

# OPTIONS

A guide to care and independent living *Nottinghamshire*

Summer 2017



*Leaving  
hospital*  
What's next?

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## Welcome *and introduction*

This guide is intended to help you, your carer and your relatives understand how your local health services can help you after discharge from hospital. Also information to help you to live independently or access support and care services in your area.

# 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 Metropolitan on **0115 939 5406**.

## 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](http://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](http://www.countyenterprisefoods.co.uk)  
or email: [county.enterprisefoods@nottsc.gov.uk](mailto:county.enterprisefoods@nottsc.gov.uk)

## 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](mailto:hello@carerstrustem.org) or visit: [www.carerstrustem.org](http://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](http://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:

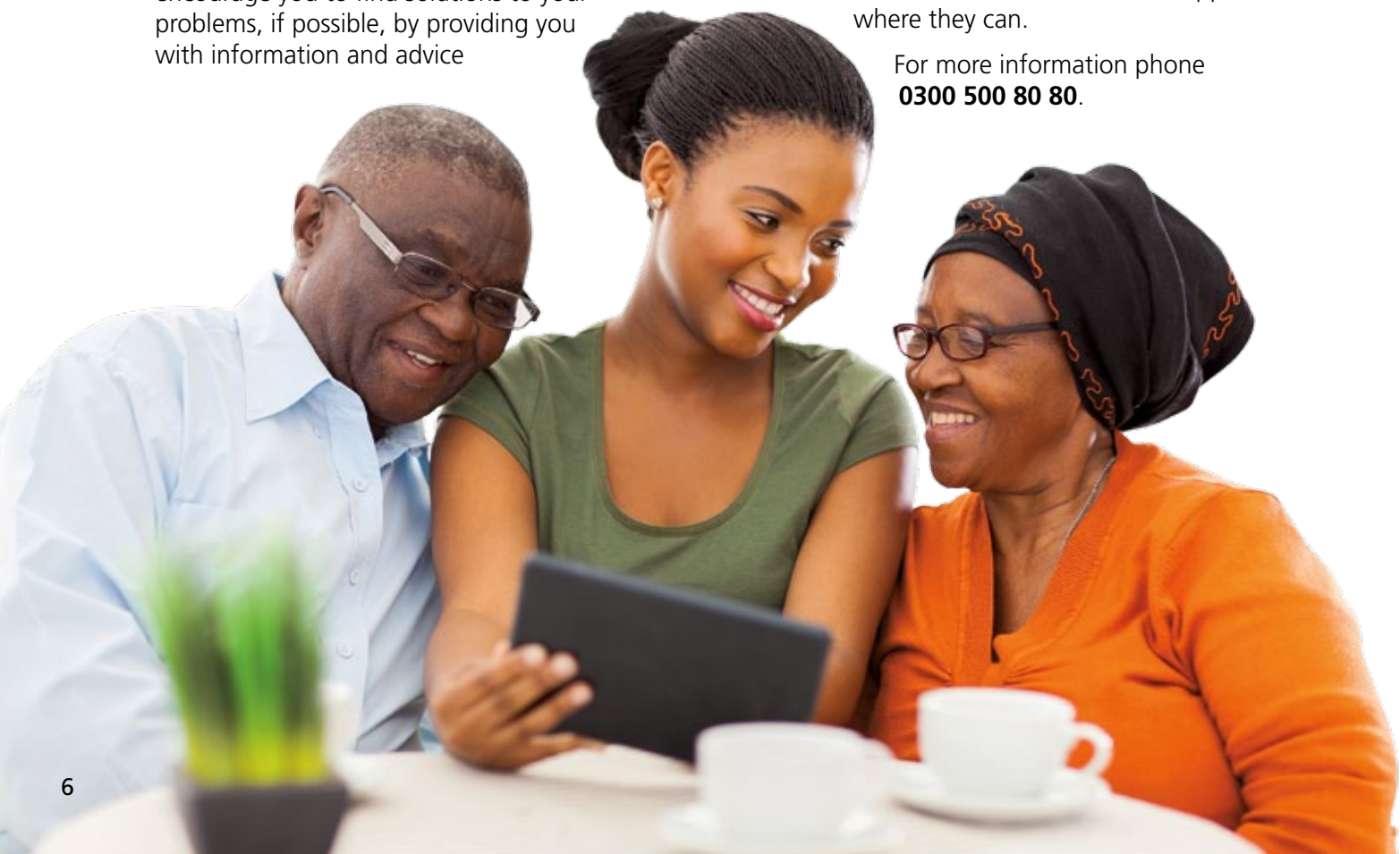
- encourage you to find solutions to your problems, if possible, by providing you with information and advice

- 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](http://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'.

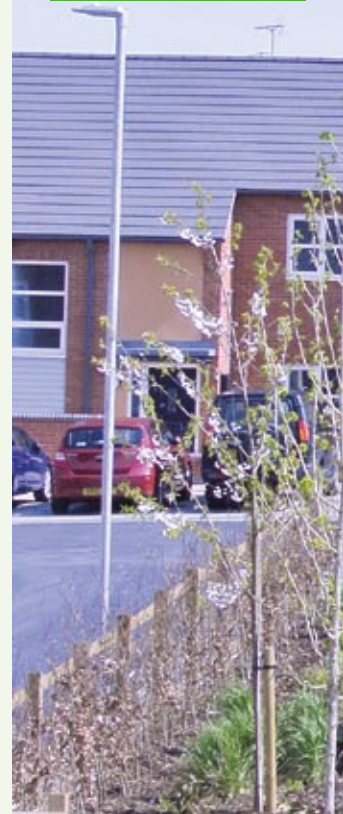
To find out how to get a carers' assessment, and for information about support, including personal budgets and short breaks, visit **[www.nottinghamshire.gov.uk/adultsocialcare](http://www.nottinghamshire.gov.uk/adultsocialcare)** or phone **0300 500 80 80**.

# 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](http://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](http://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 in 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](http://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

# Mental Health Services *for Older People* Compass Service

## Peer Support For People Caring For Someone With Dementia.

Compass Workers are Carer Peer Support Workers: people who have their own experiences of looking after and providing support for a relative or friend living with a diagnosis of dementia.

