

OPTIONS

A guide to care and independent living *Bassetlaw*

Spring 2017

Leaving hospital

What's next?

FREE
guide

NHS *continuing healthcare*

Who's eligible?

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For advice contact

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WORKING IN PARTNERSHIP



Where can you get support?

As you get older, or if you have had an illness or operation, you may find that you are struggling with some of the daily tasks you used to do easily – like dressing, washing or getting out and about. This section gives you an idea of the range of support that is available in Nottinghamshire to help you stay living independently at home.

Nottinghamshire Help Yourself

The first place to look is **www.nottshelpyourself.org.uk** which brings together a range of care and support providers with information about activities, events and groups all in one place. We have also made some short films that explain how to contact us and where to access information and advice: **www.nottinghamshire.gov.uk/adultsocialcare** If you don't have a computer, you can visit your local library where staff can help you find the information you need. Or you can phone Nottinghamshire County Council on **0300 500 80 80** where our advisors can guide you through the options.

There are local services which aim to help keep you independent, which anyone can access at any time, without the need for any type of assessment. These services are detailed next.

Connect service

If you have lost a loved one or your health is deteriorating, you may find that you are struggling with daily life or feeling lonely. The Connect service can help you by finding information about local services, activities and opportunities. If needed, Connect staff can work with you around money issues, housing problems, health management and other things. This short-term support will be tailored to your needs and will focus on achieving what you want in a way that suits you.

If you, or someone you know, might benefit from the advice and support of Connect, phone NCHA on **0115 844 3541**. Or visit **http://www.personalisedsupport.co.uk/Bassetlaw-Connect**

Handy Person's Adaptations Service

The Handy Persons Adaptation Service provides the help and support you may need to keep safe and secure in your home with low-cost but high-quality essential adaptations and small practical jobs.

The service is available to Nottinghamshire residents aged 60 or over or who have a disability. The work is carried out by professional traders who have been approved by 'Checkatrade' in partnership with our Trading Standards Service.

The traders will carry out small jobs or minor adaptations to your home to reduce the risk of a fall or help you remain living independently. Jobs range from fitting grab rails or half steps, to changing light bulbs and putting up shelves. Often very small jobs such as fixing loose carpets can prevent a fall and avoid a lot of unnecessary distress.

There is a nominal £15 fee for some works and you can have up to four hours of handyperson work. For more information about the service or to access the scheme, please contact us on: **0300 500 80 80** or email: **enquiries@nottsc.gov.uk**



Short term support in your own home (known as reablement)

If you are struggling with everyday tasks at home (e.g. getting dressed or washed) or if you have had an accident or illness, Nottinghamshire County Council's reablement team may be able to help you to regain skills and confidence so you can live as independently as possible.

Reablement is a period of free short-term support and our team of staff can help you by:

- suggesting different ways of doing things
- offering small items of equipment to make tasks easier
- telling you about other kinds of help you could get and different ways you can pay for it.

For more information visit:

www.nottinghamshire.gov.uk/adultsocialcare
or phone: **0300 500 80 80.**

Meals at home service

County Enterprise Foods is an award-winning service run by Nottinghamshire County Council. It delivers delicious, great value, hot and frozen meals to homes across Nottinghamshire. The helpful and friendly delivery team go the extra mile for customers, for example, plating your meal or bringing in the post. They provide free 'safe and well' checks when they visit and will call someone if you need help.

The service also offers "home from hospital" hampers. When you return from a stay in hospital, the last thing you need to worry about is shopping. Simply choose from the list of

competitively priced, useful food items (e.g. tea, milk, butter) and they will be delivered to your home, along with your meal. Delivery is free.

For more information please contact the team on: **01623 490015**, visit:

www.countyenterprisefoods.co.uk or email: **county.enterprisefoods@nottsc.gov.uk**

Occupational therapy equipment

There are some simple and inexpensive pieces of equipment available to help make life a bit easier at home. We have created a series of videos to show you what is available to help you with simple tasks like cooking, washing, and getting in and out of bed. For more information visit

www.nottinghamshire.gov.uk/equipment
or phone **0300 500 80 80.**

Carers Hub

We pay the Carers Trust East Midlands to run the Nottinghamshire Carers Hub to provide support to carers. This includes free advice, information and support to all carers. The Carers Trust may be able to help you in a number of ways, for example telephone or face-to-face advice, information about local support groups, where you can meet other carers, and information about events and training courses. For more information, please contact the Carers Trust on: **0115 8248824**, email: **hello@carerstrustem.org** or visit: **www.carerstrustem.org** >>

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Care and support assessment

First, look at the information on pages 4 and 5 (where can I get support). There are a number of services available to help you which are listed on www.nottshelpyourself.org.uk We have also given details of some services you can get without having any type of assessment.

If, after exploring these options, you feel you may need more support, then you might need to have a Care and Support Assessment. This will allow you to explain the things you are finding hard to achieve and we will discuss with you how we might be able to help you. The aim of the assessment will always be to help you regain or maintain a level of independence. We will carry out the assessment in the most proportionate way depending on your needs, this could be over the telephone or at one of our clinics. If other methods are not suitable, we will arrange to complete your assessment in your own home.

We follow the Care and Support (Eligibility Criteria) Regulations 2014, issued under the Care Act 2014, when deciding who is eligible to receive community care support funded by the Council. The regulations are there to ensure that all councils make decisions about who gets help in a similar way.

If you are eligible for support we will:

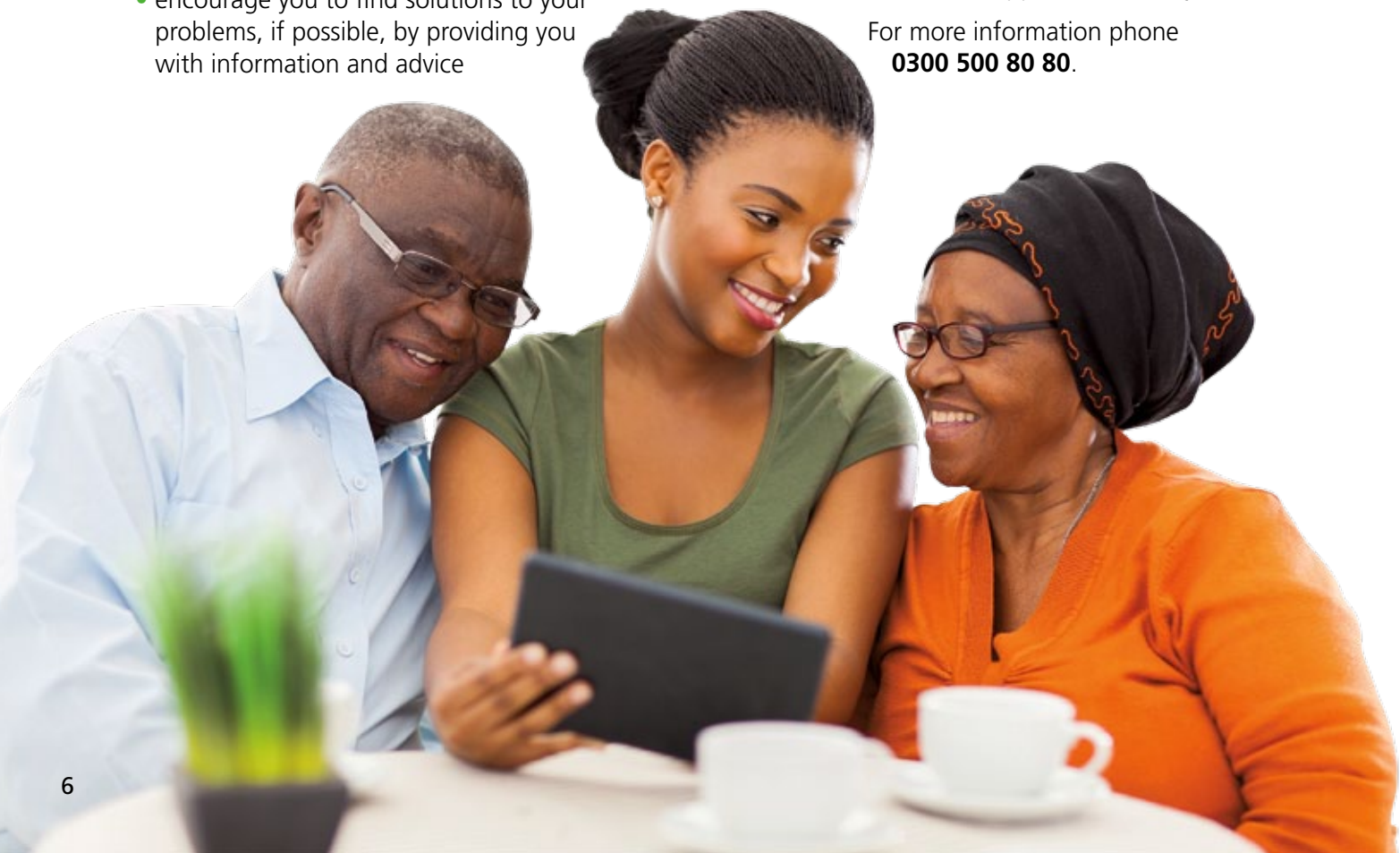
- encourage you to find solutions to your problems, if possible, by providing you with information and advice

