support and is experiencing, or at risk of, abuse or neglect, and, as a result of those care and support needs, is unable to protect themselves.

It is about people and organisations working together to prevent both the risks and experience of abuse or neglect, whilst making sure that the adult's wellbeing is promoted, including having regard to their views, wishes, feelings and beliefs in deciding on any action.

The aims of adult safeguarding are to:

- stop abuse or neglect wherever possible;
- prevent harm and reduce the risk of abuse or neglect to adults with care and support needs;
- safeguard adults in a way that supports them in making choices and having control about how they want to live;

- promote an approach that concentrates on improving life for the adult(s) concerned;
- raise public awareness so that communities, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect;
- provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or wellbeing of an adult; and
- deal with what has caused the abuse or neglect.

Who might abuse/neglect adults?

Anyone can carry out abuse or neglect, including:

- spouses or partners;
- other family members;
- neighbours;

- friends/acquaintances;
- local residents;
- people who deliberately exploit adults they perceive as vulnerable to abuse;
- paid staff/professionals;
- volunteers; and
- strangers.

Who can raise concerns of abuse or neglect?

Anyone can witness or become aware of information suggesting abuse or neglect is occurring. People raising a concern may become aware of possible abuse when they:

- witness an abusive act;
- are told about abuse by someone else;
- are told about abuse by the service user;
- find evidence of abuse; or
- recognise several of the risk indicators and become concerned there is a high risk of abuse.

Concerns may come to light as part of the following:

- complaint;
- expression of concern;
- police call-out; or
- during an assessment.

Are you concerned about adult abuse?

If you feel you are being abused, or suspect someone else may be being abused, it is important to tell someone. You don't need to give your name, and you

will be supported if you're worried about what might happen if you report someone.

What will happen if you report it?

Trained staff will carry out a careful and sensitive enquiry. The information will be discussed with other agencies including the police. Information and advice will be offered to the person and their family as to what can be done next.

The Staffordshire and Stoke-on-Trent Adult Safeguarding Partnership brings together people from various agencies concerned with the wellbeing and protection of adults with care and support needs. The Partnership will work together to make sure that if you report abuse, the situation will get better and not worse. For more information, visit www.SSASPB.org.uk

Reporting adult abuse

Staffordshire

Tel: **0345 604 2719**

Monday to Thursday (not including Bank Holidays)
8.30am to 5.00pm, Friday 8.30am to 4.30pm

Text: **07814 191111**

Minicom: **01785 276207**

Out of Hours: **0845 604 2886** – emergencies only

Email: VAStaffordshire@staffordshire.gov.uk

Stoke-on-Trent

Tel: **0800 561 0015**

Out-of-hours: **01782 234234**

Email: adult.protection@stoke.gov.uk

In an emergency, always dial **999**.

SEARCHING FOR CARE OPTIONS IN YOUR AREA?

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

- find care providers quickly and easily
- search by location and care need
- information on care quality
- links to inspection reports
- additional care provider information, photos and direct website links
- brochure requests

Developed by the publisher of this Directory

Alternatively, call our friendly team on **0800 389 2077** to talk to someone directly.



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

The Court of Protection can issue Orders directing

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

An 'advance statement' 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.

Finding care options in your area

 This Directory offers a telephone and website service allowing you to search by postcode or region for care homes, care homes with nursing and home care providers that meet your requirements across the country. Your search can be sent to you by post or email, or discussed with you over the telephone. If you are searching online, the results can be saved and emailed to others.

You can also view an electronic version of this

Directory on the site and have it read to you by using the 'Browsealoud' function.

Whatever your care needs, this Directory and the Care Choices telephone and website service will be able to point you in the best direction, however you would like care information presented.

Please call **0800 389 2077** or visit **www.carechoices.co.uk**

End of life care

Although the subject of dying is often painful to contemplate, it is essential that you and your relatives discuss your wishes as you near the end of your life. Good planning for all your needs should mean that you can (if you choose) remain in your home or care home in your last days and not have to be admitted to hospital.

When choosing a service, you should consider its end of life care philosophy and policies. Enabling people to die in comfort and with dignity is a core part of providing care and the way care professionals approach the process will be incredibly important for

you, your family and carers.

The service should have an open approach to end of life care. It should initiate conversation with you and your family and work with your GP and other health professionals (e.g. hospital doctor, Macmillan Nurse, hospice professional or district nurse), to ensure that your needs and wishes are discussed and planned for. An end of life care plan should also be drawn up, as it is vital to establish your preferences and choices.

You could use the Preferred Priorities for Care (PPC) document to help with outlining your wishes. The

PPC document is designed to help you prepare for the future and gives you an opportunity to think about, talk about and write down your preferences and priorities for care at the end of life. You can see an example of this document at

www.dyingmatters.org/sites/default/files/preferred_priorities_for_care.pdf

It is also important to know that all health and social care staff must be trained in communication regarding end of life care and will be trained in assessing the needs of individuals and carers.

It is worth asking care providers whether they are working towards The Gold Standards Framework or similar standard. These can be used in various settings, for example hospitals, primary care and care homes, to improve the co-ordination and communication between different organisations involved in providing care for someone near the end of their life.

Useful websites

Compassionate Communities

Compassionate Communities aims to help people develop the skills to address issues raised by end of life and other losses. It also tries to be a helpful, empathic ear.

Web: **www.compassionatecommunities.org.uk**

Dying Matters

Set up by the National Council for Palliative Care, the coalition aims to promote awareness of dying, death and bereavement. The website has a comprehensive support section.

Web: **www.dyingmatters.org**

WidowNet

Established in 1995, the first online information and self-help resource for, and by, widows and widowers.

Web: **www.widownet.org**

Useful contacts

Local useful contacts

ASIST

For people who need advocacy under the Mental Health Act.

Independent Mental Health Advocacy (IMHA):

Tel: **01785 246709** • Email: **imha@asist.co.uk**

Web: **www.asist.co.uk**

Independent Mental Capacity Advocacy (IMCA):

Tel: **01782 845584** • Email: **imca@asist.co.uk**

Web: **www.asist.co.uk**

Beth Johnson

Independent advocacy support for people with dementia.

Parkfield House, 64 Princes Road,
Stoke-on-Trent ST4 7JL

Tel: **01782 844036**

Email: **admin@bjf.org.uk**

Web: **www.bjf.org.uk**

CareLink

Provides a free telephone befriending service, help to maintain healthy, independent living, reducing isolation and loneliness, support to manage the transition from hospital to home and support to link you to community groups.