As the population rises, there is a predicted increase in the number of over 65's diagnosed with dementia in Nottinghamshire from 11,022 in 2015 to 13,138 in 2021. A 19.2 per cent increase over 5 years. This means the number of carers will also increase.

A carer is classed as 'anyone who regularly looks after the person with dementia'. Frequently people do not think of themselves as carers, even though they may be on hand 24 hours a day to help. The Alzheimer's Society estimate there are up to

670,000 people providing unpaid care in the UK to people with dementia.

### What Is A Peer Support Worker?

Peer Support Workers are trained and paid to provide emotional support and mentoring specifically as a result of their own experience. They offer a relationship of mutuality and information sharing, set within boundaries. They use their own lived experiences as a way to help support the carer and promote choice for the carer, offering empathy and encouragement.

Peer Support Workers can often act as a bridge between carers and other services by helping people to navigate the maze of other support available in their area.



## How Can The Compass Service Help?

A diagnosis of dementia can be an overwhelming, often devastating and life-changing experience. It affects not only the individual, but also the family and friends who are close to them. A Compass Worker can understand the strains of being a carer without being judgmental. They can share their knowledge to help carers understand dementia; to help them deal with changes of behaviour in their loved one as well as the progression of the illness; offering hope, for example, to learn methods and techniques of dealing with challenging behaviour can help with everyday living.

The carer is given time to talk and voice their worries; the Compass Worker will listen to them empathically, sharing their feelings; often of guilt about their ability to cope and worry about the future. Carers can struggle to share such anxieties with their own family as they don't want to 'be a burden' or feel they may be judged.

A Compass Worker will help the carer to plan ahead to avoid crises; by devising support systems and researching future options for care.

They may also act as an advocate for the carer and offer guidance in financial matters; by applying for the correct benefits, Carers Assessments and Lasting Power of Attorney. Also to work with other agencies, to help organise respite, access support groups or befriending services.

A Compass Worker can help the carer see the positives in their situation and make the best of the time they have and provide opportunities for self-care as well as to reduce isolation (which is often a great consequence of the caring role). This can increase wellbeing and resilience. They can also provide support after a move into permanent care or after bereavement.

Dates, times and places of visits are arranged to suit the carer. Up to twelve sessions are offered with the same worker. These may be weekly, fortnightly or monthly; to suit the needs of the individual. Telephone support is also available as are out of hour's visits. This flexibility fits the ethos of peer support; in that it is the best

interests of the carer for the assistance to be when it suits them.

Self re-referral by the carer is possible if their needs change after discharge.

## How To Access The Service

In order to be referred for Compass support there are a few criteria which must be met:

- The person with dementia lives at home.
- They have a diagnosis of moderate to severe dementia and are under the care of Mental Health services for Older People (MHSOP) - Community Services.
- They have a GP in the County of Nottinghamshire (but not the City).
- The referral itself can come from staff in MHSOP, but not currently the GP.

## Carer Feedback

93% of clients stated Compass had helped with their caring role.

76% felt Compass had had a positive effect on their own health and wellbeing.

The service received an average rating of 9 out of 10 from client feedback.

*"Without her I would be on the floor. She has been so supportive and given me confidence. She's done it in such a nice cheery down to earth manner. Her own experience comes over."*

*"If I hadn't got this support I might have ended it all. I couldn't cope and saw no way forward. Now I don't feel that way."*

*"She is marvellous. I feel comfortable sitting and chatting to her and she is really happy to listen to my problems."*

**For further information please contact either:**

**Jane Gracey; Compass Service Lead  
on 07814 907 741, or  
Mike Chappell; Compass Service Lead  
on 07814 910 177.**

# CityCare – Your local, away from hospital community health services

**We are your local provider of high quality community health services offering you support and high quality care following discharge from hospital.**

Our 1600 strong team of community nurses and allied health professionals, deliver a range of high quality, nursing and healthcare services – from health visiting, community nursing and home-based rehabilitation services; to our NHS urgent care centre providing assessment and treatment for urgent but non-life threatening conditions; to our specialist diabetes and educational nutrition and dietetics sessions.

## How we can help you

CityCare offers a range of services that can help your recovery, improve your health and wellbeing, and support you to live independently.

### Recovery and rehabilitation

Our health care professionals work hand in hand with our partners in social care to help you recover and support you following your discharge from hospital. Our Hospital Discharge Service and Re-ablement teams work together to provide you the help you need at home, to stay safe and live as independently as possible.

We also have a number of specialist rehabilitation teams, including community-based care if you are recovering from a stroke and speech and language therapy teams to assist with various communication disorders.

### Support in the community

CityCare teams coordinate and deliver care in the community through services such as community and district nurses, community matrons, care home nursing, physiotherapy and rehabilitation services.

Services such as our Falls and Bone Health service seek to keep you safe and well at home and to reduce the number of injuries resulting from falls. They can offer a range of advice and assessments, including making your home environment safer.

We also have a range of specialist services providing care for patients suffering from cancer, cardiac illness, dementia or long-term neurological conditions. We also support carers, helping them to stay fit and

healthy, providing advice, and arranging respite care when needed.

### Urgent Care

CityCare also provide healthcare solutions for problems that are urgent, but not life threatening. Our London Road Urgent Care Centre is a walk-in service providing assessment and treatment between 7am and 9pm, 7 days a week without the need for an appointment. We also operate the Urgent Care Service and Acute Visiting Service offering short term care in a crisis situation at home and the support you need to remain at home, instead of being admitted to hospital or a care home.

### Promoting health

There are many things that we can all do to improve our health and wellbeing. CityCare offers a number of services that can help you to make the lifestyle changes that will help you to recover, live a healthier life and or better manage existing conditions. These include the New Leaf Stop Smoking service and a range of nutrition advice and courses to support your healthier diet and a more active and inclusive lifestyle.



# award-winning provider



## Helping you with your medication

CityCare provides support to patients and carers to help them to manage their medication effectively, including help with dexterity, memory or swallowing difficulties. Medication errors occur in up to 11 per cent of prescriptions and between one-third and one-half of all medication prescribed for long-term conditions are not taken as recommended. Around 7 per cent of all hospital admissions or associated with adverse drug reactions, and up to two-thirds of these are preventable.