- consider with you how other people around you can help (for example, family members, other friends and local organisations)
- provide help for as long as it is needed to enable you to become, and stay, as independent as possible in your own home
- talk to you about whether you would like to have your personal budget as a cash payment paid to you (called a direct payment) so that you can buy your own care
- meet your eligible needs in the most cost effective way.

We will talk to you about how you wish to arrange the support that best meets your needs and we will record this information in your Care and Support Plan.

If you need a personal budget to pay for your care and support options, we will confirm this with you once your support plan has been agreed. Most people are required to contribute towards the cost of their care and support where they can.

For more information phone
0300 500 80 80.





Staying safe and well at home

If you are assessed as being eligible for services from Nottinghamshire County Council, there are a number of options to help you stay safe and well at home.

Assistive technology

Sensors around the home can automatically detect falls, fires, flooding, extreme temperatures, bed wetting and epileptic seizures, and can also tell if you have left your home at night-time, which can be useful if you have dementia.

If the sensors are triggered, an alert is either sent to a carer in your home or, alternatively, can be sent (via a special box attached to your phone line) to trained operators at a 24-hour monitoring centre. If you have problems with your memory, other assistive technology can be used to prompt you to do daily living tasks, such as reminding you to take your medication.

If you have dementia it is sometimes difficult for other people to know how well you are managing at home. As part of your assessment for long term support, the County Council may use activity sensors around the home to detect your

movements (there are no cameras). Information from the activity monitors can help professionals and families to better understand how your dementia is affecting your independence and ensures that the most appropriate care is provided to help you stay in your own home.

For more information visit:

www.nottinghamshire.gov.uk/adultsocialcare
or phone: **0300 500 80 80.**

Assessment beds

If you have been in hospital following illness or an operation and are now well enough to leave, you may still need some extra time to recover before you can return home. So you may be offered a temporary stay in a residential home or assessment flat. Sometimes people are offered a temporary stay whilst other long-term services are being organised to support you at home (e.g. home care). During your stay, you will receive help with dressing, washing and any other tasks you're struggling with. We will help you adapt if you have lost any skills following your illness or operation.



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As your strength comes back, we will gradually reduce the level of support until you are ready to return home. If you are unable to return home we will work with you to consider other options, such as going to live in extra care or residential care.

Intermediate care

Similar to assessment beds, intermediate care also supports you following illness or an operation, but this short term service is provided jointly with health.

A multi-disciplinary team, including therapy, nursing and social care staff, will work with you to help you rehabilitate.

Support at home

Home care staff can help support you with daily activities such as getting in and out of bed, getting dressed and going to the toilet. On top of this, they may also help with daily living or domestic tasks like laundry, shopping and some meal preparation. The aim of support in your own home is to increase or maintain your independence. The amount of support you require may reduce over time as you regain your ability to do things for yourself. We will work with you to review the level of support you need over time to stay independent in your own home.

If you have been ill or have just come out of hospital you may benefit from short-term home care support (see short term support in your own home – reablement on page 5).

If you have been assessed as being eligible for support, the amount of care you receive weekly will depend on your needs.

Phone: **0300 500 80 80** for more information about home care and the assessment process.

Support for carers

Caring for someone may have an effect on you, for example your health, work, social life, finance, education, family and personal life. It is important that you know what help is available to help you balance your caring life with a 'life of your own'.

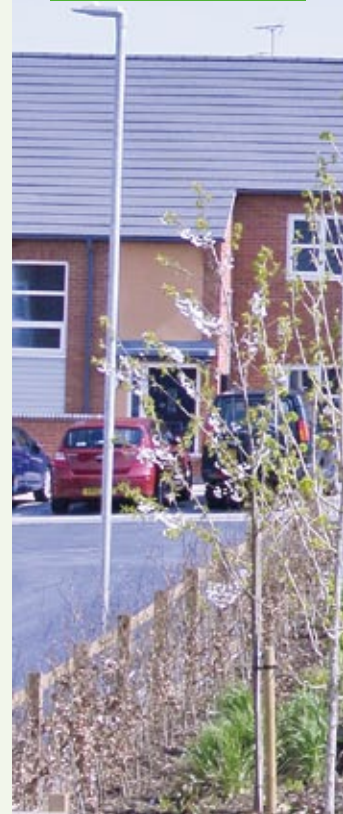
To find out how to get a carers' assessment, and for information about support, including personal budgets and short breaks, visit www.nottinghamshire.gov.uk/adultsocialcare or phone **0300 500 80 80**.

Some

If you have already tried the options listed in this section but are still struggling to live independently at home, there are other solutions before you consider residential care.

Try contacting your local district or borough council to see if there is any support they can offer you. We also have other options including:

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ewwhere to live



Shared Lives

Shared Lives is a scheme where carers are trained to look after older people, people with physical disabilities, learning disabilities or mental health needs. The support is mainly provided in the carer's home.

If you are eligible and Shared Lives is suitable for your needs, we will try to match you with a carer. Contact us on: **0300 500 80 80** or visit: www.nottinghamshire.gov.uk/sharedlives to find out more.

Extra care housing

Extra care housing is high-quality accommodation where you can live as independently as possible, with the reassurance that care staff are on-site 24-hours a day, seven days a week.

Extra care housing is an extension to traditional supported housing and each extra care scheme is different. However, each provides you with your own front door, as

well as offering a range of flexible services and facilities on site that you could use, including communal areas. For more information visit www.nottinghamshire.gov.uk/extracare or phone **0300 500 80 80**.

Residential care

If you are considering moving into residential care as a way to meet your needs, you will need to have a Care and Support Assessment, which will determine the level of your needs and if you are eligible for social care support. This is strongly advised, even if you are funding the cost of your own care for two reasons. Firstly, it will ensure that you have taken advantage of the expertise of the Council who will be able to provide information and advice and possibly suggest alternative ways to meet your needs (which have been outlined on pages 4 to 9). Secondly, if you are moving into a care home and funding your own care and your assets fall below the threshold of £23,250, you need to be aware that the Council will not automatically fund the cost of the care home you are living in. In this situation the Council will undertake a Care and Support assessment and may not fund your care if you do not have assessed eligible needs. Or if you have assessed eligible needs, they may offer you a Personal Budget that is less than the care home.

If you are considering residential care for yourself or a family member, please contact the County Council on **0300 500 80 80** who will be happy to assist.

It is also important that you plan financially for your future, with independent financial advice. This is available from Age UK: www.ageuk.org.uk/notts or **0115 859 9209**. This support will help provide you with peace of mind about your options should you need support in the future.



Poppy Fields Extra Care Scheme in Mansfield



Keep norovirus out of hospital this winter

Staff at Doncaster and Bassetlaw Hospitals are saying 'no' to norovirus this winter by urging patients and visitors to stay away if they have symptoms of the illness.

Nicknamed the 'winter vomiting bug', norovirus becomes more active during the colder months, making its unfortunate victims feel particularly unwell. Spread via contact with contaminated items, it can rapidly infect close-knit areas such as hospitals, schools and nursing homes.

That is why hospital staff are reminding anyone who has nausea, vomiting or diarrhoea not to visit hospital until they have been completely symptom-free for at least 48 hours. If they visit before then, it could mean that they unwittingly pass the tricky bug onto hospital patients and staff.

