

OPTIONS

A guide to care and independent living *Bassetlaw*

Autumn 2017

*Leaving
hospital*

What's next?

NHS

*continuing
healthcare*

Who's eligible?

10

SOCIAL CARE
tips

Healthcare services

Choosing the right one

FREE
guide

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Tel: 01909 732488

Email:

workshop.liveathome@btinternet.com

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was set up by a group of
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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 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@nottscc.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:

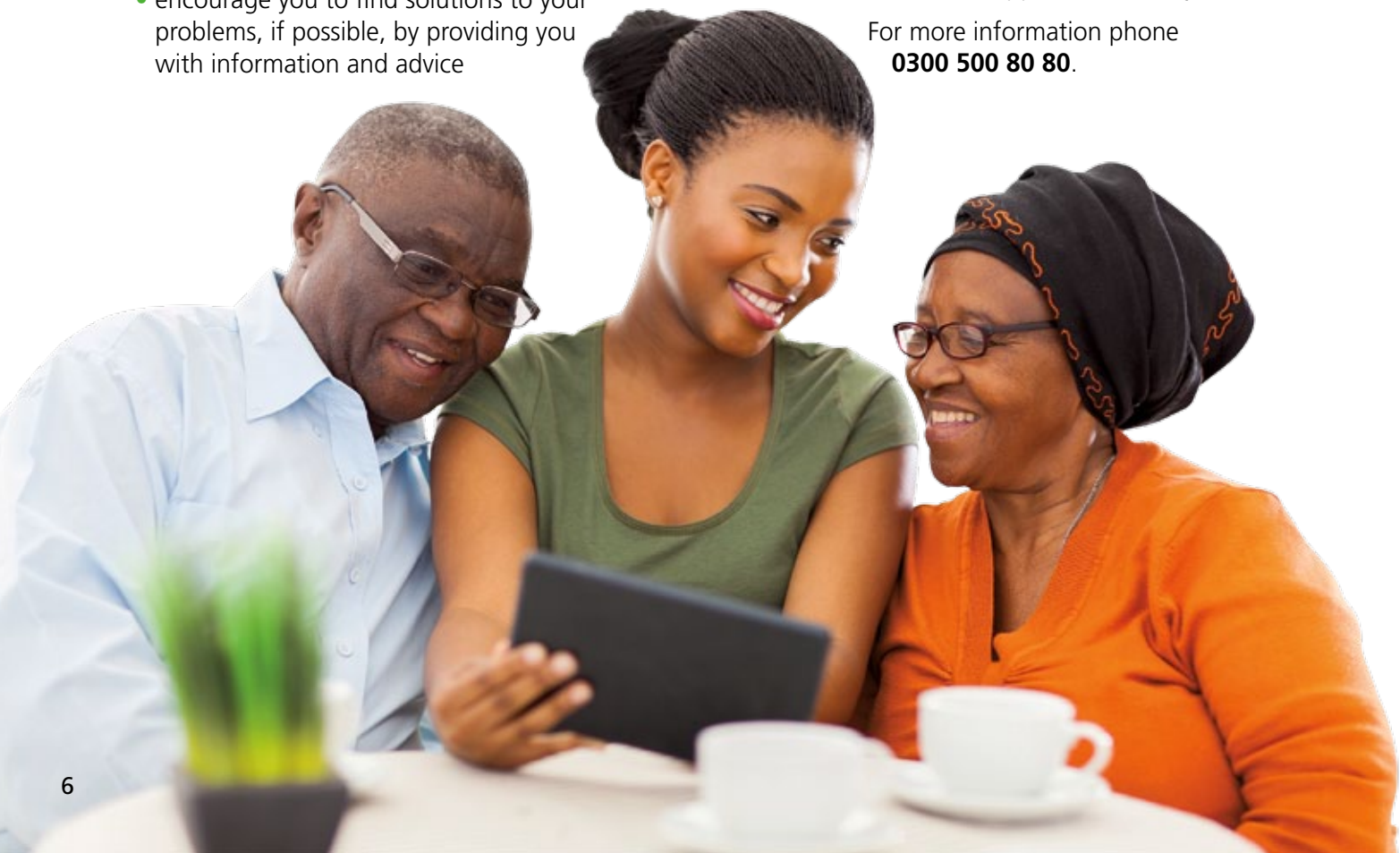
- encourage you to find solutions to your problems, if possible, by providing you with information and advice

- 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'.