Patients across Nottingham city have benefitted from this, including Derek Flindall, who said *"The support was very good. I would recommend the service to anyone who needs help with their medication. I couldn't have asked anything more of them."*

Derek had been in hospital earlier in the year and had begun to struggle with taking his medicines. The Medicines Management team visited Derek at home and checked that all his medication was being taken correctly and in the right dosages.

More information about our services and how to access them can be found on our website: [www.nottinghamcitycare.nhs.uk](http://www.nottinghamcitycare.nhs.uk) or ask your GP for more information.

## More about CityCare

CityCare is dedicated to improving long-term health and wellbeing and building healthier communities. We are a social enterprise delivering a range of NHS services tailored to the needs of local people and free at the point of delivery.

We have the freedom to be flexible, innovative and responsive and to work with local private, public and voluntary organisations to deliver the services local people need, when and where they need them in the community.

## What is a social enterprise?

A social enterprise is a business that exists to contribute to the community by reinvesting our profits back into the local community.

We provide NHS funded healthcare and operate according to NHS principles and standards of quality.

## How to contact CityCare

General enquiries: **0800 5612121** (9am-5pm, Mon-Fri only)

Service referrals are through Nottingham Health and Care Point: **0300 131 0300**

More information about our services and how to access them can be found on our website: [www.nottinghamcitycare.nhs.uk](http://www.nottinghamcitycare.nhs.uk) or ask your GP for more information.



# NHS continuing healthcare

**NHS continuing healthcare is a free package of care for people who have significant 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?

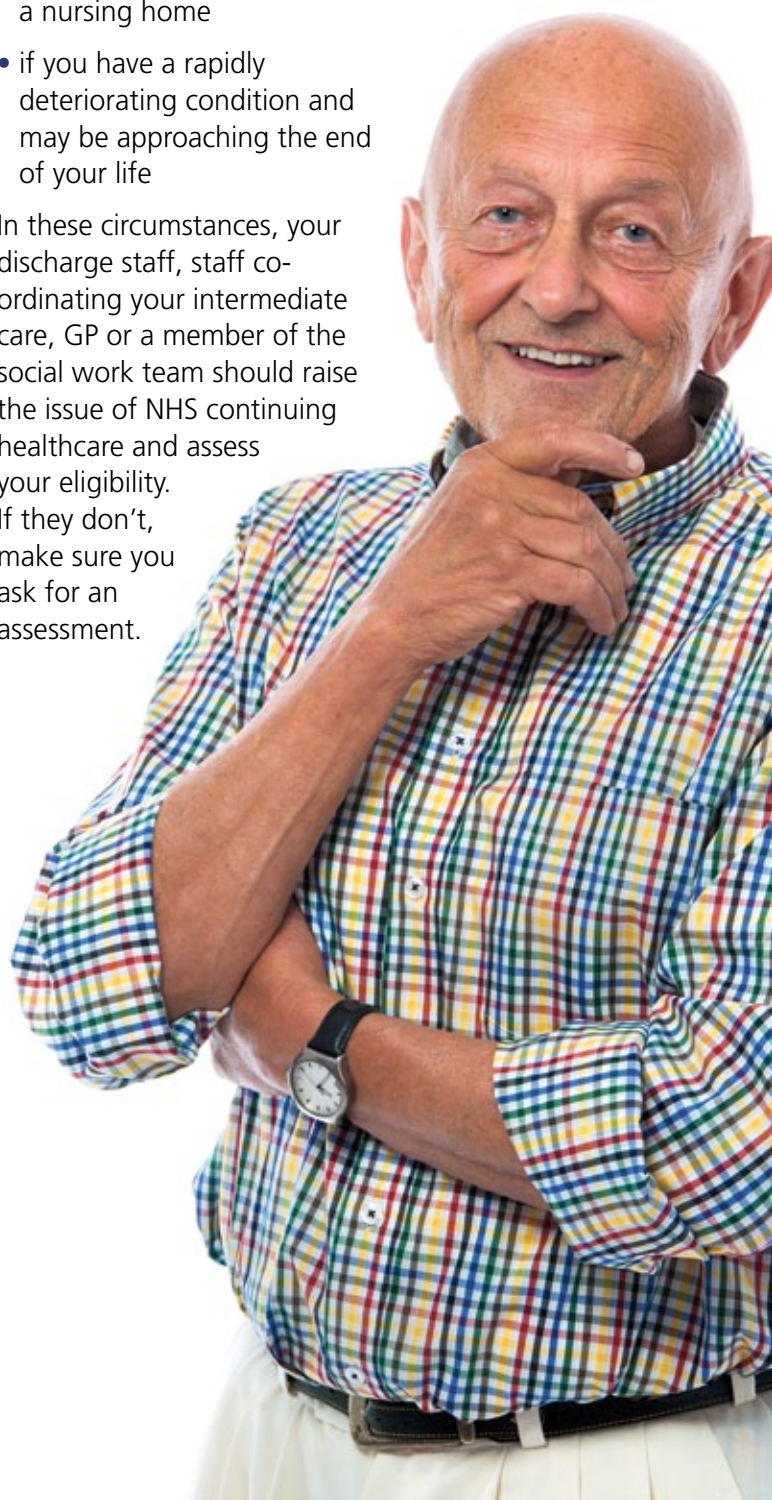
If you have ongoing health needs, there are times when staff should consider whether you may be eligible.

These include:

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





# ng care?

£156.25 a week (standard rate).

The increase will be backdated to April 1, 2016 for people who are 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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## The Motability Scheme

**The Motability scheme allows some disabled people getting DLA, PIP or War Pensioners' Mobility Supplement to obtain a car, powered wheelchair or scooter.**

The scheme uses some or all of your mobility benefit payments to cover the cost of "contract hire" or "hire purchase" of an appropriate vehicle. You can also pay an extra amount of money if you want a more expensive vehicle.

With hire purchase, the price of the car will be agreed directly with the Motability dealer, and you will own the vehicle outright at the end of the agreement.

With contract hire, you won't own a vehicle, but you will get a new car every three years, full insurance for the driver and passengers, servicing, maintenance and repairs, vehicle excise duty, replacement tyres and breakdown cover.

Adaptations to the car can be made if needed, although there may be an extra charge for some adaptations. Under the Motability scheme, cars can also be adapted for people in wheelchairs.

If you don't need or want a car, you can transfer your allowance to lease a scooter or powered wheelchair.