Dr Kenneth Agwuh, Director of Infection, Prevention & Control at Doncaster and Bassetlaw Hospitals NHS Foundation Trust, said: "The winter months are here again and with them an increase in norovirus. This infection is a very contagious and can infect anyone, and can have extremely worrying consequences for patients already ill in hospital. That's why it is so important not to visit until you have been symptom-free for at least a couple of days. An outbreak may mean we have to restrict admissions and visitors to wards to contain the virus."

Although very unpleasant, norovirus usually clears up in one or two days and most people can care for themselves with paracetamol and plenty of fluids. Symptoms include the sudden onset of projectile vomiting, watery diarrhoea, and some people may also experience headaches, mild temperature and stomach cramps.

Norovirus is very contagious and can be spread through contact with an infected person, by eating or drinking contaminated food or water, or by contact with contaminated surfaces or objects.

Washing your hands regularly is very successful in protecting against the virus especially before meals and after visiting the toilet.

Following these simple yet very effective steps, can help keep patients safe and norovirus out of hospitals:

- **Don't come to hospital if you have signs of a stomach upset**
- **Always wash your hands thoroughly after using the toilet and before handling food**
- **Wait at least 48 hours after being symptom free before visiting hospital.**



**Dr Kenneth Agwuh,
Director of Infection,
Prevention & Control**

Protecting our patients from flu

During the winter months we often see an increase of seasonal ailments such as flu, and this is usually the time your local hospital looks at ways it can minimise the effects of these illnesses on patients and staff alike.

At Doncaster and Bassetlaw Hospitals we have been vaccinating our front-line staff, such as nurses, doctors and porters, against the flu virus. With over 3,500 members of Team DBH inoculated in just over a month, we have vaccinated over 75% of all staff who are involved in direct patient care, making us the first acute Trust in the country to do so.

The flu vaccine is the best protection we have against the flu virus which can cause unpleasant symptoms in children and severe illness, and in rare cases even death, among at-risk groups, including older people, pregnant women and those with an underlying medical health condition such as asthma.

Our team of 'Flu Busters' visited the Trust's various wards and departments to ensure that we inoculated our workforce. One, particularly eager, Senior Ward Sister immediately requested her jab upon seeing the distinctive yellow tabards of the vaccinators.

She told them: "I always make a point of getting my booster each and every year. I've seen first-hand what effect flu can have on a ward. If it makes a difference in one of

our patients getting flu what are a few moments of discomfort when I get my jab?"

We offer the vaccine to our staff not only to keep them fit and healthy throughout the colder months, but also to protect the patients in their care, as well as their friends and family. While we cannot 100% guarantee that once you've had the jab you'll be flu free, if you do get symptoms it's likely to be milder and more short-lived that it would have been otherwise.

With over 75% of our clinical workforce taking up the

vaccination, our team have shown their dedication and determination to keep patients and staff healthy. Our flu busting team have been working incredibly hard and hopefully this team effort will help us reduce the impact of flu at the Trust this winter.

The vaccine is offered free to adults over the age of 18 at risk of flu (including everyone aged 65 and over), pregnant women and children aged six months to two years at risk of flu.

Speak to your GP or pharmacist about getting your jab.



**Flu fighters
vaccinating staff**



Welcoming

We are encouraging carers of older people to visit at a time that suits them and supports their wellbeing.

As frailty is commonly linked with older people are now living longer than ever before, hospital admissions are increasing every year. Many of these patients are usually weak and have many health issues which can often require a stay in hospital. They can be confused and need assistance with their general mobility.

The Trust is creating a friendlier hospital environment for patients and their carers and have been part of a national initiative called 'Carers' which allows carers of those living with long-term conditions to visit at all times.

Extended to frail older patients with long-term conditions at Doncaster Royal Infirmary, Bassetlaw Hospital, the Trust is encouraging carers to visit at normal visiting times.

Cindy Storer, Head of Nursing and Quality Improvement Group, said: "Carers help us to get a better understanding of our patients' lives and provide valuable insights into their needs. Carers play a crucial role in supporting our patients and this is why we have dedicated carer rooms on our wards, so that they can spend time with their frail older relative or friend at a time that suits them.

"As the population ages, we estimate that around 70 per cent of older people will be affected by dementia at some point in their life. Having carers around often helps calm distressed older patients, reduces the risk of falls and helps us to provide better patient-centred care."

In Doncaster alone, around 33,000 people give their time to help others stay well and independent by being their carer.

Taking a Person Centred approach to caring

Education teams across Doncaster and Bassetlaw Hospitals have been taking a new approach to the way they train health staff to ensure patients are offered individual, tailored care.

Some of the Trust's traditional methods of teaching have been replaced with a series of intensive, multi-themed study days focusing on 'Person Centred Care'. This approach means focusing on the needs of the person rather than the needs of the service. Patients have their own views on what's best for them and the Trust is committed to being reactive to the needs of the individual to ensure their stay is as comfortable as possible.

Clinical leads in dementia care, falls prevention, frailty, delirium and end of life care have been coming together in one place at the same time to provide concentrated 'staff centred' training and coaching with the ultimate goal of giving patients a more comforting hospital experience.

Bethany Cotton, Dementia Education Lead, said: "Being in hospital can be a daunting time for patients. They are away from loved ones and the familiarity of their own homes. They are

also among people they don't know and in ill health.

"Our ambition is to see and treat the patient as a person rather than a condition. Person Centred Care is coordinated and tailored to the needs of the person. Crucially, it ensures that people are always treated with dignity, compassion and respect. That's why we decided to revamp the way we deliver our staff training to make it more connected to the real environment and the different teams that work together with across the Trust."

The new style learning in Person Centred Care is being delivered each month across the Trust's hospital sites.

The Trust also runs a week-long awareness event called 'Frailty Week' inviting staff to learn more about the treatment and care of elderly, vulnerable patients, equipping them with the skills and knowledge to treat patients in a more holistic way, helping them to recover and return to independence.

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**Cindy Storer, Frailty Care
Group Head of Nursing**

Enhancing the care for frail older patients

A new service that hopes to enhance the care of frail and vulnerable older patients has launched at Bassetlaw Hospital.

Running as a six-month pilot, the new Enhanced Care Team at the Worksop site will provide specialist care for patients who have confusion, delirium or dementia. Going beyond 'normal' ward care, patients under the supervision of the team will receive one-to-one attention to improve their hospital experience and help keep them free from harm.

The numbers of frail or vulnerable people admitted to the Trust has increased significantly over the past five years due to a number of factors such as people living longer and a national increase of people living with illnesses such as dementia.

Cindy Storer, Head of Nursing & Quality for the Trust's Frailty Care Group, said: "We anticipate the numbers of frail older people requiring hospital care will continue to rise into the future presenting new challenges for ward staff.

"Some of these patients will have complex care needs due to their other underlying conditions such as confusion, delirium or dementia, increasing the risk of them falling while in hospital. The enhanced provision that this new team provides will ensure the safety of these patients while providing them with high quality care that meets their needs."

Running alongside the work of the new Enhanced Care Team, the Trust



The enhanced care team

has also hosted a series of training and education sessions throughout the year to give its staff a better understanding of the complex care needs of their frail older patients.

In June, the Trust held a week-long awareness event called 'Frailty Week' inviting staff to learn more about the treatment and care of elderly, vulnerable patients, equipping them with the skills and knowledge to treat patients in a more holistic way, helping them to recover and return to independence.

Building on the success of these learning events Doncaster and Bassetlaw Hospitals will be holding a 'Frailty Day' for its staff that focuses on person-centred care, dementia, and falls prevention in September.

Please note Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust does not endorse any of the companies advertised in this guide.

Mental Health Services *for Older People*

Memory Assessment Service (MAS)

It's normal to become a bit forgetful as you get older. However, memory loss could be a symptom of something more serious.

Memory loss occurs when a person loses the ability to remember events and information they would normally be able to recall. This could be something that happened only seconds or minutes ago, or a memorable event that happened in the past. The memory loss may have started suddenly or may have been getting worse over the last year or so.

Memory loss can be distressing, for the person affected as well as for their family. Memory loss can be the sign of a physical condition, depression or may be a sign of dementia.

