



Cheshire East

Care Services Directory 2023/24

The comprehensive guide to staying independent, improving your wellbeing and choosing and paying for your care

In association with

Working for a *brighter future* together



MAKING A DIFFERENCE EVERY DAY

To you and your
loved ones



Our highly-personalised care plans will maintain your dignity and wellbeing, helping you to stay in the comfort of your own home for as long as possible.

Our services include:

- Alzheimer's and Dementia Care
- Personal Care & Medication Support
- Hospital to Home Care
- Companionship and Home Help
- Meal preparation & Shopping
- 24 hour Live-in Care

Speak to one of our friendly team for more information

South Cheshire
01270 257 347



rightathome.co.uk/southcheshire
southcheshire@rightathome.co.uk
Covering Crewe & Nantwich

Mid Cheshire
01606 537400



rightathome.co.uk/midcheshire
midcheshire@rightathome.co.uk
Covering Northwich & Winsford

Sandbach
01270 257 347




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Covering Sandbach & Alsager

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To obtain extra copies of this Directory, free of charge, call the **Adult Social Care Team** on **0300 123 5500**.

Alternative formats



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

The e-book is also Recite Me compatible for those requiring information in the spoken word.

Introduction from Cheshire East Council

Welcome to the Cheshire East Care Services Directory 2023/24. Cheshire East Council would like people living in Cheshire East to feel empowered to be as independent and healthy as they can. To help achieve this, it provides services and work in partnership with communities and organisations, to ensure a range of support is available locally. This Directory provides an overview of many of these options.



The Directory is complemented by 'Live Well Cheshire East' which is a

web-based resource giving information and advice on support available locally such as groups and activities. Visit www.cheshireeast.gov.uk/livewell to find out more.

The Directory also includes information on the importance of staying healthy. This means thinking about the exercise you do (including how to prevent a fall) and what you eat, to maintain your independence for as long as possible.

The Council aims to achieve an open, fairer and environmentally friendly Cheshire East through the work that it does. To help deliver this, its work encompasses: protecting and supporting local communities including safeguarding adults at risk from abuse; working together with residents and partners to support people and communities to be strong and resilient; and reducing reliance on long-term care by improving services closer to home.

Cheshire East Borough Council

Westfields, Middlewich Road,
Sandbach CW11 1HZ
(The offices are open 8.30am to 5.00pm,
Monday to Friday).
Tel: **0300 123 5500**
Web: www.cheshireeast.gov.uk

For Adult Social Care emergencies out of working hours, contact the **Adult Social Care Out Of Hours Team** on **0300 123 5022**.

Healthy lifestyles

Eating the wrong things, drinking more than you should, smoking and not exercising all have impacts on your health.

Making changes to your lifestyle will help you feel better and could prevent diseases such as diabetes, cancer and heart disease. It can also reduce your risk of suffering disability and frailty in later life.



The Council funds the 'One You Cheshire East' service to

provide free lifestyle support to people. This includes a range of programmes to help you be smoke free, drink less, lose weight, eat well and move more.

For more information, visit the **One You Cheshire East** website www.oneyoucheshireeast.org or call **0808 164 3202**.



Lifestyle advice

Choosing to adopt a healthier lifestyle can help you to live a happier and more active life. Use the following tips to help you to age well. Many of these are supported by the Council's 'One You Cheshire East' healthy lifestyle service which is delivered on the Council's behalf by Reed.

1. Physical activity

Being active is great for your body, mind and health – and there are lots of ways to do this. In addition to reducing your risk of disease such as a stroke or heart attack, it can keep your muscles, bones and joints strong, and can help improve your balance.

NHS guidelines state that adults should do 150 minutes of exercise a week such as brisk walking or energetic housework and try to break up periods of inactivity. The NHS also stresses the importance of doing regular exercises that improve the strength of your major muscles such as shoulders, arms and legs, at least twice a week.

One You Cheshire East offers free support from a coach who can help motivate you to achieve these goals through a range of exercise types. Visit www.oneyoucheshireeast.org for more information or call **0808 164 3202**.