Tel: **01782 810320** (ext. 2)

Email: **carelink@saltbox.org.uk**

Web: **www.saltbox.org.uk/carelink**

Care Market Development

Helping people to live a happier, healthier and more independent life by supporting local care services to deliver quality services with appropriately skilled staff. Care Market Development has a recruitment portal, funded through Staffordshire County Council, which supports job seekers looking for employment in the social care and health sector and employers seeking staff, including the recruitment of personal assistants. >>

>> Tel: **01785 355795**

Email: **ca rematch@staffordshire.gov.uk**

Web: **www.carematch.org.uk**

Carers' Association Southern Staffordshire (CASS)

CASS is a registered charity, which provides confidential advice, information and emotional support and a range of other services.

Tel: **01785 606675**

Web: **www.carersinformation.org.uk**

Carers Hub, The

Tel: **0330 123 1937**

Email: **info@thecarershub.co.uk**

Web: **www.thecarershub.co.uk**

Stafford

The Carers Hub, SGI Offices, Madford Retail Park, Foregate Street, Stafford ST16 2QY

Stoke-on-Trent

The Carers Hub, The Bridge Centre, Birches Head Road, Birches Head, Stoke-on-Trent ST2 8DD

Carers Training – Approach

Dementia awareness training, information advice and guidance for carers of people with dementia.

Approach, Cauldon Chambers, 10 Stoke Road, Shelton, Stoke-on-Trent ST4 2DP

Tel: **01782 214999**

Dementia Advisory Service

Advice, information and support services for people diagnosed with dementia, provided by Approach.

Approach, Cauldon Chambers, 10 Stoke Road, Shelton, Stoke-on-Trent ST4 2DP

Tel: **01782 214999**

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

Web: **www.approachstaffordshire.co.uk**

Disability Solutions West Midlands

Tel: **01782 638300**

Email: **info@disability-solutions.net**

Web: **www.disabilitysolutions.org.uk**

Healthwatch Staffordshire

Provides an NHS complaints advocacy service.

Tel: **0800 051 8371**

Text: 'Healthwatch' and your name and number to **60006**

Email:

enquiries@healthwatchstaffordshire.co.uk

Web: **www.healthwatchstaffordshire.co.uk**

Healthwatch Stoke-on-Trent

Tel: **01782 683080**

Email: **info@healthwatchstoke.co.uk**

Web: **www.healthwatchstokeontrent.co.uk**

Marrow House (specialist dementia centre)

Forrister Street, Meir Hay ST3 1SQ

Tel: **01782 234903**

Mencap

Provides a self-advocacy network for adults with learning disabilities.

Tel: **0808 808 1111**

Web: **www.mencap.org.uk**

North Staffs Carers' Association

Offers information, training and ongoing support to carers of all ages, ensuring that each case is treated in a confidential manner.

Tel: **01782 793100**

Email: **info@carersfirst.com**

Web: **www.carersfirst.com**

POhWER

Provides general advocacy services. POhWER also provides a children and young people's advocacy service. You can contact the service or ask someone to contact it for you.

Tel: **0300 456 2370**

Email: **pohwer@pohwer.net**

Web: **www.pohwer.net**

Staffordshire Connects

Tel: **0300 111 8000**

Email:

staffordshire.connects@staffordshire.gov.uk

Web: **www.staffordshireconnects.info**

VAST

Tel: **0300 303 8606**

Web: **www.vast.org.uk**

Action on Elder Abuse (AEA)

Works to protect, and prevent the abuse of, vulnerable older adults.

Tel: **0808 808 8141**

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

Web: **www.elderabuse.org.uk**

Age UK

The combined charity for Age Concern and Help the Aged.

Helpline: **0800 055 6112** or **0800 169 8787**

Web: **www.ageuk.org.uk** (see website for your local area office details)

Alzheimer's Society

Leading the fight against Dementia. The National Dementia Helpline can provide information, support, guidance and signposting to other appropriate organisations.

Tel: **0300 222 1122**

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

Web: **www.alzheimers.org.uk**

Association of Charitable Organisations

A national umbrella body for benevolent charities.

Tel: **0207 255 4480** • Email: **info@aco.uk.net**

Web: **www.aco.uk.net**

British Institute of Learning Difficulties (BILD)

Committed to improving quality of life for people with a learning disability.

Tel: **0121 415 6960** • Email: **enquiries@bild.org.uk**

Web: **www.bild.org.uk**

Carers Direct

Free confidential information, advice and support for carers.

Tel: **0300 123 1053**

Carers Trust

The largest provider of comprehensive carers' support services in the UK.

Tel: **0300 772 9600** • Email: **info@carers.org**

Web: **www.carers.org**

Carers UK

The voice of carers.

Tel: **0808 808 7777** • Web: **www.carersuk.org**

Dementia Forward

Community House, Ripon HG4 1LE

Tel: **01765 601224**

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

Web: **www.dementiaforward.org.uk**

FirstStop Advice

Advice and information on all aspects of care accommodation, housing, finance and rights for older people.

Advice line: **0800 377 7070**

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

Web: **www.firststopadvice.org.uk**

Friends of the Elderly

A charity that supports older people who have a range of practical needs.

Tel: **0207 730 8263** • Email: **enquiries@fote.org.uk**

Web: **www.fote.org.uk**

Hospice UK

Charity for all those involved in palliative, end of life and hospice care.

Tel: **0207 520 8200** • Web: **www.hospiceuk.org**

Independent Age

Advice on home care, care homes, NHS Services, housing and other issues.

Tel: **0800 319 6789**

Email: **advice@independent.org**

Web: **www.independentage.org.uk**

My Family, Our Needs

The lifestyle site for families, carers and practitioners supporting children and young adults with additional needs.

Web: **www.myfamilyourneeds.co.uk**

National Activity Providers Association (NAPA)

Promotes the importance of activities for older persons.

Tel: **0207 078 9375**

Email: **info@napa-activities.co.uk**

Web: **www.napa-activities.co.uk**

Pension Service, The

Provides information about pensions and other pensioner benefits.



>> Tel: **0800 731 7898**
Textphone: **0800 731 7339**
Web: **www.gov.uk/contact-pension-service**

Registered Nursing Home Association (RNHA)
Campaigns for high standards in nursing home care.
Freephone: **0800 074 0194**
Email: **frankursell@rnha.co.uk**
Web: **www.rnha.co.uk**

Relatives and Residents Association, The
Exists for older people needing, or living in, residential care and the families and friends left behind.
Tel: **0207 359 8136**
Email: **info@relres.org**
Web: **www.relres.org**

Silver Line, The
The Silver Line is a free national confidential helpline providing information, friendship and advice to older people, open 24-hours a day, every day of the year.
Tel: **0800 470 8090**
Web: **www.thesilverline.org.uk**

United Kingdom Home Care Association (UKHCA)
Professional association of home care providers from the independent, voluntary, not-for-profit and statutory sectors.
Tel: **0208 661 8188**
Email: **helpline@ukhca.co.uk**
or **policy@ukhca.co.uk**
Web: **www.ukhca.co.uk**

SEARCHING FOR CARE OPTIONS IN YOUR AREA?