What is Dementia?

Dementia is a common condition that affects approximately 800,000 people in the UK. Dementia is a syndrome (a group of related symptoms) associated with an ongoing decline of the brain and its abilities. This includes problems with memory loss, thinking speed, mental agility, language, understanding and judgement.

Dementia is progressive, which means the symptoms will gradually get worse. How fast dementia progresses will depend on the individual person and what type of dementia they have. Each person is unique and will experience dementia in their own way. It is often the case about the person's family and friends are more concerned about the symptoms than the person may be themselves.

How can the Memory Assessment Service help?

Our Memory Assessment Services offer good quality, early diagnosis for people experiencing memory problems and dementia. Each team is nurse-led, working closely with doctors and other members of a wider multi-disciplinary team. In the past, only doctors could prescribe medication, but now specially trained health professionals such as nurses can prescribe medicines. These health professionals are called 'non-medical prescribers'. Although there is currently no cure for dementia there are treatments that can be used to improve symptoms or temporarily slow down their progression, these will be explained to you at your appointment.

Referrals

Referrals to the Memory Assessment Service are received directly from your GP. You must be aged over 65 and have no previous diagnosis of dementia given.

Memory Assessment Services are provided across Bassetlaw.

How to access the Memory Assessment Service

After an initial consultation with your GP has taken place, a referral will be made by them to your nearest Memory Assessment Service. You will then be contacted by letter or telephone offering an initial appointment.



What will happen at my appointment?

Following a referral from your GP, an initial appointment will be arranged where a full assessment will take place. We always encourage people to be accompanied by a family member or friend if possible. The assessment will include discussing your current memory issues, past physical health history and your ability to carry out day to day activities. We will also carry out a memory test which will look at attention, memory, language, learning and recall.

Research shows that memory tests may not be culturally appropriate for all of our service users from black and minority communities and this is taken into consideration throughout the assessment process. Should you require an interpreter for your assessment, please inform us of this prior to your appointment so this can be arranged.

Following your initial appointment, you may be offered further investigations such as an ECG (recording of the heart) or brain scan of the head to help with diagnosis. A follow up appointment will take place where the findings of our assessments will be discussed with you.

Assessments are tailored to the needs of the individual.

Working Age Dementia Service

Memory problems and dementia can affect anyone at any age. For people below 65 years of age who are experiencing memory difficulty, the service operates a dementia diagnostic service. Referrals are accepted from GPs and from hospital specialists.

Partnership Working

Local Memory Assessment Services work in partnership with local GP practices and dementia support workers from the Alzheimer's Society to fully support service users and their carers from initial assessment through to the diagnosis process. Dementia support workers can offer support and advice on issues such as driving with dementia, employment and benefits.

Alzheimer's Society support at Memory Assessment clinics

People attending the Memory Assessment clinics are able to access support from the Alzheimer's Society who have a worker in attendance in each clinic. This support takes the format of a one to one appointment directly after diagnosis, and provides both general and tailored information for the person with dementia and their carer. The dementia support worker can discuss the diagnosis, provide information about Power of Attorney, guidance on accessing benefits and details of local support groups available, how to access carers assessments and adult social care amongst other topics. This ensures that once the person has left the clinic they have a point of contact within the voluntary sector to provide any further information or advice.

Recommended Reading

There are a number of self-help books about dementia available from libraries cross the county. Your local Memory Assessment Service can provide you with a list of books and libraries.

Research

Nottinghamshire Healthcare is actively involved with research projects about dementia. We may ask you if you wish to participate in research projects. Involvement would of course be completely optional and everything would be fully explained beforehand.

Carer/Service User Statements

"I am writing to thank you for the warmth and consideration you showed us when we attended to get the results of Mum's scan and memory test. Mum was very reluctant to attend the appointment, but both she and dad said several times afterwards how lovely you had been."

"From the initial assessment the team were very courteous, considerate and reassuring. Throughout the assessment, my mother appreciated their patience and willingness to explain things to her. She left far less anxious than she arrived! We are all very grateful to the team."

For further information please contact Lynn Bennett, Memory Assessment Service Lead on telephone: 07771 345 482

Or visit the website at

www.nottinghamshirehealthcare.nhs.uk

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www.twitter.com/nottshealthcare

Transforming Care in Bassetlaw

Nottinghamshire Healthcare NHS Foundation Trust provides a wide range of physical and mental health services to a Bassetlaw population of approximately 112,000 people, delivered via the Trust's Local Services and Health Partnerships Divisions.

For service users who access more than one service between primary and mental healthcare, treatment can be complex especially when there is more than one healthcare provider involved. In 2014, Bassetlaw Clinical Commissioning Group (CCG) reviewed its approach to delivering mental health services and challenged the Trust to develop a new service offer that would provide a more integrated approach and improve overall patient care. This will include providing seamless services for people with multiple conditions or with both mental and physical healthcare needs.

In response to the CCG review, the Trust formed the Bassetlaw Transformation Group last year to gather feedback, explore possible models and develop a plan for the Trust to carry forward. The group have since held eight staff engagement events to explore better approaches to issues such as self-care and how to support primary care to manage complex cases.

Paul Smeeton, Executive Director for Local Partnerships, said: "The NHS may be facing financial pressure but this is no excuse not to provide better care. We should embrace the



opportunity to do things differently to create a more joined up pathway."

The five year plan will include changes across the Trust to address what really matters around healthcare for individuals in the Bassetlaw locality. The project team will be sharing updates in upcoming newsletters and events. If you would like further information, please contact Sandra Crawford, Bassetlaw Service Transformation Lead, via email sandra.crawford@nottshc.nhs.uk or on **0115 969 1300 Ext. 16272**.

A Care Home for older people.

We provide residential as well as dementia care
Visit: www.carehomewoodlands.com Email: info@carehomewoodlands.com

Located on Woodsetts Road North Anston, Woodlands care home provides high quality residential and dementia care for older people.

The aims of the care home is to provide each resident with care and support in a comfortable environment with a calm, relaxed atmosphere. Staff at the home have been selected for their positive and sensitive attitude.

Our Home has undergone an extensive refurbishment. If you or an elderly relative or friend are in need of high quality dementia care please contact Simone Wells (Home Manager)

Woodlands Care Home
Woodsetts Road, North Anston, South Yorkshire

Telephone: 01909 566226

first care DCA

Highly trained staff providing domiciliary care to individuals in their own homes, as well as staff to local care homes

Tel: 01909 479222

www.firstcareltd.co.uk
Suite 12, Enterprise House, Carlton Road Worksop

How to use *your health services*

There are a range of healthcare services available to help you find the right expert care to meet your needs. Choosing the service most appropriate to your symptoms means you get the right treatment in the right place.



Choking.
Chest pain.
Suspected stroke.
Blacking out.
Severe bleeding.

For symptoms of serious illnesses and major accidents, choose **A&E (Accident & Emergency)**.



Cuts.
Sprains.
Rashes.
Minor fractures.

For trips, falls, skin complaints and minor injuries, choose **Walk-in Health Centre** or **Minor Injuries Unit** or **Urgent Care Centre**.



Vomiting.
Ear pain.
Feeling ill.

For infections and persistent symptoms or if your child has a high temperature, choose your **GP**.



Diarrhoea.
Minor infections.
Headache.
Bites and stings.

For tummy upsets, insect bites and stings, coughs and colds and travel advice, choose a **pharmacist**.



Unsure?
Confused?
Need help?

For absolutely any questions about your health, choose **NHS 111 service**.



Grazed knee.
Sore throat.
Cough.

For minor ailments, grazes, bruises and similar problems, choose **self-care**.

CQC Registered



Our aim is to provide personal care of the highest possible quality, offering complete comfort in a homely atmosphere, whilst respecting and appreciating the individual needs and wishes of each and every one of our residents. We welcome all residents and their families who wish to help us to continue to make South Moor Lodge a better place to live.

We are completely dedicated to providing a safe, secure and caring environment for every one of our residents. We recognise that entering a care home can be difficult for all concerned and we try to make the transition as easy as possible by giving any assistance that we can.