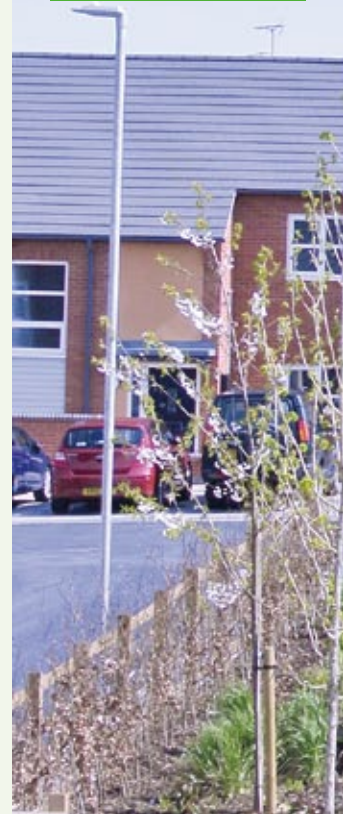
To find out how to get a carers' assessment, and for information about support, including personal budgets and short breaks, visit www.nottinghamshire.gov.uk/adultsocialcare or phone **0300 500 80 80**.

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



Lifesaving diagnosis equipment installed at DRI

We have introduced a potentially lifesaving tool that can diagnose meningitis and encephalitis within an hour.

The tech, called FilmArray, will improve the current diagnosis time of up to seven days. It works by testing cerebrospinal fluid for common pathogens that can cause central nervous infections including viruses, bacteria and yeast.

These infections can be fatal and patients who recover can be left with brain



impairment, loss of limbs or deafness. This device means patients will be diagnosed and treated promptly, giving them a better chance of a full recovery.

The funding for the equipment has been provided by the Fred and Ann Green Legacy, a charitable trust fund left by local entrepreneurs, which has invested in many projects at the Trust, including the recently opened Fred and Ann Green Eye Centre.

Dr Ken Agwuh, Director of Infection Prevention and Control at the Trust, said: "I want to thank the trustees of the Fred and Ann Green Legacy for providing the Trust with this potentially life-saving tool. This crucial technology has been used in a number of other organisations with positive effect and we are proud to be able to offer this device to local people."

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



Serious falls reduction at Tru

Between April 2014 and March 2017, we have seen a reduction of 21 per cent in people falling and a 76 per cent reduction in incidents resulting in serious injury and the loss of independence and confidence.

Although it's impossible to prevent all falls in hospital, staff have come up with a number of initiatives and campaigns like #EndPJparalysis and John's Campaign which have been implemented to drive forward holistic and person centred care and ensure that all risk factors in the environment are identified.

The introduction of the Enhanced Care Team last year saw specially trained staff provide individualised care to the most vulnerable patients who receive support to improve their hospital experience and help keep them free from harm.

Throughout the next 12 months, we will be continuing to ensure that improvements are made for a third year in a row.

Improving our response to infection

We have seen a substantial reduction in the number of patients developing clostridium difficile (C.Diff) infection for the second year in a row.

Between 1 April 2016 and 31 March 2017, the Trust has reduced cases of the potentially serious infection by 19% in comparison to the year before, representing a 40% reduction since March 2015. In the allotted 12-month period, just 26 cases were reported against a Department of Health target of 40, a significant improvement over the past number of years.

Clostridium difficile, also known as C. difficile or C.Diff, is a type of bacteria that infects the bowel and most commonly affects people who have recently been treated with antibiotics. The infection is highly contagious, unpleasant and, if left untreated, can be fatal.

The reduction, spearheaded by both clinical and medical staff, is due to a number of factors such as increased awareness of the infection amongst the workforce, better antimicrobial stewardship and training, improved cleanliness and an increased emphasis on monitoring patients susceptible to the bug.

Improvements have also been made when C.Diff is identified. The Trust's isolation policy has gotten better, with infected rooms and wards cleared and 'fogged' with hydrogen peroxide destroying any spores, making it safe for patients to safely inhabit the area again without fear of infection.

Dr Ken Agwuh, Director of Infection and Control at the Trust, said: "Ensuring our patients are safe while they are in our care is a top priority, and improving our infection control measures is a crucial step in this



process. We are very pleased to see such reduction in clostridium difficile for the second year in a row at the Trust and this represents the fantastic improvements we've made as a team for the benefit of our patients.