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

- find care providers quickly and easily
- search by location and care need
- information on care quality
- links to inspection reports
- additional care provider information, photos and direct website links
- brochure requests

Developed by the publisher of this Directory

Alternatively, call our friendly team on **0800 389 2077** to talk to someone directly.



**Taking care to know you,
so everyone feels at home.
Come and meet the team
that care.**

Be sure to discover how our unique technology is setting a new standard in consistently delivering special experiences for the residents of our care homes in Staffordshire.

To find out more please feel free to pop in any time or call us on the number below or visit **www.fshc.co.uk**

Tudor House Hednesford Cannock **01543 331553**

Windsor House Hednesford Cannock **01543 331554**



Residential care | Dementia care | Nursing care



Care homes and care homes with nursing

Cannock Chase care homes

Advertisers are highlighted

CARE SERVICES (UK) LTD

20 Talbot Street, Rugeley WS15 2EQ
Tel: 01889 801837

LDA YA

37 Wolseley Road, Rugeley WS15 2QJ
Tel: 01889 801535

LDA YA

CATHERINE CARE LTD

38 Hilton Lane, Great Wyrley, Walsall WS6 6DS
Tel: 01922 415888

LDA

COPPERDOWN RESIDENTIAL CARE HOME

30 Church Street, Rugeley WS15 2AH
Tel: 01889 586874

OP D PD MH

GRANGE RESIDENTIAL CARE HOME, THE

Cannock Wood Street, Rawnsley,
Cannock WS12 0PW
Tel: 01543 425673

OP D

HEARTLANDS CARE LTD T/A LANRICK HOUSE

11 Wolseley Road, Rugeley WS15 2QJ
Tel: 01889 577505

OP D PD

HOB MEADOW

2 Bentons Lane, Great Wyrley, Walsall WS6 6EF
Tel: 01922 417713

LDA YA

HORSE FAIR CARE HOME

Rugeley WS15 2EL
Tel: 01889 721170 Advert page 40

OP D PD

KINGSLEY COTTAGE

40 Uxbridge Street, Hednesford, Cannock WS12 1DB
Tel: 01543 422763

OP D

LANGSTON CARE LTD

- 35 HILL TOP VIEW

Handsacre, Rugeley WS15 4DG
Tel: 01543 302067

LDA

LANGSTON CARE LTD

- 37 HILL TOP VIEW

Handsacre, Rugeley WS15 4DG
Tel: 01543 302067

LDA

LANRICK COTTAGE

41 Wolseley Road, Rugeley WS15 2QJ
Tel: 01889 585262

LDA YA

MARLYN HOUSE

41 Cannock Road, Blackfords, Cannock WS11 5BU
Tel: 01543 504009

OP D PD MH

MARQUIS COURT (TUDOR HOUSE) CARE HOME

Littleworth Road, Hednesford,
Cannock WS12 1HY
Tel: 01543 331553 Advert page 62

OP PD

MARQUIS COURT (WINDSOR HOUSE) CARE HOME

Littleworth Road, Hednesford, Cannock WS12 1HY
Tel: 01543 331554 Advert page 62

OP D

MAVESYN RIDWARE RESIDENTIAL HOME LTD

Church Lane, Rugeley WS15 3RB
Tel: 01543 490585

OP D PD SI

MRS VALERIE BULLMAN - 18 LEAFDOWN CLOSE

Hednesford, Near Cannock WS12 2NJ
Tel: 01543 425637

LDA

NETHERMOOR HOUSE

131 Chaseley Road, Etching Hill,
Rugeley WS15 2LQ
Tel: 01889 584368

OP D

NORTH STREET, 92

Bridgetown, Cannock WS11 0AZ
Tel: 01543 573739

LDA

OAK TREE HOUSE

68 Sevens Road, Cannock WS12 0QA
Tel: 01543 278832

LDA

PYE GREEN ROAD

34-38 Pye Green Road, Cannock WS11 5RZ
Tel: 01543 503776

LDA

WATERS EDGE CARE HOME

Stafford Road, Great Wyrley,
Near Walsall WS6 6BA
Tel: 01922 404343

OP D PD MH

WOODLAND VIEW SHORT BREAKS

Woodland View, Longford Road,
Cannock WS11 1QN
Tel: 01543 502912

OP PD LDA MH SI YA

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

ABBEY COURT NURSING HOME

– CANNOCK

Heath Way, Heath Hayes, Cannock WS11 7AD

Tel: 01543 541034 **Advert page 40** OP D PD MH YA

ALMA COURT CARE CENTRE

Heath Way, Heath Hayes,

Cannock WS11 7AD

Tel: 01543 541330 **Advert page 40** OP D MH

ASHCROFT HOLLOW CARE HOME

18a Stafford Road, Huntington,

Cannock WS12 4PD

Tel: 01543 574551 OP D PD

BARTON HOUSE NURSING HOME

68 Cemetery Road, Cannock WS11 5QH

Tel: 01543 504139 OP D MH YA

CONIFERS NURSING HOME

16-18 Johns Lane, Walsall WS6 6BY

Tel: 01922 415473 OP

HEATHERS NURSING HOME, THE

Gorsemoor Road, Cannock WS12 3HR

Tel: 01543 270077 OP D

LAKEVIEW CARE HOME

Stafford Road, Great Wyrley, Near Walsall WS6 6BA

Tel: 01922 409898 OP D PD MH

MARQUIS COURT (TUDOR HOUSE) CARE HOME

Littleworth Road, Hednesford, Cannock WS12 1HY

Tel: 01543 331553 **Advert page 62** OP PD

MARQUIS COURT (WINDSOR HOUSE) CARE HOME

Littleworth Road, Hednesford, Cannock WS12 1HY

Tel: 01543 331554 **Advert page 62** OP D

NEEDWOOD HOUSE NURSING HOME

58-60 Stafford Street, Heath Hayes, Cannock WS12 2EH

Tel: 01543 275688 OP D PD MH YA



East Staffordshire care homes

ABACUS QUALITY CARE LTD

T/A ABACUS CARE HOME

42-44 Rolleston Road, Burton-on-Trent DE13 0JZ

Tel: 01283 533310 OP D PD MH

AMBER HOUSE RESIDENTIAL HOME LTD

7-8 Needwood Street,

Burton-on-Trent DE14 2EN

Tel: 01283 562674 OP D

ASHBY ROAD, 182

Burton-on-Trent DE15 0LB

Tel: 01283 563447 LDA YA

ASHBY ROAD, 183