For further details and to discuss your requirements, please call Tim Yates, the Home Manager, on 01427 891 204

South Moor Lodge Care Home Ltd
South Moor Road, Walkeringham, Doncaster,
South Yorkshire DN10 4LD

Tel: 01427 891 204 • Fax: 01427 891 204

Email: southmoorlodge@jasminehealthcare.co.uk



The leading car scheme for disabled people

You can get in touch by completing an online form, calling our Customer Services team on the number below, or contacting our Scheme partners directly.

Tel: 0300 456 4566

8am-7pm Monday to Friday; 9am-1pm Saturday (Monday 9am-11am is our busiest period. You may find it easier to call outside these times.)

If you have specialist Minicom equipment, call our textphone number on **0300 037 0100** or speak to us through a British Sign Language (BSL) interpreter.

www.motability.co.uk

NHS continuing health

NHS continuing healthcare is a free package of care for people with ongoing healthcare needs. It is arranged and funded by the NHS.

You can receive NHS continuing healthcare in any setting outside hospital, including in your own home or in a care home.

If you receive care in your own home, the NHS will cover the cost of the support you need from health professionals and the cost of personal care which can include help with washing and getting dressed. If you receive NHS continuing healthcare in a care home, the NHS will also pay your care home fees.

Eligibility for NHS continuing healthcare

When assessing your eligibility for NHS continuing healthcare, staff must follow certain processes.

You must be assessed by a team of healthcare professionals as having a 'primary health need' for care. This means that you need care primarily because of your health needs.

This is assessed by looking at:

- the type and particular characteristics of your needs
- how intense and severe they are
- the complexity of your needs
- how unpredictable your needs are; including any risks to you and others if adequate and timely care is not provided

Eligibility is always based on these needs, rather than any particular diagnosis or condition.

When should I be considered for NHS continuing healthcare?

If you have ongoing health needs, there are times when staff should consider whether you may be eligible.

These include:

- when you are ready to be discharged from hospital and your long-term needs are clear



healthcare

people who have significant NHS.

- once a period of intermediate care or rehabilitation following a hospital stay have finished and it's agreed your condition is unlikely to improve
- whenever your health or social care needs are being reviewed as part of a community care assessment
- if your physical or mental health deteriorates significantly and your current level of care seems inadequate
- when your nursing needs are being reviewed. This should happen annually if you live in a nursing home
- if you have a rapidly deteriorating condition and may be approaching the end of your life

In these circumstances, your discharge staff, staff co-ordinating your intermediate care, GP or a member of the social work team should raise the issue of NHS continuing healthcare and assess your eligibility. If they don't, make sure you ask for an assessment.



Assessment for NHS continuing healthcare

You should be fully involved in the assessment and have your views taken into account. You can ask a relative or carer to help and support you throughout the process.

Most people will start by completing a checklist. This assesses your needs and indicates whether or not you should have a full assessment.

If you're referred for a full assessment, evidence will be collected from all relevant health and social care professionals to give a full picture of your physical, mental health and social care needs.

Then a team of health and social care professionals involved in your care will look at this evidence and recommend whether or not you're eligible. You and / or your representative can attend and participate at this meeting.

If you are eligible

The team will forward their recommendation to the Clinical Commissioning Group (CCG) that is responsible for funding your care. The CCG will then discuss and agree a care and support package with you.

This care and support package will be reviewed after 3 months and then at least every year. If your care needs change, your funding arrangements may also change.

Personal Health Budgets

If you're eligible for NHS continuing healthcare, you have the right to a Personal Health Budget. Personal Health Budgets allow more choice and control over the services and care you receive and can be used to pay for a wider range of items and services, including therapies, personal care and equipment.

If you choose this, you will develop a care plan with your NHS team that will meet your personal health and wellbeing needs.

See NHS Choices for more information about Personal Health Budgets.

If you're not eligible

If you're not eligible for NHS continuing healthcare, you'll be referred to your local

authority to decide whether you're eligible for help to arrange or pay for care.

However, you may be eligible for NHS-funded nursing care.

If you're not happy with the decision

If you're turned down, you should be sent a letter telling you why. It should also tell you what steps to take and who to contact if you're unhappy with the decision.

- If you weren't given a full assessment, you can ask the CCG to reconsider your case. If you are still dissatisfied you can use the NHS complaints system to pursue your case.
- If you're not happy after a full assessment, you can ask for the CCG to reconsider its decision. If you are still dissatisfied, you can ask for an independent review of your case.
- If you're not happy with any help you receive from the NHS, you have a right to complain. Details of the complaints procedure are available from the relevant organisation.

Fast Track

If you are approaching the end of your life, you may be eligible for 'fast tracking' which allows you to bypass the full assessment process mentioned above. You must have a rapidly deteriorating condition that may be entering a terminal phase.

If you're eligible, a care package should be put in place as soon as possible, preferably within 48 hours.

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What is NHS-funded nursing care?

NHS-funded nursing care is care provided by a registered nurse for people who live in a care home. The NHS will pay a flat rate contribution directly to the care home towards the cost of this registered nursing care.

Who is eligible for NHS-funded nursing care?

You may be eligible for NHS-funded nursing care if:

- you are not eligible for NHS continuing healthcare but have been assessed as needing care from a registered nurse
- you live in a care home registered to provide nursing care

How will my needs be assessed?

You should be assessed for NHS continuing healthcare before a decision is made about whether you are eligible for NHS-funded nursing care.

Most people don't need a separate assessment for NHS-funded nursing care. However, if you do need an assessment or you haven't already had one, your clinical commissioning group (CCG) can arrange an assessment for you.

Outcome of the assessment

If you're eligible for NHS-funded nursing care, the NHS will arrange and fund nursing care provided by registered nurses employed by the care home. Services provided by a registered nurse can include planning, supervising and monitoring nursing and healthcare tasks, as well as direct nursing care.

If you're not eligible for NHS-funded nursing care and you don't agree with the decision about your eligibility, you can ask your CCG to review the decision.

What is the rate of payment for NHS-funded nursing care?

NHS-funded nursing care is paid at the same rate across England. For 2016/17, the rate is £156.25 a week (standard rate).

The increase will be backdated to April 1, 2016 for people who getting NHS-funded nursing care from that time. This new rate is under review and may change on the January 1, 2017.

Before October 1, 2007, there were three different levels or bands of payment for NHS-funded nursing care – low, medium and high.

If you moved into a care home before October 1, 2007, and you were on the low or medium bands, you would have been transferred to the standard rate from that date.

If you moved into a care home before October 1, 2007, and you were on the high band, NHS-funded nursing care is paid at a higher rate. For 2016/17, the higher rate is £215.04 a week. You're entitled to continue on this rate unless:

- you no longer have nursing needs
- you no longer live in a care home that provides nursing
- your nursing needs have reduced and you're no longer eligible for the high band, when you would change to the standard rate of £156.25 a week, or
- you become entitled to NHS continuing healthcare instead

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www.nhs.uk

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Our Home has a real 'home from home' atmosphere, come and visit us and experience it for yourself.

Our Residential Home is registered to provide care to the elderly and people living with milder forms of dementia.

Our team of kind, patient and respectful staff will do their utmost to make you feel at home.

We understand that deciding to move into a care home can be a difficult and upsetting time, To make it a bit easier we are able to offer free taster days to enable you to experience life in our home and then you can decide for yourself whether our home, is your home too!



Langwith has lots to offer, including

- Resident's greenhouse and gardens
- 8 acres of parkland with a fishing lake and lots of wildlife
- Regular in house activities, as well as days out and events
- Visiting entertainment, local choirs, 'chairobics', musicians
- A separate annex for more independent residents with a private courtyard garden
- Excellent rates for residential care

**For a brochure or more information, please call the Home Manager on 01623 742204
The Park, Nether Langwith, Mansfield, Nottinghamshire, NG20 9ES**

www.yourhealthgroup.co.uk

quality residential care



VICTORIA CARE HOME

Registered with the Care Quality Commission



Victoria Care Home is registered to provide residential care for 93 service users. The homely environment is divided into small units each offering specialist care for a variety of care needs including Dementia and general frailty.

Victoria Care home is ideally located within Worksop town centre providing ease of access for all. Each person at Victoria care home is recognised as a unique individual and we work closely as a team to meet everyone's needs. We strive to ensure a relaxed, homely atmosphere, where all are respected and cared for.