"I want to thank every member of staff for their contribution in tackling this infection and also for their dedication to improving the quality of care we offer our patients. Our challenge now is to ensure that we once again build on this achievement and deliver another reduction for the third year in a row."

Between four and eight per cent of people carry the C. Difficile bacteria naturally and harmlessly in their gut flora. The balance between the gut's good and bad bacteria can be upset with prolonged use of broad spectrum antibiotics.



Welcoming carers

We are encouraging carers of frail older patients to visit at a time that suits them, in a bid to improve their wellbeing.

As frailty is commonly linked with old age, and as people are now living longer than ever, related hospital admissions are increasing every year. Frail older adults are usually weak and have many complex medical conditions which can often require a stay in hospital. They may also be confused and need assistance in dressing, eating and with their general mobility.



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

The Trust is creating a friendlier hospital experience for its older patients and their carers and have introduced 'Carer's Cards', part of a national initiative called John's Campaign, which allows carers of those living with dementia to access wards at all times.

Extended to frail older patients who need to spend time in Doncaster Royal Infirmary, Bassetlaw Hospital and Montagu Hospital, the Trust is encouraging their carers to visit outside of normal visiting times.

Cindy Storer, Head of Nursing and Quality within the Frailty Care Group, said: "Carers help us to gain a better understanding of our patients' lives and provide valuable insight into their specific needs. Carers play a crucial role in the wellbeing of some of our patients and this is why we have introduced 'open visiting' 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.

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

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 65s diagnosed with dementia in Nottinghamshire from 11,022 in 2015 to 13,138 in 2021. A 19.2 percent 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 Peer 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 Peer 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 Peer 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 Peer 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 hours visits. This flexibility fits the ethos of peer support; in that it is in 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).
- They have a GP in the County of Nottinghamshire.
- 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.**

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 Partnerships Division.

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 Heather Towndrow, Integration Development Manager, via email heather.towndrow@nottshc.nhs.uk or on **01777 863319**.



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

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 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.



Friendly, kind, caring staff create a real home from home atmosphere.

Langwith Lodge is situated on the edge of the village of Nether Langwith, bordering the famous Dukeries and Sherwood Forest. The home offers long term residential care, respite care, day care and short term stays, for people on a residential basis as well as for people with milder forms of dementia. Here at Langwith Lodge we feel very strongly about encouraging clients to lead an enjoyable and active lifestyle. We feel it is imperative that residents maintain their chosen lifestyle by taking up or continuing hobbies in which they enjoy, which can be arranged by our dedicated Activities Co-ordinators. Residents are encouraged to be involved in the community, local events and group activities inside and outside of the home, including daily activities, shopping and sightseeing trips. Our team of kind, patient and respectful staff will do their utmost to make you feel comfortable and safe enabling and facilitating your chosen lifestyle.



Langwith Lodge has lots to offer including:

- Regular activities and home outings.
- On site Activities Co-ordinators.
- Resident's greenhouse & gardens.
- 8 acres of parkland and wildlife with fishing lake.
- Excellent rates for residential care.
- Internet access to enable residents to keep in touch with loved ones & friends.
- Full and regular care plan consultations.
- Regular resident & relative meetings.



If you would like further information, a brochure, or wish to discuss your particular requirements, please call our Home Manager:

01623 742204

The Park, Nether Langwith, Mansfield, Nottinghamshire NG20 9ES

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.

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.

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 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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NHS choices
www.nhs.uk

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VICTORIA CARE HOME
Registered with the Care Quality Commission



Victoria Care Home is registered to provide nursing and 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

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



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 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?

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

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?

Your income can be taken into account in the means test. This can include pensions and welfare benefits.

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.

Top ups should only be paid voluntarily and with the consent of families, and older people have the right to be offered at least one residential care placement which is available and affordable within the funding the council has allotted to them.

Top ups are an arrangement between the council and the older person and their family. If an older person and their family choose a care home that requires a top up payment the idea is that this is agreed with and paid to the council, which then passes the extra amount to the care home.

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 provides 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:

t **0115 844 0011**

e **forcesfriends@ageuknotts.org.uk**

Forces Friends is funded by Aged Veterans Fund funded by the Chancellor using LIBOR funds

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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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.**

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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

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

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  [/CareQualityCommission](https://www.facebook.com/CareQualityCommission)  [@CareQualityComm](https://twitter.com/CareQualityComm)

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.