Burton-on-Trent DE15 0LB

Tel: 01283 533822 LDA YA

ASHBY ROAD, 195

Burton-on-Trent DE15 0LB

Tel: 01283 529495 LDA YA

BEARWOOD HOUSE RESIDENTIAL CARE HOME

183 Bearwood Hill Road, Winshill,

Burton-on-Trent DE15 0JS

Tel: 01283 561141 OP

BURTON ROAD, 50

Branston, Burton-on-Trent DE14 3DN

Tel: 01283 512766 LDA YA

CARDEN BANK REST HOME

16 Belvedere Road, Burton-on-Trent DE13 0RQ

Tel: 01283 563841 OP

COACH HOUSE, THE

34a Stapenhill Road, Burton-on-Trent DE15 9AE

Tel: 01782 572000 OP PD LDA MH SI YA

CROFT CARE HOME

43-44 Main Street, Stapenhill,

Burton-on-Trent DE15 9AR

Tel: 01283 561227 OP D

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

DERBY ROAD, 46

Burton-on-Trent DE14 1RP
Tel: 01283 516341

LDA YA

DOVE HOUSE CARE HOME

Dairy Lane, Sudbury, Ashbourne DE6 5GX
Tel: 01283 820304

OP D PD MH SI YA

EVERSLEY REST HOME

38 Bramshall Road, Uttoxeter ST14 7PG
Tel: 01889 563681

OP D YA

FAR FILLIMORE REST HOME

Wood Lane, Hanbury, Burton-on-Trent DE13 8TG
Tel: 01283 812180

OP D

FIELD HOUSE

84 Field Lane, Burton-on-Trent DE13 0NN
Tel: 01283 480810

LDA MH

HERMITAGE CHARITY CARE TRUST, THE

66 Holly Road, Uttoxeter ST14 7DU
Tel: 01889 562040

OP D PD

HIGHBARROW RESIDENTIAL HOME

Toothill Road, Uttoxeter ST14 8JT
Tel: 01889 566406

OP D PD

HIGHFIELD COURT

Stafford Road, Uttoxeter ST14 8QA
Tel: 01889 568057

OP LDA MH YA

HIGHFIELD HALL

Stafford Road, Uttoxeter ST14 8QA
Tel: 01889 563780

OP PD LDA YA

HILL LODGE 1

358 Rosliston Road, Stapenhill,
Burton-on-Trent DE15 9RJ
Tel: 01283 542443

OP LDA MH SI YA

HILL LODGE 2

359 Rosliston Road, Stapenhill,
Burton-on-Trent DE15 9RJ
Tel: 01283 542443

OP LDA YA

HILLFIELD HOUSE

Hillfield Lane, Burton-on-Trent DE13 0BW
Tel: 01283 567320

OP D PD MH SI

HILLINGDON HOUSE

172 Ashby Road, Burton-on-Trent DE15 0LG
Tel: 01283 510274

OP

JAMES COURT RESIDENTIAL CARE HOME

6 St Pauls Square, Burton-on-Trent DE14 2EF
Tel: 01283 740411

LDA

LEIGH HOUSE

33 Ashby Road, Burton-on-Trent DE15 0LQ
Tel: 01283 310009

PD LDA YA

MOUNT PLEASANT CARE HOME

Off Hollow Lane, Winshill,
Burton Upon Trent DE15 0DR
Tel: 0808 223 5356 **Advert page 66**

OP D

MOUNT, THE

Wood Lane, Yoxall,
Burton-on-Trent DE13 8PH
Tel: 01543 472081

PD LDA MH SI YA

PARKBROOK LODGE

Stubwood Lane, Denstone,
Uttoxeter ST14 5HU
Tel: 01889 591778

LDA YA

RIVER LODGE

35 Stapenhill Road,
Burton-on-Trent DE15 9AE
Tel: 01782 572000

OP PD LDA MH SI YA

SANDYLEE HOUSE

54 Stafford Road, Uttoxeter ST14 8DN
Tel: 01889 567360 **Advert page 43**

LDA

SILVER BIRCH

67 Hawthorn Crescent,
Burton-on-Trent DE15 9QP
Tel: 01283 542534

OP D PD LDA MH SI YA

ST MARYS MOUNT

Holly Road, Uttoxeter ST14 7DX
Tel: 01889 562020

OP D PD MH

SUMMERFIELDS HOUSE REST HOME

12 Burton Road, Branston,
Burton-on-Trent DE14 3DN
Tel: 01283 540766

OP D

TRENT VIEW

34 Stapenhill Road,
Burton-on-Trent DE15 9AE
Tel: 01782 572000

OP PD LDA MH SI YA

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



CARING HOMES

Looking for
quality care in
Staffordshire?



What matters to you, matters to us

We believe every resident is a unique and special person, so our highly skilled care teams take time to get to know them and their families to provide a real home from home environment.

If you're looking for a care home that offers personalised care on a short stay or permanent basis, or you'd like some advice about funding the cost of care, come and discover how we can meet your needs today.

Mount Pleasant

Burton upon Trent, DE15 0DR.

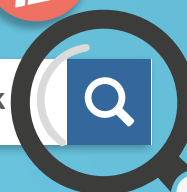
Offering residential and residential dementia care

0808 223 5356

carechoices@caringhomes.org



www.carechoices.co.uk



SEARCHING FOR CARE OPTIONS IN YOUR AREA?

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BARROWHILL HALL

Barrow Hill, Rocester, Uttoxeter ST14 5BX
Tel: 01889 591006 **OP D MH SI YA**

BARTON COTTAGE

The Cottage Wing, Barton Health & Community Care Centre, Short Lane, Barton-under-Needwood, Burton-on-Trent DE13 8LT
Tel: 01283 714110 **OP PD**

BRANSTON COURT CARE HOME

Branston Road, Burton-on-Trent DE14 3DB
Tel: 01283 510088 **OP D YA**

BURTON, BRIDGE AND TRENT COURT CARE CENTRE

17-19 Ashby Road, Burton-on-Trent DE15 0LB
Tel: 01283 512915 **OP D PD MH SI YA**

CHARLOTTE JAMES NURSING HOME

Oakhurst, Shobnall Road, Burton-on-Trent DE14 2BB
Tel: 01283 569417 **OP PD**

DOVE HOUSE CARE HOME

Dairy Lane, Sudbury, Ashbourne DE6 5GX
Tel: 01283 820304 **OP D PD MH SI YA**

FAULD HOUSE NURSING HOME

Fauld, Tutbury, Burton-on-Trent DE13 9HS
Tel: 01283 813642 **OP D PD**

HOAR CROSS NURSING HOME

St Michael's House, Abbots Bromley Road, Hoar Cross, Burton-on-Trent DE13 8RA
Tel: 01283 575210 **OP D PD**