Call in for a cup of tea and a chat, you will be made most welcome.

Memorial Avenue, Worksop, Nottinghamshire, S80 2BJ

01909 476416

Paying for *permanent residential care*

Lots of people worry about paying for care for themselves or for a loved one. Most people will be expected to pay something towards the costs.

If your care is being organised by the local authority, then the main steps of the process are:

1. Your local authority does a care needs assessment to identify what help you need.
2. They make recommendations about your needs and whether or not you need residential care – this is called a Care Plan.
3. They work out a budget to ensure you get what care you need – this is called a Personal Budget.
4. They do a means test, also called a financial assessment, to work out how much you should pay towards your care home fees and how much they will cover.

If your care is arranged by the NHS or social services, you may not have to pay for some or all of the care. For more information, see our page on NHS continuing healthcare.

What does the means test look at?

The means test will look at your income and capital, such as your savings and property. Whether you have to pay, and if so, how much, depends on how much income or capital you have. In certain situations, the local authority may assume that your capital generates an income which can be used towards paying your care home fees.

If you and someone else jointly hold capital, such as a savings account, it'll be treated as divided equally between the two of you.

In some circumstances your home won't be included in the means test, for example, if your partner still lives there.

What if I give away some of my money?

You may think about giving away some of your savings, income or property to avoid higher care costs, and to give something to your relatives or charity, for example. If the council thinks that you have done this to avoid paying care fees they may still assess you as if you still had the money or property that you have given away. This is referred to as deprivation of assets.

How will my capital be treated in the means test?

Amount of your capital (your savings and property)	How it will be treated
Over £23,250	You must pay full fees (self-funding)
Between £14,250 and £23,250	The local authority will assume that this generates an income and this will be taken into account for your care home fee contributions.
Less than £14,250	This will be ignored and won't be included in the means test

How will my income be treated in the means test?

Certain types of income, such as money from certain disability benefits and pensions, may not be counted in the means test. All other income can be taken into account.

As noted above, in some cases, the local authority may also assume that your capital generates an income, which will also be taken into account for your care home fees.

How much will I have to pay?

After the means test the local authority should give you a written record of their decision of what you will have to pay and what they will pay, and how they calculated it.

You should not be left with less than £24.90 a week after any contribution to your fees. This is known as your Personal Expenses Allowance.

What if I prefer a more expensive care home than the local authority will pay for?

If you'd prefer to live in a care home that costs more than the local authority would usually expect to pay, it can arrange this, provided that someone else is willing to meet the difference in cost. This is usually known as a top-up or third-party payment. You could also choose a care home in another area to be closer to family or friends.

How do I pay my part of the fees?

Generally the local authority pay the full amount to the home and collect from you the amount you need to pay. This may be different if you are paying a 'top-up' fee.

What if I run out of money?

If you are paying fees yourself (called self-funding) and your capital goes down to less than £23,250, the local authority may assist with funding. You should request an assessment a few months before that happens. They should arrange one as soon as possible so you don't have to use up your capital below that amount.

Paying for temporary care in a care home

Local authority charging rules differ when a stay in a care home is temporary, rather than permanent.

Some people go into a care home on a temporary basis to give themselves or their carers a break, or while they are recuperating from an illness.

Others enter a home temporarily for a 'trial' period to decide whether they want to live permanently in that home.

A more detailed account of the charging rules can be found in our factsheet Paying for temporary care in a care home. This factsheet is aimed at individuals who are aged 60 and over.

Paying for care if you have a partner

Being part of a couple can affect a care home resident's eligibility for local authority assistance with care home fees and both partners' eligibility for social security benefits during the period in care.

We have produced a factsheet that addresses this issue and includes sections on the valuation of jointly owned capital, temporary admissions and where both members of a couple go into a care home.

This factsheet should be read alongside Age UK's other factsheets on care home charging and benefits.

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Personal budgets and direct payments - more control over your care

Direct payments

When your personal budget is paid directly to you this is called a Direct Payment. Direct Payments allow you to arrange your care as you wish.

There are rules about what you can and can't use direct payments for. The money must be used to meet the eligible needs identified in your assessment.

You can use direct payments for anything that meets those needs, for example:

- employ your own care workers
- buy services from a voluntary or private agency
- buy equipment or pay for home adaptations
- purchase other types of support to meet your assessed needs
- get to a café to meet your friends, a place of worship, or other places that are important to you.

You can be personal and creative with your budget. For example, if one of your assessed needs is help with shopping, you could pay for someone to help you go shopping yourself rather than just pay someone to do it for you.

You can't use direct payments to:

- pay a spouse, civil-partner, live-in partner, or a close relative who lives in the same household as you to care for you (although there may be exceptions to this)
- buy services from your local council
- pay for permanent care in a care home. You can, however, pay for a short stay of up to four consecutive weeks within any 12-month period if that meets an assessed need.

Not everyone will feel comfortable or capable of managing their direct payments themselves, and you don't have to if you don't want to. You can always choose the option for the council to arrange care for you, and you can still have a say in what will best meet your needs.

Age UK Nottingham & Nottinghamshire's Services available in Bassetlaw

Age UK Nottingham & Nottinghamshire enhances the quality of life and promotes the health & wellbeing of all older people. We are the largest independent local charity providing services to older people from all communities and backgrounds in the city and county.

Our services available in Bassetlaw include:



Forces Friends

Forces Friends is a partnership between Age UK Notts and the Royal British Legion providing support to lonely, isolated military veterans and their dependents aged 60 and over.

We aim to provide short term support to enable older veterans and their dependents to reconnect with social networks and help overcome the problems of loneliness.

To find out more, contact Nick Rhodes:

t **0115 844 0011**

m **07872 839605**

e **nicholas.rhodes@ageuknotts.org.uk**

Volunteering

Our continued success depends upon the generosity of our volunteers, who ensure that we can continue to provide a wide variety of services to help older people in our local community.

Could you use your skills, experience, enthusiasm and energy to help older people in your local area?

If you have a forces background or connection, consider volunteering for our Forces Friends service (see above)

To find out more, contact us:

t **0115 844 0011**

e **volunteering@ageuknotts.org.uk**





Men in Sheds

Men in Sheds is a project that supports older men who want to get together to share and learn new wood-working skills. Age UK Notts provides the 'shed' – a workshop, tools and equipment and a co-ordinator for support. But the day-to-day running of the shed is left to the shed members who choose the activities they want to participate in.

Age UK Notts has three 'sheds'. The Bassetlaw shed is located in Worksop.

To find out more, contact Patrick Lacey:

t **01909 549 078**

m **07872 839 629**

Will Writing Service

If you are aged 55+, we can help you have peace of mind by using our Will Writing Service. It costs £70 for a single Will or £90 for a mirror Will.

We are working in partnership with local participating solicitors throughout the city and county. They will draw up a basic Will for you providing their services free of charge, meaning you pay us a reduced rate to help us achieve our charitable aims

The nearest partner solicitors to Bassetlaw are based in Mansfield, though home visits may be available for an additional cost.

To find out more, contact us:

t **0115 844 0011**



For more information on these services, or others we offer across the city and county, please contact us on:

0115 844 0011

info@ageuknotts.org.uk

or visit us at

www.ageuknotts.org.uk

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Alzheimer's Society Services in Nottinghamshire

If you have memory problem, have a diagnosis of dementia or are caring for a person who has dementia, there are many ways that the Alzheimer's Society in Nottinghamshire can help.

Support from Dementia Support Workers

Dementia Support Workers provide person centred support, information and guidance to people with dementia and their carers helping to maintain their independence, improving their sense of well-being, and putting them in more control of their lives. Our support workers assist people with dementia and their carers to identify their needs and access to services.

Home visits

We can arrange for a Dementia Support Worker to visit you in your own home and provide information and both practical and emotional support on a one to one basis.

Information

We can provide a wide range of fact sheets, which include specific information on different types of dementia, care issues and understanding the needs of the person with dementia.

Dementia Cafés

Are places for people with dementia, their families and friends to meet other people living with a diagnosis of dementia for support, information and social interaction.

Singing for the Brain

Is a service provided by Alzheimer's Society which uses singing to bring people together in a friendly and stimulating social environment.