2. Eating well

What you eat, and how much, is important for your health and your waistline. Choosing healthier foods is easier than you might think. Read more at www.nhs.uk/live-well/eat-well

Free support classes to enable you to be a healthy weight are available through One You Cheshire East. See www.oneyoucheshireeast.org for more information or call **0808 164 3202**.

3. Falls

One in three people aged 65+ falls each year. Sometimes this can lead to a fracture or prolonged time on the ground. However, there are simple things that you can do to reduce your risk.

One You Cheshire East offers free falls prevention classes, for those at risk of falling, at a range of locations in Cheshire East, to improve your everyday

strength and balance. For more information, visit www.oneyoucheshireeast.org or call **0808 164 3202**. You can read more about reducing your risk of falling at www.cheshireeast.gov.uk/livewell (search 'falls prevention').

4. Smoking

Smoking damages your body in several ways, from the day-to-day effects on your heart and your breathing, to longer-term smoking-related diseases such as heart disease, cancer and stroke. Your smoke can harm the health of the people you live with too. Visit www.nhs.uk/live-well/quit-smoking for further information.

To receive support to help you stop smoking, call **0808 164 3202** or see www.oneyoucheshireeast.org

5. Alcohol/drugs

NHS guidelines suggest that men and women are advised not to drink more than 14 units of alcohol a week. This is the same as six pints of average-strength beer or six glasses of wine in a medium glass (175ml). Regularly drinking more than this can significantly increase the risk to your health. You can read more about the health effects of alcohol at www.nhs.uk/live-well/alcohol-advice

If you regularly exceed this amount of alcohol and need support, contact the Change, Grow, Live Drug and Alcohol Service on **01625 464995** or email eastcheshire.info@cgl.org.uk

6. Teeth

Brushing your teeth twice a day and using floss daily are important for reducing your risk of gum disease. This has been linked to diabetes, strokes, heart disease and rheumatoid arthritis. It's also important to see a dentist for a check-up on a regular basis.

7. Sleep

Many of us struggle to sleep well as we get older. Going to bed at the same time each night, avoiding daytime naps and having a bedtime routine can mean you're less tired and more mentally alert. Go to www.nhs.uk/live-well/sleep-and-tiredness for further advice.

Leisure

Everybody Health and Leisure (Everybody) is a registered health and leisure charity, offering a range of opportunities to get active and healthy across Cheshire East. Membership includes use of the gym, swimming pools, exercise classes and a range of sport activities. Other services include personal training, disability and inclusion sessions, swimming lessons, Taste for Life cafés, career and training opportunities, volunteering and much more.

Health programmes are available for people who are recovering from illness or have been diagnosed with various long term health conditions, such as chronic obstructive pulmonary disease (COPD), cancer, a mental health disorder, a neurological condition such as multiple sclerosis (MS), Parkinson's, dementia, a body mass index (BMI) of 40+, diabetes, hypertension, chronic lower back pain, osteoarthritis or poor balance or mobility.

Everybody@Home is Everybody's virtual health and fitness service, packed with hundreds of on-demand workouts and health classes, all available for you to access anytime, anywhere. If you're an Everybody member, access is included in your membership. You'll find a range of amazing fitness classes, including Yoga, Pilates, Dance Fit and HIIT plus health classes aimed to help improve balance and a low-impact, gentle exercise routine to help anyone suffering with back pain. Find out more at **www.everybody.org.uk/everybody-on-demand**

For more details of what's on, visit your local leisure centre, or refer to the following contact details.

Email: **support@everybody.freshdesk.com**

Web: **www.everybody.org.uk**

Twitter: **[@EBLeisure](https://twitter.com/EBLeisure)**

Facebook:

www.facebook.com/EverybodyHealthLeisure

Walks

Another great way to exercise is by going on a walk; go to **www.cheshireeast.gov.uk/Walks** for useful

links including downloadable leaflets suggesting local walks.

Libraries

There are 16 libraries in Cheshire East as well as one mobile library which travels to more rural locations. Libraries provide a wide range of resources that can be used free of charge, including books for all ages and interests, books in large print, audio and e-audio books, e-books, online family history and reference resources, and digital magazines and newspapers.