KINGS BROMLEY CARE HOME

Kings Bromley, Burton-on-Trent DE13 7JA
Tel: 01543 472552 **OP D PD MH SI**

KIRK HOUSE CARE HOME

34 Balance Street, Uttoxeter ST14 8JE
Tel: 01889 562628 **OP D PD SI YA**

OLD RECTORY (BRAMSHALL) LTD

Leigh Lane, Bramshall, Uttoxeter ST14 5DN
Tel: 01889 565565 **OP**

POPLARS NURSING AND RESIDENTIAL CARE HOME

Rolleston Road, Burton-on-Trent DE13 0JT
Tel: 01283 562842 **OP D**

RIDER HOUSE CARE CENTRE

Stapenhill Road, Burton-on-Trent DE15 9AE
Tel: 01283 512973 **OP D PD**

RIVERSIDE CARE HOME LTD

Main Street, Stapenhill, Burton-on-Trent DE15 9AP
Tel: 01283 529329 **OP D PD SI YA**

Lichfield care homes

BIRCHES, THE

22 Birch Terrace, Burntwood WS7 2HH
Tel: 01543 642172 **OP PD YA**

BRACKEN HOUSE

Bracken Close, Burntwood WS7 9BD
Tel: 01543 686850 **OP D PD MH SI YA**

FOOTHERLEY HALL

Footherley Lane, Shenstone, Lichfield WS14 0HG
Tel: 01543 480253 **OP D**

HAWTHORN HOUSE

Burton Old Road West, Lichfield WS13 6EN
Tel: 01543 252211 **LDA**

LAWNSWOOD AVENUE

112 Lawnswood Avenue, Burntwood WS7 4YE
Tel: 01543 684009 **LDA**

PRIORY HIGHFIELDS

11 Highfields Road, Chase Town, Burntwood WS7 4QR
Tel: 01543 684948 **LDA SI YA**

ROSEMARY LODGE

191 Walsall Road, Lichfield WS13 8AQ
Tel: 01543 415223 **OP**

SOUTHWINDS

17 Chase Road, Burntwood WS7 0DS
Tel: 01543 672552 **LDA**

WATFORD HOUSE RESIDENTIAL HOME

263 Birmingham Road, Shenstone Wood End, Lichfield WS14 0PD
Tel: 0121 308 1342 **OP D PD**

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

ASTON COURT NURSING AND RESIDENTIAL HOME

Little Aston Hall Drive, Little Aston,
Sutton Coldfield B74 3BF
Tel: 0121 667 5886

OP PD

BEECHFIELDS NURSING HOME LTD

1 Wissage Road, Lichfield WS13 6EJ
Tel: 01543 418354

OP

BRIAR HILL HOUSE

51 Attlee Crescent, Rugeley WS15 1BP
Tel: 01889 576622

OP PD YA

CHASEVIEW NURSING HOME

Water Street, Chase Terrace,
Burntwood WS7 1AW
Tel: 01543 672666

OP D PD YA

DARWIN COURT CARE CENTRE

Wissage Road, Lichfield WS13 6SP
Tel: 01543 541815 **Advert page 40** OP D PD MH SI YA

GRANGEMOOR HOUSE NURSING HOME

110 Cannock Road, Burntwood WS7 0BG
Tel: 01543 675711

MH

HAMMERWICH HALL CARE HOME

105 Burntwood Road, Hammerwich,
Burntwood WS7 0JL
Tel: 01543 675529

OP PD MH

HAWKSYARD PRIORY NURSING HOME

Armitage Lane, Armitage, Rugeley WS15 1PT
Tel: 01543 490112 OP D PD LDA MH YA

LODGE NURSING HOME, THE

106 Cannock Road, Burntwood WS7 0BG
Tel: 01543 686188 D MH

OLD VICARAGE NURSING HOME

160 High Street, Chasetown,
Burntwood WS7 3XG
Tel: 01543 683833 D MH SI

RUGELEY ROAD, 235

Chase Terrace, Burntwood WS7 1NS
Tel: 01543 686460 OP D PD LDA SI YA

STUBBY LEAS NURSING HOME

Fisherwick Road, Whittington,
Lichfield WS13 8PT
Tel: 01827 383496 OP D YA

TALBOT HOUSE NURSING HOME

28-30 Talbot Street, Rugeley WS15 2EG
Tel: 01889 570527 OP D

If you are considering a care home with nursing, see the checklist on page 41.

Newcastle-under-Lyme care homes

ALLENDALE RESIDENTIAL

11a Milehouse Lane, Wolstanton,
Newcastle-under-Lyme ST5 9JR
Tel: 01782 767745

LDA YA

Newcastle-under-Lyme ST5 9QB
Tel: 01782 628190 OP D PD LDA SI YA

**CARETECH COMMUNITY SERVICES LTD
– 34 PORTHILL BANK**

Porthill, Newcastle-under-Lyme ST5 0AA
Tel: 01782 612223

LDA

23 Mount Pleasant, Chesterton,
Newcastle-under-Lyme ST5 7LQ
Tel: 01782 565437 OP PD LDA SI YA

CHESTERTON LODGE

Loomer Road, Chesterton,
Newcastle-under-Lyme ST5 7LB
Tel: 01782 562690

OP D

40 Stafford Avenue, Clayton,
Newcastle-under-Lyme ST5 3BJ
Tel: 01782 630375 OP LDA SI YA

CHOICES HOUSING ASSOCIATION LTD

5 Greenbrook Court, St Michaels Road,

43 High Street, Ellesmere, Wolstanton,
Newcastle-under-Lyme ST5 0ET
Tel: 01782 620155 OP LDA MH YA

103 Heath Street, Chesterton,
Newcastle-under-Lyme ST5 7ND
Tel: 01782 563259 OP PD LDA SI YA

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

DODDLESPool HALL CARE HOME

Main Road, Betley CW3 9AE
Tel: 01270 820700

OP D**FARMHOUSE RESIDENTIAL REST HOME**

Talke Road, Red Street,
Newcastle-under-Lyme ST5 7AH
Tel: 01782 566430

OP D PD MH SI YA**FLORENCE HOUSE**

Porthill Bank, Porthill,
Newcastle-under-Lyme ST5 0AE
Tel: 01782 637354

OP D PD MH SI**GROVE COURT**

100 Lancaster Road, Newcastle-under-Lyme ST5 1DS
Tel: 01782 628983

MH**HEMPSTALLS HALL CARE HOME**

Hempstalls Lane, Newcastle-under-Lyme ST5 9NR
Tel: 01782 904483 **Advert page 40**