Singing is not only an enjoyable activity – it can also provide a way for people with dementia, along with their carers, to express themselves and socialise with others in a fun and supportive group.

Carer Information and Support Programme (CrISP)

A series of workshops for people caring for a family member or friend with dementia. Workshops are run throughout the year in the Nottinghamshire area. Booking is essential.

What should I do now?

For information, advice and support please contact one of our advisors on 01909 540354.

Alternatively you can visit us at: Alzheimer's Society, The Centre, Northumberland Avenue, Costhorpe, Nottinghamshire S81 9JP.

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**Alzheimer's
Society**

Leading the
fight against
dementia

Dementia Friends Programme

Dementia Friends is a national initiative run by the Alzheimer's Society. The aim is to improve people's understanding of dementia and its effects.

Through the Dementia Friends programme, we aim to change the way the nation thinks, talks and acts to create 'dementia friendly' communities.

How does it work?

A group of volunteers will be trained to spread the word about what dementia is and what action individuals can take in their community, and recruit Dementia Friends.

What is a Dementia Friend?

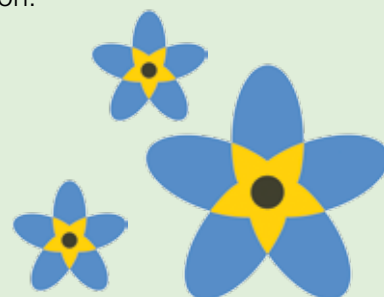
A Dementia Friend learns about what it is like to live with dementia and then turns that understanding into action.

What is a Dementia Friends Champion?

Dementia Friends Champions are volunteers who, after attending a training course, run information sessions where they talk to people about being a Dementia Friend in their communities.

How can I get involved?

It's easy – just log on to www.dementiafriends.org.uk and book on to a Dementia Friends Information session. Alternatively, contact your local Alzheimer's Society office for more information.



The Care Quality Commission is here to make sure health and adult social care services including hospitals, home and residential care as well as GPs in England provide people with safe, effective, high-quality care. We publish independent inspection reports and ratings about services – information you can use when you're choosing care for yourself, or a loved one.

You can use our website to search for services you might be interested in by geographical area, or by specialism. For example, a care home that might offer specialist care for someone who has dementia.

We also welcome your feedback on the care you have received – good or bad. We use this information to help inform our inspections and can alert authorities including local social services, if there are safeguarding concerns about care being provided.

You can visit our website at www.cqc.org.uk to find our inspection reports, or share an experience of care. You can also call us to share an experience of care on 03000 61 61 61.

Here are some tips to help you choose your care.

Social care Top tips

- 1 The **Care Quality Commission (CQC)** registers **all care homes and home care agencies**. You can find out which ones support specific groups of people, such as people with a learning disability or those living with dementia.
- 2 CQC's Chief Inspector for Adult Social Care, Andrea Sutcliffe always uses **'The Mum Test'**: is a care home safe, caring, effective, responsive to people's needs and well-led? In other words, **is it good enough for my Mum** (or anyone else I love and care for)?
- 3 Look for care homes and home care agencies where the **staff involve people who use services and their families and carers**, and treat individuals with **compassion, kindness, dignity and respect**.
- 4 Whether you are being cared for in your own home or in a residential setting, the **staff looking after you** need to be **skilled, kind and supportive**. They should also be **capable and confident** in dealing with your particular needs. **You should always feel that their support is helping you** to live the life you want to.
- 5 A care home will be a home for you or your loved one. Residents should be **treated as individuals** with their **likes and dislikes** taken into account. Think about whether a home is **close enough to family, friends, and community facilities**.
- 6 Look at how **well-led and managed** a home is. **What does it have in place** to ensure that it delivers **high quality care**? Does it promote meaningful activity and connect the home with the community?
- 7 If you or a loved one needs **help with day-to-day care**, you can contact your local council's social services department. They will **'make an assessment of your needs'** and depending on circumstances, may be able to **help you access financial help**. For more advice visit Age UK's website www.ageuk.org.uk/home-and-care.
- 8 If you would like to organise your care yourself, you can **find a care worker or personal assistant through an agency**. Your **local social services department should be able to provide details of approved agencies**.
- 9 CQC's ratings will identify services as:
 - Outstanding ☆
 - Good ●
 - Requires improvement ●
 - Inadequate ●

This will help you make informed choices around your care. There's also useful advice on the Social Care Institute for Excellence's Find me good care website www.scie.org.uk/findmegoodcare/
- 10 **Safeguarding adults** who receive social care is **everybody's business**. If you are concerned about the safety of a loved one receiving care, **contact the service provider in the first instance**. You can also contact social services at your local council. If you feel a crime has been committed, contact the police. **You can share your safeguarding concerns with us on our website or contact our National Customer Services on 03000 616161.**

NHS Hospitals and services in Bassetlaw



Alzheimer's Society
Leading the fight against dementia

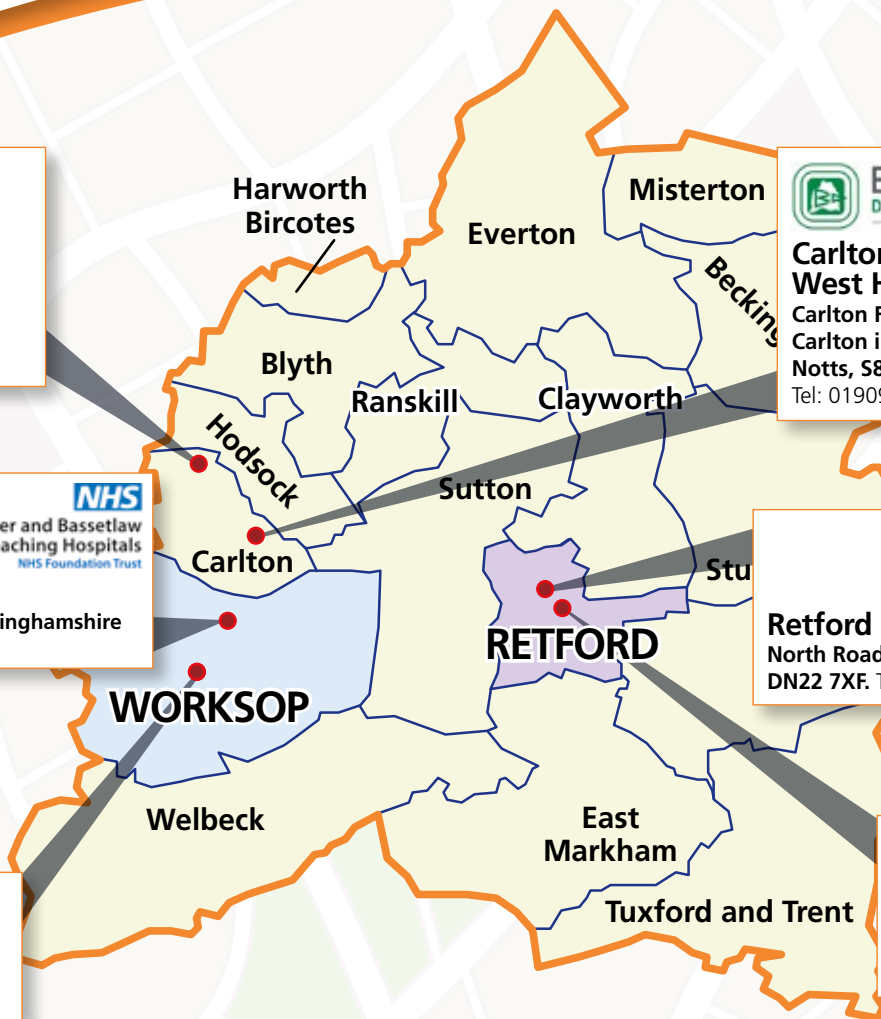
The Centre,
Northumberland Avenue,
Costhorpe, Notts S81 9JP
Tel: 01909 540354

NHS
Doncaster and Bassetlaw
Teaching Hospitals
NHS Foundation Trust

Bassetlaw Hospital
Blyth Road, Worksop, Nottinghamshire
S81 0BD. Tel: 01909 500990

Bassetlaw DISTRICT COUNCIL
North Nottinghamshire

Queen's Buildings,
Potter Street, Worksop,
Nottinghamshire, S80 2AH
Tel: 01909 533533



Bassetlaw DISTRICT COUNCIL
North Nottinghamshire

**Carlton Forest House/
West House,**
Carlton Forest, Hundred Acre Lane,
Carlton in Lindrick, Nr Worksop,
Notts, S81 0TS
Tel: 01909 533533

NHS
Doncaster and Bassetlaw
Teaching Hospitals
NHS Foundation Trust

Retford Hospital
North Road, Retford, Nottinghamshire
DN22 7XF. Tel: 01777 274400

Bassetlaw DISTRICT COUNCIL
North Nottinghamshire

17B The Square, Retford,
Nottinghamshire, DN22 6DB
Tel: 01909 533533

For details of our adult social care services available in the Bassetlaw area, see pages 4 - 9 or phone **0300 500 80 80**.