Mental health Top tips

1 If you are concerned about your mental health you should **first visit your GP**.

2 Your **GP will assess you** and offer **appropriate advice or treatment**. They can refer you to a psychological treatment service or a specialist mental health service for further advice or treatment.

3 Mental health services are **free on the NHS** but you will usually need a GP referral. If you don't want to go to your GP you may also have the **option of self-referral**. This means you can go directly to a **professional therapist**. The NHS Choices website has a **searchable directory of services** which you can use to find a service near you.

4 If you are referred to a specialist mental health service, you can **ask which other providers offer the same service** in your local area and make a choice.

5 In April CQC launched its **new-style inspection reports** for mental health providers – looking at five key areas of **Safe, Effective, Caring, Responsive** and **Well-Led** – you can **compare reports** on CQC's website to help choose a provider.

6 CQC rates mental health providers to help people make choices about where they get treatment. They will use a four-point scale:

Outstanding ☆
Good ●
Requires improvement ●
Inadequate ●

7 CQC uses information from the public and holds **listening events** across the country where people can **talk with inspectors** about their experience of services.

8 You can look at our **inspection reports and ratings for mental health services** or share your experiences of care (good or bad) by visiting www.cqc.org.uk

Telephone: **03000 616161** • Web: www.cqc.org.uk

 [/CareQualityCommission](https://www.facebook.com/CareQualityCommission)  [@CareQualityComm](https://twitter.com/CareQualityComm)

NHS Hospitals and services in Bassetlaw



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

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

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

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

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 0800 888 6678

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.

| www.dementiauk.org | direct@dementiauk.org

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

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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Care Homes in Nottingham

Choosing a care home for yourself, an elderly friend or loved one is one of the hardest decisions you'll make.

Our welcoming care homes offer a home-from-home where older people receive the care they need and the support they want to continue to live their life with dignity and choice.

HC-One, the 'Kind Care Company' care homes are ranked on trip advisor style site carehome.co.uk as some of the best in your area.

Whether it is a little care break or a longer term care package you need, we'll most likely have the perfect solution in one of our friendly care homes.



- Little break - short term care break
- Home from home - long term care and residence
- Things to do and wellbeing programme
- Regular outings
- Delicious home cooked meals
- 9.4 carehome.co.uk average user rating

We provide round the clock care delivered by kind, caring colleagues, home-style cooking using fresh ingredients, hobbies and a range of things to do arranged by our wellbeing leaders, companionship and a place to call home.

If you'd like to find out more about your nearest care home, please contact our dedicated Careline.

T 0333 999 8699
E careline@hc-one.co.uk
W hc-one.co.uk



Funeral Plan

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A Lincolnshire Co-op Funeral Plan offers protection against the rising cost of funerals.

5% dividend on funeral director's charges.

For more information, please ask at your local Lincolnshire Co-op funeral home:

18 Moorgate, Retford,
Nottinghamshire,
DN22 6RH

T: 01777 701 601

We have other funeral homes which may be closer to you, for more details: see lincolnshire.coop/funeral



KNIGHTS

Home Care Services Ltd

Your Choice; Your Life; Your Care.

www.knightshomecare.co.uk

Unit C1 Control & Power
Engineering Building
Fox Covert Lane
Misterton
Doncaster
DN10 4ER

WHO WE ARE

Knights Home Care Services provides a range of services in your own home should you or a loved one need assistance with day to day living tasks :-



PERSONAL CARE

- Meal time assistance
- Assisting with medication
- Personal grooming
- Bathing to maintain personal hygiene
- Lavatory needs

SOCIAL INTERACTION

- Chatting and discussion
- Social outings
- The pursuit of hobbies and interests
- Carer respite

MOBILITY

- Moving around the house
- Getting in and out of bed
- Daytime activities
- Assisting with basic equipment

HOUSEHOLD TASKS

- Light household duties
- Cooking meals
- Washing and Ironing
- Pension collection
- Prescription collection
- Paying bills



HOW CAN YOU CONTACT US Telephone: **01427 891483**

Email: info@knightshomecare.co.uk • www.knightshomecare.co.uk

Knights Home Care Services Ltd are registered and inspected by the Care Quality Commission (CQC)

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