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### Contact and support

We are here to answer any questions you may have about the Mobility Scheme. You can contact our Customer Services team directly or one of our Scheme partners depending on the nature on your enquiry.

**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 for deaf customers who have an enquiry about the Motability Scheme.

# 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.

## What are the main steps of the process?

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.

## 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 pay 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?

You capital is the phrase used to describe the total amount of your savings, any property you own and any shares you might have.

It does **NOT** include your pension and benefits you might be getting.

Amount of your capital	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.

## Care Homes in your Area

Offering elderly ladies and gentlemen personalised care and support across your community.

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To find your nearest care home please visit our website for information on the care we can offer you or your loved one.

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## home comforts...

Boasting 46 bedrooms, Longmoor Lodge is based close to Long Eaton town centre and is accessible from Nottingham and Derby via the A52. Specialising in residential and dementia care, Longmoor Lodge provides a safe and homely environment for residents to enjoy, while encouraging freedom and independence.

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- An activities coordinator
- Regular outings including pub lunches and bingo
- Regular entertainers who visit the home
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Longmoor Lodge Care Home  
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Telephone: 01159499991  
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Quality home care with compassion

We provide versatile care packages built to specific caregiving needs and preferences, helping families with vulnerable members who need assistance around the home, as well as for post-hospital care.

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- Personal care (on contract hours basis)
- Personal care assessment
- Risk assessment in the home

### Call us now on

**07585 764 441**

[www.lovinghealthcare.co.uk](http://www.lovinghealthcare.co.uk)

[lovingcare@gmail.com](mailto:lovingcare@gmail.com)



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## Victoria Homecare Solutions

Are a family orientated Partnership who provide care to people within their own homes, as a team we will make a difference to peoples lives, ensuring health and well-being are at the forefront of the delivery of care. Victoria Homecare Solutions believe that every person should be able to live a long and happy life at home no matter what may debilitate you from carrying out activities of daily living independently, we can support you with all of your needs whether it be mental health issues, physical disabilities, sensory impairment, we will assess your needs and deliver a person centred package of care, we will encourage all individuals to take part in the planning of your care, all care will be delivered with dignity and respect. We will endeavour to provide continuity of care with our small teams of staff, all of our staff have experience and are well trained to deal with all care needs.

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# Eastgate Care

*Our priorities are quality care and comfort for all residents*

- All our homes offer Nursing, Convalescence, Respite, Dementia, Personal/Residential care services and have modern facilities
- Our spacious en-suite rooms are tastefully decorated and furnished to a very high standard
- We have plenty of fully qualified nursing staff, with 24 hour care and specialist nurse call systems
- The comfortable welcoming lounges overlook well-tended gardens or a picturesque waterway
- We host regular visits from local GP's, chiropodist, optician, dentist, physiotherapist, hairdresser and religious ministers
- Our meals are home cooked and we cater for special diets
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*'The care my husband is receiving has been an enormous comfort, as I found it very difficult to accept he had to go into a nursing home. The carers are excellent - caring, patient and kind to the residents & relatives, as too are the cleaners and laundry staff. The lounges are nicely decorated, the corridors are also cheerful and 'themed' and there is always music playing, the home is clean, warm and welcoming.'* Relative Mary H



As recommended on [carehome.co.uk](http://carehome.co.uk)



*Eastgate Care - An established local company  
providing care for over 25 years*

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Ilkeston, Derbys  
DE7 8JF

Call to arrange a visit, all homes Tel: 0115 979 1234

email: [enquiries@eastgatecare.co.uk](mailto:enquiries@eastgatecare.co.uk)

Full details at: [www.eastgatecare.co.uk](http://www.eastgatecare.co.uk)

The White Swan, Head Office & Training Centre, Nottingham NG6 0GD



Age UK Nottingham & Nottinghamshire is the largest independent charity in the region, serving people from all communities and backgrounds in

## Advice

**Business Directory:** Our directory of local reliable traders and businesses is developed with older people in mind. The business directory consists of a large selection of reputable and trustworthy member companies ranging from plumbers to solicitors.

**Financial Information & Advice:** We offer a comprehensive financial information and advice service tailored to assist individuals plan for and meet their care needs.

**Housing Options & Silverlinks Advice:** An information and expert advice service for those who need help considering housing and care options and support to make the necessary changes.

**Information & Advice:** We provide expert advice on welfare benefits entitlements, help with making claims, information on health and social care, as well as refer people to other agencies that can help.

**Legal Advice:** We offer free professional advice via a local solicitor on all legal matters.

**Money Advice:** We offer impartial and independent money advice on a variety of money matters including tax, pensions, savings and mortgages with our professional adviser.

**Will Writing Service:** We provide a Will Writing Service at a reduced rate to those who do not have a complicated estate.

## Advocacy

### Patients' Representative Service:

We provide independent representation, advocacy and support to patients and their carers in some areas of the County.

### Residents' Representative Service:

We provide independent representation and advocacy support to those living in a care home and their relatives in some areas of the County.

## Housing

### Home Safety and Improvement Service:

We support people with safety in the home, energy efficiency advice and essential repairs. We provide:

- Home safety checks to reduce the likelihood of trips, falls or fire
- Information, advice and support with repairs
- Practical advice to increase home energy efficiency
- Project management for repairs or improvements.



# & Nottinghamshire's Services

Independent local charity providing services to older people in the city and county. Our services include:

## Health & Wellbeing

**Best Foot Forward:** We organise guided health walks to encourage people to improve their health, make new friends and get to know their local environment.

**Men in Sheds:** We aim to bring older men together for them to put their practical skills to good use and encourage them to be more socially active. We have three well equipped sheds (workshops) and activities mainly focused on wood working. Shed members can share their knowledge, learn new skills and put the world to rights over a cup of tea.

**Specialist Day Care:** We provide a tailored day service for people with a range of support needs including those with dementia. The service provides stimulating activities (in groups and on a one to one basis) based on the interests of the individual as well as specialist activities including reminiscence and cognitive stimulation sessions. The service provides a home cooked meal each day which takes into account the individuals dietary needs and preferences. Door-to-door transport is also available (within an agreed range) via our specially adapted accessible minibus which can safely transport those in wheelchairs.

**Visiting Service:** We provide regular volunteer visits to older people at home – those who are lonely, isolated or housebound. We also offer telephone befriending to reach to even more vulnerable older people.