OP D PD**KINGSLEY REST HOME**

7 Southlands Avenue, Newcastle ST5 8BZ
Tel: 01782 626740

OP D YA**LITTLE MEADOWS**

1 Poplar Avenue, Cross Heath,
Newcastle-under-Lyme ST5 9HR
Tel: 01782 711669

D PD MH**LODGE, THE**

Clayton Road, Newcastle-under-Lyme ST5 4AD
Tel: 01782 616961

OP PD LDA YA**LYME VALLEY HOUSE RESIDENTIAL CARE HOME**

115 London Road, Newcastle-under-Lyme ST5 1ND
Tel: 01782 633407

OP D PD**MAPLES RESIDENTIAL HOME, THE**

First Avenue, Porthill,
Newcastle-under-Lyme ST5 8QX
Tel: 01782 636129

OP D**SAMUEL HOBSON HOUSE**

20-22 Knutton Road, Wolstanton,
Newcastle-under-Lyme ST5 0HU
Tel: 01782 620011

OP D**STAFFORDSHIRE COUNTY COUNCIL – 114 DOUGLAS ROAD**

Newcastle-under-Lyme ST5 9BJ
Tel: 01782 711041

LDA**WOODLANDS, THE**

20 Woodlands Avenue,
Newcastle-under-Lyme ST5 8AZ
Tel: 01782 622089

LDA YA

Newcastle under-Lyme care homes with nursing

Advertisers are highlighted

ABBAYWELL COURT

Dragon Square, Newcastle ST5 7HL
Tel: 01782 561769

OP D MH YA**BRADWELL HALL NURSING HOME**

Old Hall Drive, Bradwell,
Newcastle-under-Lyme ST5 8RQ
Tel: 01782 636935

OP D PD MH SI**MADELEY MANOR CARE HOME**

Heighley Castle Way, Madeley,
Crewe CW3 9HJ
Tel: 01782 750610

OP D PD MH SI YA**ROWAN COURT**

Silverdale Road, Newcastle-under-Lyme ST5 2TA
Tel: 01782 904595 **Advert page 40**

OP D PD MH SI YA**SILVERDALE NURSING HOME**

Newcastle Street, Silverdale,
Newcastle-under-Lyme ST5 6PQ
Tel: 01782 717204

OP D**ST QUENTIN SENIOR LIVING, RESIDENTIAL AND NURSING HOMES**

Sandy Lane, Newcastle-under-Lyme ST5 0LZ
Tel: 01782 617056

OP D PD SI

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

ASHFIELD HOUSE

Sugar Loaf Lane, Iverley, Kidderminster DY10 3PB
Tel: 01562 701118

PD LDA MH SI

BEARNETT HOUSE

Stourbridge Road, Wolverhampton WV4 5NN
Tel: 01902 895443

OP D

BRICKBRIDGE HOUSE

98 Bridgnorth Road, Wombourne WV5 0AQ
Tel: 01902 892619

PD LDA

ESSINGTON MANOR CARE HOME

41 Broad Lane, Essington WV11 2RG
Tel: 01922 406596

OP D PD MH SI

FAIRMONT RESIDENTIAL LTD

Botts Farm, Whittington Hall Lane,
Kinver, Stourbridge DY7 6PN
Tel: 01384 397402

LDA

FIRS RESIDENTIAL HOME, THE

Wodehouse Lane, Gospel End, Sedgley DY3 4AE
Tel: 01902 677911

OP D PD MH

GREENWAY HOUSE RESIDENTIAL HOME

103 Springhill Lane, Wolverhampton WV4 4TW
Tel: 01902 330777

OP D PD MH SI

HIGH LODGE CARE HOME

Off Roman Road, Iverley, Stourbridge DY7 6PP
Tel: 01384 390561

OP D PD SI

HOLENDENE WAY, 1

Wombourne, Wolverhampton WV5 8EP
Tel: 01905 798247

LDA MH YA

PRESTWOOD LODGE

Wolverhampton Road, Prestwood,
Stourbridge DY7 5AN
Tel: 01384 872555

OP PD

SHRUBBERY REST HOME, THE

126 Wood Road, Codsall,
Wolverhampton WV8 1DW
Tel: 01902 844871

OP D PD MH SI

SPRINGFIELD HOUSE RESIDENTIAL HOME

Oaken Drive, Codsall, Wolverhampton WV8 2EE
Tel: 01902 844143

OP D

WILLOWS CARE HOME, THE

14 Wolverhampton Road, Codsall,
Wolverhampton WV8 1PP
Tel: 01902 842273

OP D PD YA

Crispin Court Care Home

A Real Home From Home

A care home of unrivalled comfort and luxury, Crispin Court is located in the old market town of Stafford. This luxury home delivers the highest possible standards in senior living, from leading national care provider, Avery Healthcare.

Our approach is to nurture an atmosphere of care and community, all delivered in a luxury lifestyle.

Your well-being is our primary concern, and we will ensure that you have the highest quality of support for your physiological, psychological, social, and nutritional needs, all tailored to your individual circumstances.

Call 01785 529658 or Search 'Crispin Court Care' online or on 



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

MEWS, THE

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LDA YA

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OP D

21 Longton Road, Stone ST15 8DQ
Tel: 01785 615505

LDA YA

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Tel: 01785 226417

OP MH

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OP LDA YA

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MH

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LDA YA

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OP

Stafford care homes with nursing

Advertisers are highlighted

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OP PD LDA SI YA

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Stafford ST16 1JA
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OP D PD YA

HILDERSTONE HALL

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OP D PD YA

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OP PD

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OP

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Stafford ST17 9AF
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OP MH

For information on different types of care homes, see page 39.

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

Staffordshire Moorlands care homes

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OP LDA MH SI YA

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Tel: 01538 373397

OP D



Staffordshire Moorlands care homes with nursing

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OP D PD

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OP D PD MH SI YA

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OP

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OP D PD MH YA



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Our care homes are **wonderful places** – filled with **amazing residents**, not to mention our **dedicated staff** and **inspiring volunteers**. We're told our care and support is second to none, but it's the fantastic food, stimulating environments and unique social activities that make Barchester the best choice for the people and families we support.

Nursing Care • Residential Care • Dementia Care • Respite Breaks

Thousands of families trust Barchester to care for their loved ones. To find out about our amazing people, visit www.barchester.com or call us anytime to benefit from over 25 years' experience.

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User Bands MH Mental health SI Sensory impairment YA Younger adults AD People who misuse alcohol or drugs



Alder Grange Care Home

Alder Grange has been operating as a residential care home for in excess of 20 years. It was taken over by Eungella Care Ltd in April 2007.

We offer long and short stay residential care for adults and we also provide day care. We are committed to the delivery of the highest standards of individualised care, ensuring that the needs of your loved ones are met at all times.



01782 393581 | info@aldergrange.co.uk | www.aldergrange.co.uk

Alder Grange, 51 Adamthwaite Drive, Blythe Bridge, Stoke On Trent, ST11 9HL



Blacklake Lodge RESIDENTIAL HOME

Blacklake Lodge Residential Home is committed to providing high quality care for older people.