For details of our community services available in the Bassetlaw area, see pages 14 - 16 or phone **0115 969 1300**.



For details of our services available in the Bassetlaw area, see pages 24 and 25 or phone **0115 844 0011**.



Useful contacts

A

Action on Elder Abuse 020 8835 9280

We work to protect, and prevent the abuse of, vulnerable older adults.
Action on Elder Abuse, PO Box 60001, Streatham SW16 9BY

| www.elderabuse.org.uk | enquiries@elderabuse.org.uk

Admiral Nursing DIRECT 0845 257 9406

This helpline has been set up to provide people with an opportunity to talk through their worries and concerns about themselves, friends or relatives with dementia.

| direct@fordementia.org.uk

Age UK Nottingham & Nottinghamshire 0115 844 0011

Bradbury House 12 Shakespeare Street, Nottingham NG1 4FQ
Northern office: 26-28 Regent Street, Mansfield, Nottinghamshire NG18 1SS

| info@ageuknotts.org.uk | www.ageuknotts.org.uk

Alzheimer's Society 01909 540354

The Centre, Northumberland Avenue, Costhorpe, Notts S81 9JP

| bassetlaw@alzheimers.org.uk

Arthritis - National Rheumatoid 0800 298 7650

Arthritis Society (NRAS) or 0845 458 3969

Provide information, support and advice for people living with Rheumatoid Arthritis.

| www.nras.org.uk

B

Bassetlaw Citizens Advice 0844 856 3411

Central Avenue, Worksop, Nottinghamshire, S80 1EJ

| www.bassetlawcab.org.uk

C

Care Quality Commission (CQC) 03000 616161

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

| www.cqc.org.uk | enquiries@cqc.org.uk

Carers Trust 01623 658535

Areas covered: Mansfield, Ashfield, Bassetlaw,
Newark and Sherwood,

Nottinghamshire Intake Business Centre,

Kirkland Avenue NG18 5QP

| admin.nncrossroads@ntlbusiness.com

Cruse Bereavement Care 0844 477 9400

Cruse Bereavement Care is here to support you after the death of someone close.

| www.cruse.org.uk | helpline@cruse.org.uk

D

Disability Benefits – for Disability Living Allowance and Attendance Allowance 0845 712 3456

| Textphone: 0845 722 4433

| www.direct.gov.uk/en/DI1/Directories/DG_10011169

E

Elderly Accommodation Counsel 0800 377 7070

A national charity that aims to help older people make informed choices about meeting their housing and care needs. It is now more commonly known as EAC.

| www.eac.org.uk | info@firststopadvice.org.uk

I

Integrated Care Council 01379 678243

(Formerly the National Homecare Council)

The Integrated Care Council is a body which brings together British public and independent sector organisations who commission or directly provide support for people living at home.

M

Mind (National Association for Mental Health) 020 8519 2122

The leading mental health charity in England and Wales. We work to create a better life for everyone with experience of mental distress.

| www.mind.org.uk | contact@mind.org.uk

N

National Osteoporosis Society 0845 450 0230

Advice, information and support group for people with osteoporosis.

| www.nos.org.uk

NHS 111 111

P

Parkinson's Disease Society 0800 800 0303

| www.parkinsons.org.uk

R

Royal Voluntary Service 0845 608 0122

A volunteer organisation that enriches the lives of older people and their families across Britain. We support older people by giving time and practical help to help them get the best from life.

Royal Voluntary Service, Cardiff Gate, Beck Court, Cardiff Gate Business Park, Cardiff CF23 8RP

| www.royalvoluntaryservice.org.uk

S

Stroke Association 0845 3033 100

Advice and information for stroke patients and their families.

| www.stroke.org.uk

T

The Department of Work and Pensions

| www.dwp.gov.uk

The Pension Service 0845 606 0265

| www.dwp.gov.uk/about-dwp/customerdelivery/the-pension-service



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Great North Road, Bawtry, Doncaster, South Yorkshire, DN10 6AB.
Telephone: 01302 714528

Options Bassetlaw is published by Octagon Design and Marketing Ltd with editorial contributions from Nottinghamshire County Council, Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust, Nottinghamshire Healthcare NHS Foundation Trust, the CQC, Age UK, the Alzheimer's Society and NHS Choices. The editorial contributors have not vetted the advertisers in this publication and accepts no liability for work done or goods supplied by any advertiser. Nor do the editorial contributors endorse any of the products or services.

Orchard Care Homes in your area

**Beds available for long
or short term stays**



We are one of the 32 homes out of 132 that are approved by the Local Authority and have obtained the Dementia Mark

Clipstone Hall and Lodge Residential & Dementia Care Home

Mansfield Road, Clipstone, Nottingham NG21 9BH
Telephone: **01623 636 350**



The Grange Care Home

Field Drive, Shirebrook, Mansfield, Nottinghamshire NG20 8BS
Telephone: **01623 747 070**



The Shires Care Home

The Oval, Sutton in Ashfield, Nottinghamshire NG17 2FP
Telephone: **01623 551 099**



For more information call

01423 859 859

or visit www.orchardcarehomes.com

Working in partnership with



Meadow View Care Home. Because quality of life matters most.

At Meadow View in Rotherham, we don't just care for older people. We put our residents' quality of life at the heart of everything we do. What does this mean in practice? Simple. We look beyond the purely physical needs of the people in our care to create a warm and welcoming environment where they can lead active and fulfilling lives with the support of a committed and friendly team of individuals.

A home where people want to live...

We encourage involvement with families, of course, and have the expertise to care for residents with varying levels of individual need. We are also flexible, offering a combination of care types. And we are surprisingly affordable, too.

Nothing beats seeing us for yourself. So why not give us a call and arrange to visit? We'll be delighted to meet you and show you around. Contact us on 01709 586 603 or visit us at: Randhurst Drive, Kilnhurst, Rotherham, South Yorkshire S64 5UW.

www.amorecare.co.uk

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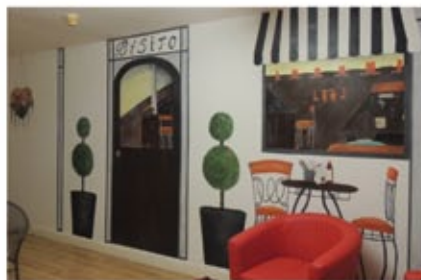
QUALITY CARE THROUGHOUT NOTTINGHAMSHIRE

We are proud of our comfortable homes, where our staff are friendly, experienced and knowledgeable. Maria Mallaband and Countrywide Care Homes aims to treat each resident as an individual, tailoring care plans for their specific needs, and focuses on creating a home-like environment while providing an outstanding level of care.

Our 3 individual homes offer specialist care; the Managers at Clumber Court, Gateford Hill and Belvoir Vale would be happy to talk you throughout the difficult decision of finding a new home.



**Residential, Nursing and
Young Physically Disabled**



Residential and Nursing Dementia



Residential and Residential Dementia

GATEFORD HILL

Gateford, Worksop,
Nottinghamshire S81 8AF
01909 521236
gatefordhill@cwch.com

CLUMBER COURT

Bolham Lane, Retford,
North Nottinghamshire DN22 6SU
01777 553396
clumbercourt@cwch.com

BELVOIR VALE

Old Melton Road, Widmerpool,
Nottingham NG12 5QL
01949 222475
belvoir.vale@mmcg.co.uk

www.mmcgcarehomes.co.uk