## Training & Volunteering

**Volunteering:** We offer many opportunities to people who would like to use their talent and skills to improve the quality of life of older people. There are many ways to get involved; for example, visit an older person who is lonely and isolated at home; support less active older people at our day care centres; fundraise for us or help in our charity shops.



For more information on any of these services, or others we offer in the county, please contact us on:

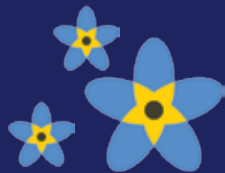
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# Dementia Friends Programme



Dementia Friends is a national initiative run by the Alzheimer's Society. Funded by the government, it aims 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](http://www.dementiafriends.org.uk) and book on to a Dementia Friends Information session. Alternatively, contact your local Alzheimer's Society office for more information.



# Taking dementia together

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# Alzheimer's Society Services in Nottinghamshire

If you think you may have a form 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 can offer advice on accessing professional help. We are in contact with a wide range of services and other advice centres, so we can put you in touch with specialists who can help you if your concerns are outside of our expertise. We can also refer you, or the person you care for, to services which provide for people with dementia – particularly if you are having trouble accessing this yourself.

## Home visits

We can arrange for a Dementia Support Worker to visit you in your own home and provide information, advice and support.

## Information

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

## What should I do now?

For information, advice and support please contact one of our advisors on **01623 429419**.

Alternatively you can visit us at:

**Alzheimer's Society, 36 Wood Street,  
Mansfield, Nottinghamshire NG18 1QA.**

## Dementia Cafés

Are places for people with dementia, their families and friends to meet other people in a similar situation 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.



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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](http://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](http://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/](http://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.**

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## GP Top tips

**1** If you are **new to an area** you can find details of **local GP services** such as doctors' practices, out-of-hours services and walk-in centres in our **online directory of care services** [www.cqc.org.uk/content/doctorsgps](http://www.cqc.org.uk/content/doctorsgps)

**2** You can **search** any of these services by the name of the service, a place name or your postcode at [www.cqc.org.uk](http://www.cqc.org.uk)

**3** After an inspection, **CQC publishes its findings** in a report on its website. You can use these reports to **check and compare services in your area**.

**4** There are already over **1,000 reports** about GP practices published on the CQC website.

**5** Last year, **CQC launched its new-style inspection reports** for GPs – looking at the five key areas **SAFE, EFFECTIVE, CARING, RESPONSIVE** and **WELL-LED** – you can use the reports to compare local GPs and choose services.

**6** You can also use these new style inspection reports to **find out more about local services** and choose the one that is best for your needs.

**7** **CQC rates all GPs** to help people make choices about where they get treatment. This will be on a four-point scale:

**Outstanding** ☆  
**Good** ●  
**Requires improvement** ●  
**Inadequate** ●

**8** CQC will also look at **how specific population groups are treated** and give a rating. For instance how well they serve: **Mothers, children and young people, vulnerable older people (over 75s) and people with long-term conditions**.

People will be able to choose a GP service that rates highly on the areas that matter to them.

**9** We welcome your feedback (good and bad) on the services you, or a loved one, receives from your GP. You can share information with us online at <http://www.cqc.org.uk/share-your-experience-finder> or call us on 03000 61 61 61.

Telephone: **03000 616161** • Web: [www.cqc.org.uk](http://www.cqc.org.uk)  /CareQualityCommission  @CareQualityComm

# MILLINGTON SPRINGS

CARE FOR LIFE.



Millington Springs Care Home is a 24 hour, 42 bed, care home facility for older adults set in the scenic parish of Selston, Nottinghamshire. Following an exciting re-development, new management and ownership, the home will be accepting referrals and admissions from June 2017.

Please contact the service manager  
Asha Rai-Atkins for more information at  
**Enquiries@Millingtonsprings.uk**  
**www.millingtonsprings.uk**  
or **01773 863557**.

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🌐 **www.octagon.org.uk**  
✉ info@octagon.org.uk

# Orchard Care Homes in Your Area

Quality care from a dedicated  
team of experts at...



### Clipstone Hall and Lodge Residential & Dementia Care Home

Mansfield Road, Clipstone,  
Nottinghamshire 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





*Of all the care  
homes we looked at  
Coppice Lodge was by  
far the best.*

*Son-in-law of Resident at  
Coppice Lodge  
[carehome.co.uk](http://carehome.co.uk)*

## *Coppice Lodge*

### Care Home

Coppice Lodge makes a real difference to the lives of our residents. Offering 24 hour residential and dementia care, Coppice Lodge's caring and highly trained staff cherish our residents, assisting them to remain independent and ensuring they enjoy an active lifestyle.

*A home is more than just bricks and mortar - it is  
a place you feel safe, well cared for and relaxed.*



*Passing by? Pop in for a cuppa ...*



### *Coppice Lodge Care Home*

117 Coppice Road, Arnold, Nottingham, NG5 7GS

[customer.services@idealcarehomes.co.uk](mailto:customer.services@idealcarehomes.co.uk)

01159 205 906

**ideal**carehomes

[idealcarehomes.co.uk](http://idealcarehomes.co.uk)