The care home is set within five acres of secluded lawns and woodland. Complemented by a tailored care package suited to the needs of each resident and placing their dignity and rights at the forefront of our of care.



We understand how difficult it is when someone can no longer live in their own home. We strive to enable people to keep their own routines, lifestyles and interests, making sure our clients enjoy their life in a way that they prefer. We also welcome regular visits from family and friends.

For further assistance and enquiries about our services please call us on **01782 388881** or email **info@blacklakelodge.co.uk**

www.blacklakelodge.co.uk



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Complete our short questionnaire

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OP D PD MH SI

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OP LDA

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OP D PD SI

BEECHES, THE

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OP D

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LDA YA

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OP D PD MH

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LDA MH YA

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LDA MH YA

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OP LDA

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LDA MH

CEDARS, THE

73 Berwick Road, Stoke-on-Trent ST1 6ER
Tel: 01782 216570

OP D

CHILTERN RETIREMENT HOME

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Tel: 01782 711186

OP D YA

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Tel: 01782 514141

OP PD LDA YA

17 Norton Avenue, Stanfields, Stoke-on-Trent ST6 7ER

Tel: 01782 819870

OP PD LDA SI YA

63 Hoveringham Drive, Berry Hill,
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Tel: 01782 201766

OP PD LDA MH SI YA

150 Community Drive, Smallthorne,

Stoke-on-Trent ST6 1QF

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OP PD LDA MH SI YA

535 High Lane, Stanfields, Stoke-on-Trent ST6 7EP

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OP D PD LDA MH YA

CLAYBOURNE

Turnhurst Road, Chell, Stoke-on-Trent ST6 6LA
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OP D

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LDA MH YA

CREATIVE SUPPORT – ROBERT HEATH STREET

Smallthorne, Stoke-on-Trent ST6 1LH
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MH

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

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Paul Clarke Home

Paul Clarke is a nine bedded spacious home that has been providing quality care for older adults with learning disabilities for 25 years.

Each resident is seen as an individual whose voice and wishes form the basis for all the care we provide. Staff commitment, knowledge and expertise, working within a personal centred approach ensures all residents reach their goals.



If you are looking for a **"home for life"** where the promotion of independence and valued lifestyle is paramount, call **01782-834354** or e-mail **paulclarkehome11@gmail.com** to arrange a visit.

Chatterley House, Chatterley Road, Tunstall S-O-T, Staffordshire ST6 4PX

Orsett House Exclusive Retirement Home **Specialists in caring for people with Dementia**

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- Genuinely caring, highly experienced staff
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- Small Pets welcome
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Call us on **01782 372147** for more information

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The Limes Residential Home

The Limes is located in the Fenton area of Stoke-on-Trent and well-situated for access to local amenities and transport, supporting the independence of those with care needs while delivering a professional and tailored service. The residence is ideal for people with mobility issues and also specialises in dementia care, being a pleasant environment that supports a relaxing lifestyle. All carers are highly-trained and experienced in delivering services that respect the individual, having access to excellent care resources and expertise. The home and all the bedrooms are decorated to the highest standards. All bedrooms have en-suite facilities including showers. The home also boasts a beautiful fully secure garden where residents can sit out and enjoy the outdoors in a safe environment.

Glebedale Road, Fenton, Stoke-on-Trent, Staffordshire ST4 3AP

Home Manager: Terrina Willshaw



T: 01782 844855
E: admin@limesfenton.co.uk
www.limesfenton.co.uk

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LDA MH

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

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LDA

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PD LDA SI

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OP D

LINDLY HOUSE CARE HOME

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Stoke-on-Trent ST4 8DQ
Tel: 01782 657541

OP D

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OP D YA

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OP D PD LDA MH SI YA

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LDA YA

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OP D PD LDA MH SI YA

PLACE UP HANLEY, THE

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OP D PD MH SI

POPLARS

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Tel: 01782 209410

LDA MH

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

POPLARS, THE

Alsagers Bank, Bank, Stoke-on-Trent ST7 8BA
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OP D PD**TRENTSIDE MANOR CARE HOME**

Endon Road, Norton Green, Stoke-on-Trent ST6 8PA
Tel: 01782 535402 **Advert inside front cover**

OP D**VILLAS, THE**

8 The Villas, West End, Stoke-on-Trent ST4 5AH
Tel: 01782 847947

LDA**WESTON HOUSE**

344 Weston Road, Weston Coyney,
Stoke-on-Trent ST3 6HD
Tel: 01782 343818

MH**WESTON ROAD, 202**

Meir, Stoke-on-Trent ST3 6EE
Tel: 01782 342123

PD LDA SI**WESTON ROAD, 209**

Meir, Stoke-on-Trent ST3 6AT
Tel: 01782 596056

D PD LDA SI**WETLEY MANOR CARE HOME**

Abbey Road, Wetley Rocks,
Stoke-on-Trent ST9 0AS
Tel: 01782 551144 **Advert page 76**

OP D PD MH**WILBRAHAM HOUSE**

The Old Vicarage, Church Street, Audley,
Stoke-on-Trent ST7 8DE **Advert inside front cover**
Tel: 01782 720729

OP D PD LDA**WILLOWS, THE**

69-99 Greenbank Road, Tunstall,
Stoke-on-Trent ST6 7EZ
Tel: 07599 985191

OP D PD LDA MH YA**WILLOWS CARE HOME, THE**

90 Uttoxeter Road, Blythe Bridge,
Stoke-on-Trent ST11 9JG
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User Bands **MH** Mental health **SI** Sensory impairment **YA** Younger adults **AD** People who misuse alcohol or drugs