Cheshire East's libraries also have Reading Well self-help book collections, professionally selected books on mental health conditions for adults, children and teenagers. These books also provide support and advice for people living with long-term conditions, or people living with dementia and their carers. Mood-boosting fiction and Macmillan cancer support books are also available.

Events and activities

Libraries hold many community events and activities

for all ages, including coffee mornings, music sessions, jigsaws and board games, rhyme times, story times, science, technology, engineering, and mathematics (STEM) learning, craft sessions and reading and writing groups. There are many opportunities for lifelong learning, informal study, family and local history and volunteering.

IT buddies

Library members can use library computers to access the internet for free for an hour each day or use the free Wi-Fi, with help available if needed. Library IT buddies are available to give one-to-one support to help you learn basic digital skills at your own pace. It's free for an hour's support but needs to be booked in advance by contacting your local library. Some libraries offer free Learn My Way courses, so learners can learn and expand their digital skills at their own pace.

Mobile Library and Home Library Services

The Mobile Library Service visits the rural areas of Cheshire East on a three-weekly basis. Libraries also provide a personal service direct to the homes of readers who are unable to collect their own books, and whose friends and relations are also unable to help. Volunteers visit on a regular basis, usually

fortnightly, delivering requested books and audio books. You'll find a range of community advice desks and customer services in Cheshire East's libraries.

Tel: **0300 123 5018**

Email: **libraries@cheshireeast.gov.uk**

Web: **www.cheshireeast.gov.uk/Libraries**

Connected Communities Centres

Host a range of activities and support services available on your doorstep. Each centre delivers services tailored for their community. From coffee mornings, computer classes and line dancing, to learning a language, sharing a problem and support for stroke sufferers – there's something for everyone.

Whether you want to turn your interest into a group with others, volunteer in the community or find out more about what activities are available in the local area, your Connected Community Centre will be able to offer support and signposting to the right service. For more information, visit **www.cheshireeast.gov.uk** (search 'connected communities').

Neighbourhood Partnerships

Cheshire East Council's Community Development Officers organise and facilitate Neighbourhood Partnership meetings to bring together a range of partners including the Voluntary, Community and Faith (VCF) sector, Police, children's centres,

schools, youth services, local elected members and businesses.

The purpose is to develop local networks and connections to understand priorities for the community, based on local intelligence and current data. Neighbourhood Partnerships work to create projects which ensure support is available in the right place at the right time, which has maximum impact aligned to the agreed priorities. Partners, organisations and local residents work collaboratively to create and tailor projects to suit their communities.

There are 12 Neighbourhood Partnerships across Cheshire East. Each serves an area across the borough where a need to reduce health inequalities has been identified, with an overall aim of improving the quality of life in the local area. For more information visit **www.cheshireeast.gov.uk** (search 'connected communities', click 'neighbourhood partnerships' then 'our team').

People Helping People

The Council is working collaboratively with its partners and local volunteers to channel community-based support to meet the needs of its residents who find themselves isolated without family, friends or a support network.

Live Well Cheshire East provides a wealth of information and advice to help you maintain your wellbeing and improve the choice and control

over the care and support you need. Visit **www.cheshireeast.gov.uk** (search 'care and support for adults').

If you would like to offer support or need to access help, visit **www.cheshireeast.gov.uk** (search 'people helping people'). Alternatively, contact the Council on **0300 123 5034** to register your information with its customer service team.

Dying well – what does end of life care involve?

End of life care is support for people who are approaching death and includes palliative care. It helps people to be as comfortable as possible and

to die with dignity. It also includes support for those people important to the dying person which may include family or carers. →

→ The End of Life Partnership can provide useful information and guidance for practitioners and members of the public.

Visit www.eolp.co.uk for more information or phone **01270 310260**. Alternatively, visit www.nhs.uk (search 'end of life care').

Healthwatch

The independent consumer champion for health and social care services in Cheshire East. It gathers the views and experiences of local people to help inform the priorities and quality of services commissioned by the NHS and the local authority. Healthwatch can also signpost you to local health and social care services.