# 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?**

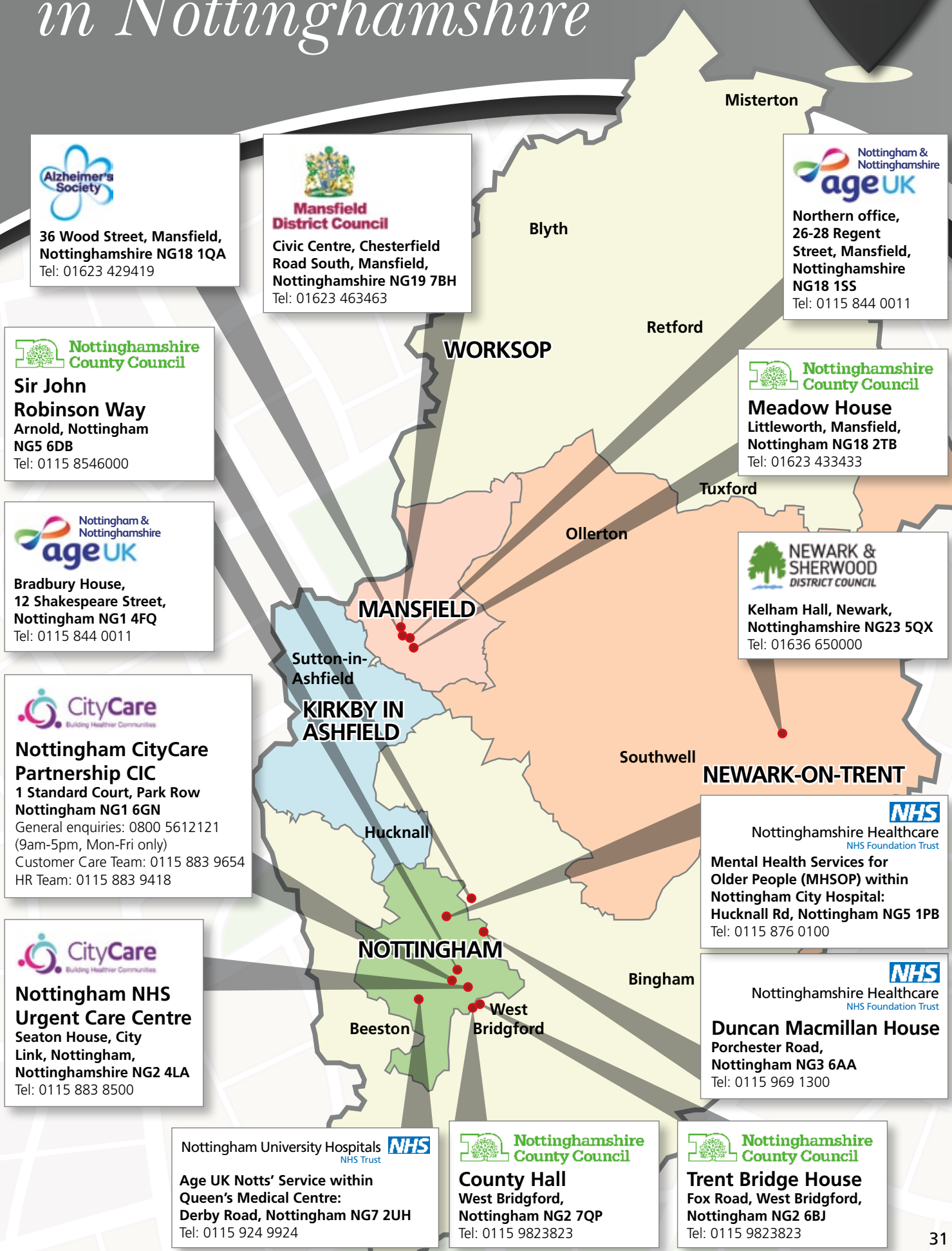
For absolutely any questions about your health, choose **NHS 111 service**.



**Grazed knee.**  
**Sore throat.**  
**Cough.**

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

# NHS Hospitals and services in Nottinghamshire



  
**Alzheimer's Society**  
 36 Wood Street, Mansfield,  
 Nottinghamshire NG18 1QA  
 Tel: 01623 429419

  
**Mansfield District Council**  
 Civic Centre, Chesterfield  
 Road South, Mansfield,  
 Nottinghamshire NG19 7BH  
 Tel: 01623 463463

  
**Nottingham & Nottinghamshire ageUK**  
 Northern office,  
 26-28 Regent  
 Street, Mansfield,  
 Nottinghamshire  
 NG18 1SS  
 Tel: 0115 844 0011


  
**Nottinghamshire County Council**  
**Sir John Robinson Way**  
 Arnold, Nottingham  
 NG5 6DB  
 Tel: 0115 8546000

  
**Nottinghamshire County Council**  
**Meadow House**  
 Littleworth, Mansfield,  
 Nottingham NG18 2TB  
 Tel: 01623 433433

  
**Nottingham & Nottinghamshire ageUK**  
 Bradbury House,  
 12 Shakespeare Street,  
 Nottingham NG1 4FQ  
 Tel: 0115 844 0011

  
**NEWARK & SHERWOOD DISTRICT COUNCIL**  
 Kelham Hall, Newark,  
 Nottinghamshire NG23 5QX  
 Tel: 01636 650000

  
**CityCare**  
 Building Healthier Communities  
**Nottingham CityCare Partnership CIC**  
 1 Standard Court, Park Row  
 Nottingham NG1 6GN  
 General enquiries: 0800 5612121  
 (9am-5pm, Mon-Fri only)  
 Customer Care Team: 0115 883 9654  
 HR Team: 0115 883 9418

  
**Nottinghamshire Healthcare**  
NHS Foundation Trust  
**Mental Health Services for Older People (MHSOP) within Nottingham City Hospital:**  
 Hucknall Rd, Nottingham NG5 1PB  
 Tel: 0115 876 0100

  
**CityCare**  
 Building Healthier Communities  
**Nottingham NHS Urgent Care Centre**  
 Seaton House, City Link,  
 Nottingham,  
 Nottinghamshire NG2 4LA  
 Tel: 0115 883 8500

  
**Nottinghamshire Healthcare**  
NHS Foundation Trust  
**Duncan Macmillan House**  
 Porchester Road,  
 Nottingham NG3 6AA  
 Tel: 0115 969 1300

**Nottingham University Hospitals**   
NHS Trust  
**Age UK Notts' Service within Queen's Medical Centre:**  
 Derby Road, Nottingham NG7 2UH  
 Tel: 0115 924 9924

  
**Nottinghamshire County Council**  
**County Hall**  
 West Bridgford,  
 Nottingham NG2 7QP  
 Tel: 0115 9823823

  
**Nottinghamshire County Council**  
**Trent Bridge House**  
 Fox Road, West Bridgford,  
 Nottingham NG2 6BJ  
 Tel: 0115 9823823

# 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](http://www.elderabuse.org.uk)

| [enquiries@elderabuse.org.uk](mailto: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. The lines are open on Tuesdays and Thursdays between 11am and 9pm. Callers can leave messages any time and request a call back.

| [direct@fordementia.org.uk](mailto: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](mailto:info@ageuknotts.org.uk)

| [www.ageuknotts.org.uk](http://www.ageuknotts.org.uk)