ACRES NOOK

Boathorse Road, Kidsgrove, Stoke-on-Trent ST7 4JA

Tel: 01782 773774

OP D PD**ADDERLEY GREEN CARE CENTRE**

Dividy Road, Bentilee, Stoke-on-Trent ST2 0AJ

Tel: 01782 337500

OP D PD MH SI YA**AMBERLEY HOUSE CARE HOME****– STOKE-ON-TRENT**

358 Ubberley Road, Bentilee,

Stoke-on-Trent ST2 0QS

Tel: 01782 331200

OP D YA**ASH HALL NURSING HOME**

Ash Bank Road, Werrington,

Stoke-on-Trent ST2 9DX

Tel: 01782 302215

OP D PD MH SI**BEECH LODGE NURSING HOME**

Rakeway Road, Cheadle, Stoke-on-Trent ST10 1RA

Tel: 01538 753676

OP D PD**BRINDLEY COURT**

Station Road, Longport,

Stoke-on-Trent ST6 4ND

Tel: 01782 828410

OP PD**CHOICES HOUSING ASSOCIATION LTD****– 60 HOLDCROFT ROAD**

Bucknall, Stoke-on-Trent ST2 8LJ

Tel: 01782 570323

OP D PD LDA MH YA**CHURCH TERRACE NURSING HOME**

18 The Terrace, Cheadle,

Stoke-on-Trent ST10 1PA

Tel: 01538 750736

OP D MH YA**CREATIVE SUPPORT****– LEONORA STREET**

20 Leonora Street, Burslem,

Stoke-on-Trent ST6 3BS

Tel: 01782 817655

MH**GOLDENHILL NURSING HOME**

Heathside Lane, Goldenhill,

Stoke-on-Trent ST6 5QS

Tel: 01782 771911

OP D**HAREWOOD PARK**

Leek Road, Cheadle, Stoke-on-Trent ST10 2EE

Tel: 01538 756942

LDA MH YA**HILLTOP MANOR CARE HOME**

High Lane, Chell, Stoke-on-Trent ST6 6JN

Tel: 01782 828480 **Advert page 62****OP D PD****LAWTON RISE CARE HOME**

Heathside Lane, Goldenhill,

Stoke-on-Trent ST6 5QS

Tel: 01782 773000

OP D**NEW MILTON NURSING HOME**

Rear 1841 Leek Road, Milton, Stoke-on-Trent ST2 7AD

Tel: 01782 542573

OP D**NEW PARK HOUSE**

Chivelstone Grove, Trentham, Stoke-on-Trent ST4 8HN

Tel: 01782 657664

OP D PD SI**NEWFORD NURSING HOME**

Newford Crescent, Milton, Stoke-on-Trent ST2 7EQ

Tel: 01782 545547

OP PD**NIGHTINGALE GROUP LTD****– TRENTHAM CARE CENTRE**

Longton Road, Trentham ST4 8FF

Tel: 01782 644800

OP D MH PD YA**OLD VICARAGE NURSING HOME, THE**

751-753 High Street, Stoke-on-Trent ST6 5RD

Tel: 01782 785577

OP PD**PARK LANE CARE HOME**

Park Lane, Knypersley, Stoke-on-Trent ST8 7BG

Tel: 01782 522061 **Advert page 62****OP D PD YA****RICHMOND MEWS**

5 Richmond Terrace, Shelton, Stoke-on-Trent ST1 4ND

Tel: 01782 222311

LDA**ROCK COTTAGE CARE SERVICES**

Breach Road, Brown Edge, Stoke-on-Trent ST6 8TR

Tel: 01782 503120

OP D PD SI**SCOTIA HEIGHTS**

Scotia Road, Stoke-on-Trent ST6 4HA

Tel: 01782 829100

OP PD MH YA**SPRINGBANK NURSING HOME**

Mill Hayes Road, Knypersley, Stoke-on-Trent ST8 7PS

Tel: 01782 516889

OP D PD**ST MICHAELS**

Hewitt Street, Chell ST6 6JX

Tel: 01782 233201

OP D PD SI YA

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

STADIUM COURT CARE HOME

Greyhound Way, Stoke-on-Trent ST6 3LL
Tel: 01782 450624

OP D

WESTCROFT NURSING HOME LTD

5 Harding Road, Hanley, Stoke-on-Trent ST1 3BQ
Tel: 01782 284611

OP D PD

TALL OAKS CARE HOME

Charles Street, Biddulph, Stoke-on-Trent ST8 6JB
Tel: 01782 518055 **Advert page 62**

OP D PD

WESTFIELD LODGE CARE HOME

Weston Coyney Road, Stoke-on-Trent ST3 6ES
Tel: 01782 336777

OP D PD YA

Tamworth care homes**BOAT HOUSE, THE**

24-28 Lichfield Street, Fazeley, Tamworth,
West Midlands B78 3QN
Tel: 01827 289654

LDA YA

SPRING TREE REST HOME

433 Watling Street, Two Gates, Tamworth B77 1EL
Tel: 01827 251634

D

BONEHILL LODGE

62 Park Lane, Bonehill, Tamworth B78 3HZ
Tel: 01827 280275

OP D PD SI

ST IVES CLOSE

2-4 St Ives Close, Leyfields, Tamworth B79 8HL
Tel: 0808 808 1111

LDA

DOVER COTTAGE REST HOME

Dover Farm Close, Stoneydelph,
Tamworth B77 4AP
Tel: 01827 331116

OP D

STANDON HOUSE

12 Ashby Road, Tamworth B79 8AG
Tel: 01827 69952

OP D PD

EVERGREEN HOUSE RESIDENTIAL HOME

Lichfield Road, Tamworth B79 7SF
Tel: 01827 50675

OP D PD YA

TNP HOMECARE (UK) LTD

TNP House, 15 Comberford Road,
Tamworth B79 8PB
Tel: 01827 316177

OP D PD MH SI

INDEPENDENT LIVING SERVICES (EM) LTD

1 Foxglove, Amington, Tamworth B77 4HY
Tel: 01827 769424

LDA YA

WALSINGHAM SUPPORT

– 18-20 RICHMOND CLOSE
Walsingham, Tamworth B79 7QS
Tel: 01827 311991

LDA YA

LANE HOUSE RESIDENTIAL CARE HOME

265 Lichfield Road, Tamworth B79 7SF
Tel: 01827 314806

OP D PD SI

WIGGINTON COTTAGE

86 Main Road, Wigginton, Tamworth B79 9DZ
Tel: 01827 63441

LDA

MEADOWYRTHE

Comberford Road, Tamworth B79 8PD
Tel: 01827 66606

OP D PD MH SI

WILNECOTE REST HOME

Hockley Road, Wilnecote, Tamworth B77 5EA
Tel: 01827 262582

D

Tamworth care homes with nursing**HAUNTON HALL**

Haunton, Tamworth B79 9HW
Tel: 01827 373631

OP D

PARK FARM LODGE

Park Farm Road, Kettlebrook, Tamworth B77 1DX
Tel: 01827 280533

OP D PD

MARMION NURSING HOME

17 Stretton Street, Glascote, Tamworth B77 2BH
Tel: 01827 67953

MH

SUNNINGDALE NURSING HOME

87 Upper Gungate, Tamworth B79 8AX
Tel: 01827 69900

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Senior Sales Executives: Mark Dalton, Elaine Green, Mustafa Kanuni, Shannon Walford.

Director of Creative Operations: Lisa Werthmann.

Studio Manager: Jamie Harvey.

Assistant Studio Manager: Holly Cornell.

Creative Artworkers: Ruth Clarry, Bobbie Johnson.

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Do you look after someone who matters to you and needs your help? Then we are here to look after you

Our friendly, trained advisors can provide information and advice on a wide range of subjects, offer support to suit your needs, or just be there to listen

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