**Alzheimer's Society** 01623 429419

Mansfield & Ashfield District Office, 36 Wood Street, Mansfield, Nottinghamshire NG18 1QA

| [admin@alzheimers.org.uk](mailto:admin@alzheimers.org.uk)

**Arthritis - National Rheumatoid Arthritis Society (NRAS)** 0800 298 7650 or 0845 458 3969

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

| [www.nras.org.uk](http://www.nras.org.uk)

## C

**Care Quality Commission (CQC)** 03000 616161

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

| [www.cqc.org.uk](http://www.cqc.org.uk)

| [enquiries@cqc.org.uk](mailto: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](mailto:admin.nncrossroads@ntlbusiness.com)

**Citizens Advice Nottingham & District** 0844 848 7997

32-36 Carrington Street, Nottingham NG1 7FG

| [www.nottinghamcab.org.uk](http://www.nottinghamcab.org.uk)

**Cruse Bereavement Care** 0844 477 9400

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

| [www.cruse.org.uk](http://www.cruse.org.uk)

| [helpline@cruse.org.uk](mailto:helpline@cruse.org.uk)

## D

**Disability Nottinghamshire** 01623 625 891

Disability information and advice service.

Unit 15, Botany Park, Botany Avenue, Mansfield, NG18 5NF

| [advice@disabilitynottinghamshire.org.uk](mailto:advice@disabilitynottinghamshire.org.uk)

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

| Textphone: 0845 722 4433

| [www.direct.gov.uk/en/D11/Directories/DG\\_10011169](http://www.direct.gov.uk/en/D11/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](http://www.eac.org.uk)

| [info@firststopadvice.org.uk](mailto:info@firststopadvice.org.uk)

## I

**Integrated Care Council (Formerly the National Homecare Council)** 01379 678243

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](http://www.mind.org.uk)

| [contact@mind.org.uk](mailto:contact@mind.org.uk)



## N

**National Osteoporosis Society** 0845 450 0230

Advice, information and support group for people with osteoporosis.

| [www.nos.org.uk](http://www.nos.org.uk)

**NHS 111** 111

## P

**Parkinson's Disease Society** 0800 800 0303

| [www.parkinsons.org.uk](http://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](http://www.royalvoluntaryservice.org.uk)

## S

**Stroke Association** 0845 3033 100

Advice and information for stroke patients and their families.

| [www.stroke.org.uk](http://www.stroke.org.uk)

## T

**The Department of Work and Pensions**

| [www.dwp.gov.uk](http://www.dwp.gov.uk)

**The Pension Service** 0845 606 0265

| [www.dwp.gov.uk/about-dwp/customerdelivery/the-pension-service](http://www.dwp.gov.uk/about-dwp/customerdelivery/the-pension-service)

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# Notes



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

# Seely Hirst House



Your Care Is Our Concern

- A Residential Care Home for the elderly
- Permanent residency, respite and day care
- Twenty-four hour personal care
- Well trained and dedicated care staff
- In house activities
- Hairdressing and laundry
- Fresh home cooked meals
- A charity registered with the Charity Commission



Seely Hirst House, 62-68 Mapperley Road,  
Nottingham, NG3 5AS  
Tel: 0115 960 6610  
[www.seelyhirsthouse.co.uk](http://www.seelyhirsthouse.co.uk)  
Company No. 9415269



Registered Charity No. 1160704



## A warm welcome awaits you at Sherwood House

For exceptional residential care, visit Sherwood House in Linby, Nottinghamshire.

Our team of well trained, compassionate and courteous staff offer outstanding care tailored to individual needs.

Please contact our enquiry team for more information:

☎ 0203 8564 211

✉ [support@fote.org.uk](mailto:support@fote.org.uk)

🌐 [www.fote.org.uk](http://www.fote.org.uk)

📍 Sherwood House  
Main Street  
Linby  
Nottinghamshire  
NG15 8AE

Please quote reference: Options



Registered charity no. 226054

## Specialising in RESIDENTIAL and DEMENTIA care *'Where care comes first'*

### Clifton View Care Home

67 Widecombe Lane, Clifton,  
Nottingham NG11 9GH

Purpose built 76 bed Care Home offering:

- Specialist residential and Dementia Care
- Long or short term stays and day care available
- Spacious bedrooms with en-suite shower rooms
- 3 large lounges with kitchenettes
- Large wet rooms, hoist assisted or Parker baths available
- Freshly cooked meals that truly promote choice
- 5 star in food hygiene
- Attractive well maintained gardens
- Close proximity to local amenities, Bus and tram stops
- Close to Clifton town centre and Lark Hill Retirement Village
- Wifi, modern nurse call system & TV points



**Tel: 0115 984 2021**  
[info@cliftonviewcarehome.com](mailto:info@cliftonviewcarehome.com)  
[www.cliftonviewcarehome.com](http://www.cliftonviewcarehome.com)

### Wollaton Park Care Home

2A Lambourne Drive, Wollaton,  
Nottingham NG8 1GR

- Purpose built 40 bed home comprising of 38 single and 1 double room all with either en-suite bathroom or shower
- Adjacent to the popular Wollaton Park
- Dementia and residential care
- Lounge and dining area
- Large garden
- Parker bath and three assisted showers
- Regular doctor visits
- TV / telephone point in every room
- Modern call system
- Twice weekly hairdresser visits
- Modern lift
- Dentist, optician and chiropodist available
- 5 star in food hygiene



**Tel: 0115 928 3030**  
[info@wollatonparkcarehome.com](mailto:info@wollatonparkcarehome.com)  
[www.wollatonparkcarehome.com](http://www.wollatonparkcarehome.com)

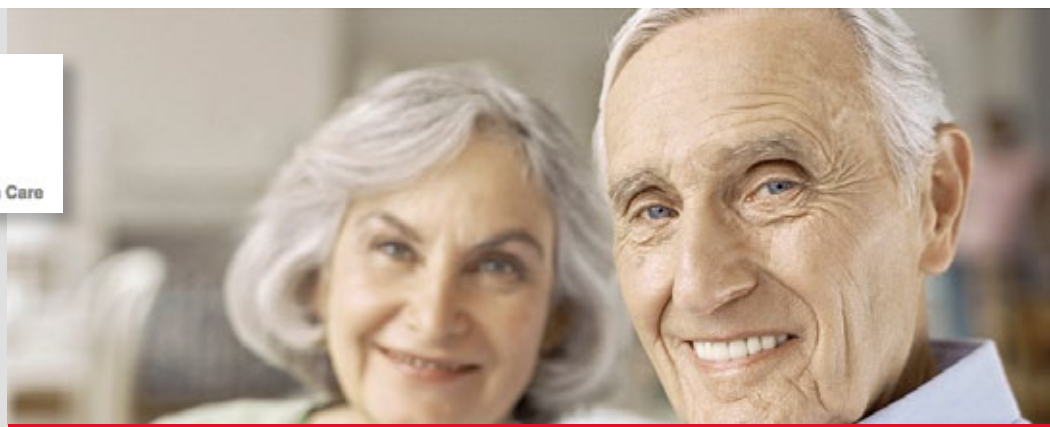
### Wollaton View Care Home

21 Lambourne Drive, Wollaton,  
Nottingham NG8 1GR

- 46 large bedrooms with all en-suite facilities
- 2 large lounges overlooking the garden
- 2 large lifts
- Beautiful lawned garden
- Close to Wollaton Park
- Respite and long term care available
- CCTV coverage throughout
- Reval Caprice HI LO bath
- Modern nurse call system and TV points in all rooms with wireless internet
- Regular doctor visits
- Dentist, optician and chiropodist available
- Twice weekly hairdresser visits
- 5 star in food hygiene



**Tel: 0115 9289119**  
[info@wollatonviewcarehome.com](mailto:info@wollatonviewcarehome.com)  
[www.wollatonviewcarehome.com](http://www.wollatonviewcarehome.com)



## Providing Homecare Services in the Nottingham area

We aim to complete all assessments within 24 hours of your enquiry.

Our trained team will support clients in all aspects of activities of daily living.

**Victoria Homecare Solutions provide these supervised services to the client at home:**

- Supporting adults
- Personal care
- Companionship
- Community care
- Hospital to home
- Night care services

**What to expect from our staff:**

- Excellent Standard of care delivered with dignity
- Tailored care package
- Person centred approach
- Trained staff

### What we can offer:

Shopping, socialising, events/activities, domestic chores, cooking and cleaning, holidays and days out, companionship, GP referrals, hospital visits, promote independent living, liaise with benefit support service, dementia care, bridging gap within local hospitals, providing support to people with disabilities, sensory or physical, acute and terminal illness, provision to provide breaks for people who care full time for their loved ones.

### Victoria Homecare Solutions aim to:

- Offer skilled care to enable people supported by us to achieve their optimum state of health and well-being.
- Treat all people supported by us and all people who work here with respect at all times.

- Support individual choice and personal decision-making as the right of all Service Users.

**If you have any questions or would like more information, our advisors will be happy to help.**

For all general enquiries call  
**0115 9676136**

during our office hours 0800 - 1700  
 Monday - Friday.

*We would be happy to discuss your needs in person. We are located at:*

Office L, Arnold Business Centre, Brookfield Gardens, Arnold, Nottingham, NG5 7ER

Email: [info@victoriahomecaresolutions.co.uk](mailto:info@victoriahomecaresolutions.co.uk)

# Mansfield Manor Care Home



## Distinctive features

- Nursing, Residential and Dementia care.
- CQC rated Outstanding Quality of Care.
- Prestigious Gold Standards Framework Accreditation for End of Life care.
- Band 5 (excellent) rating by Social Services inspectors.

*We warmly welcome visitors to come and enjoy a cup of tea/ coffee with our staff and residents at any time.*

**30-32 Chesterfield Road South, Mansfield NG19 7AD**

**Tel: 01623 631163 | [info@mansfieldmanor.co.uk](mailto:info@mansfieldmanor.co.uk) | [www.mansfieldmanor.co.uk](http://www.mansfieldmanor.co.uk)**



# Welcome to our homes...

Our care homes have built up excellent reputations within their local communities with the vast majority of our new residents coming through recommendations from others. This has been established through our commitment to the on-going provision of dedicated quality care delivered within a high quality, yet homely environment.

We welcome visitors into our homes and encourage family members and friends to get involved in their loved-ones care and become part of the care home's life. Those looking for a care home are welcome to visit at any time, an appointment is not always necessary.

- You are reading this because you are thinking about finding a care home for a loved one or even yourself
- You're trying to ensure you are making the right decision to find the best possible care for your family member
- Are you unsure what funding you are entitled to, how to work through all the paperwork?

It can be a very challenging process – We will help and advise you. Let our management team offer professional support and guidance from people who genuinely care.



## Contact us now...

### Ashton Court

56 Three Tuns Rd, Eastwood,  
Nottingham NG16 3EJ  
T: 01773 712017  
E: ashtoncourt@my-care.co.uk

### Edward House

175 Nottingham Road,  
Eastwood NG16 3GS  
T: 01773 531591  
E: edwardhouse@my-care.co.uk

### Peacemills

132 Perry Road, Sherwood,  
Nottingham NG5 3AH  
T: 0115 9602 539  
E: peacemills@btconnect.com

### Baltimore Country House

245-247 Loughborough Road,  
Ruddington, Nottingham NG11 6NY  
T: 0115 9213 006  
E: baltimorehouse@my-care.co.uk

### Moriah House

Deep Furrow Avenue, Carlton,  
Nottingham NG4 1RS  
T: 0115 9110 078  
E: moriahhouse@my-care.co.uk

### St. Peters

15 Vicarage Lane, Ruddington,  
Nottingham NG11 6HB  
T: 0115 9844 608  
E: stpeters@my-care.co.uk

### Bramcote Hills

36 Sandringham Drive, Bramcote,  
Nottingham NG9 3EJ  
T: 0115 922 1414  
E: bramcotehills@gmail.com

### Orchard House

46 Easthorpe Street, Ruddington,  
Nottingham NG11 6LA  
T: 0115 9217 610  
E: orchardhouse@my-care.co.uk

### Willow Tree House

3 Sutton Road, Mansfield,  
Nottinghamshire NG18 5ET  
T: 01623 471300

## The Maple York Care Group

Head Office, Normanton Lodge, 75 Mansfield Road,  
South Normanton, Derbyshire DE55 2EF

T: 01773 811453 F: 01773 581754 E: info@my-care.co.uk