Healthwatch Cheshire East also provide an NHS Independent Complaints and Advocacy Service (ICAS). This service provides practical support and information from an ICAS advocate to people who

want to make an NHS complaint. Volunteers are currently being sought to help with this service.

For more information on what Healthwatch does or on volunteering for the service, visit www.healthwatchcheshireeast.org.uk or call **0300 323 0006**.

NHS UK – Helping to put you in charge of your healthcare. NHS UK is a reliable source of health information and advice, visit www.nhs.uk

Staying independent

This section gives details of organisations that can support you to remain independent, improve your quality of life and help to prevent you or the people you care for from reaching crisis point. Services are available to help prevent your needs escalating and to delay your need for ongoing care and support.

Age UK Cheshire

Offers older people a range of care and support services, to empower and enable them to continue to live full and active lives, to participate in community activity and to remain in good mental and physical health for as long as possible.

Services include information and advice – where you will receive support on a wide range of issues, including benefits checks and help to live independently at home. The Bright Memories service is a day activity group in Northwich for people living with memory loss and early- to mid-stage dementia. Green Connections is a Crewe-based project reconnecting people with their outside space at home. Further details of all services provided are available using the following contact details.

Tel: **01606 881660** (general enquiries) or **01244 401500** (information and advice).
Email: admin@ageukcheshire.org.uk (general enquiries) or informationqs@ageukcheshire.org.uk (information and advice).
Web: www.ageuk.org.uk/cheshire

Connect All

Are you struggling to get online or having difficulties using your own laptop, computer, tablet, mobile phone or Alexa? Age UK Cheshire can help. Its established Computer Centre can assist with all your IT needs. For more information, call **01606 305007**.

Age UK Cheshire East

Aims to improve later life for people by offering help and support so that people can be healthy, stay safe, remain independent and have fun.

Services include free information and advice, benefit checks, scams information, free counselling, telephone befriending, practical support for people living with dementia and their carers and a Help at Home service providing domestic support in people's homes.

Further details of all the services provided are available using the following contact details.

Tel: **01625 612958**

Email: **enquiries@ageukce.org**

Web: **www.ageuk.org.uk/cheshireeast**

Citizens Advice Cheshire East

For general advice on a range of issues including benefits, housing, debt and work:

- complete the online form at **www.citizensadvicece.org.uk/email**; or
- call free on **0800 144 8848**, Monday to Friday, 9.00am to 5.00pm.

Benefits advice for people with cancer and life-threatening conditions:

- hospice benefits advice service from St Luke's Hospice, for people with life threatening conditions and their families – call **01606 555699**; and
- benefits advice service from Macmillan, for people with cancer and their families – call **01270 918102**.

Citizens Advice offers other specialist services that its general advisers can refer people to. Further details can be found at **www.citizensadvicece.org.uk**

Citizens Advice Cheshire North

Operates a mixture of face to face drop in and appointment sessions in Macclesfield, Poynton, Knutsford and Wilmslow. To arrange an appointment, ring **01625 708608**. Citizens Advice also provides advice via:

- email – visit **www.citizensadvicecn.org.uk/email/cacn-email-form**;
- local advisers available on **01625 708608** – leave a message and you will be called back;
- the National Adviceline on **0800 144 8848** – open Monday to Friday from 9.00am to 5.00pm;
- webchat at **www.citizensadvice.org.uk/contact-us**;
- the Consumer Helpline for advice on related issues on **0808 223 1133**; and
- the Universal Credit Help to Claim line on **0800 144 8444**.

Hearing Impairment Service

Deafness Support Network provides a hearing support service for children, young people and adults who are Deaf or have a hearing loss, on behalf of Cheshire East Council. If your hearing loss is having an impact on your everyday life, the service can talk to you about what support may be of help. This could be:

- advice, information and practical support;
- items of technical equipment, e.g. amplification aids;

- helping you to stay independent and healthy; and
- linking you to other sources of support

For more information, or to seek help, call **0333 220 5050**, email **dsn@dsnonline.co.uk** or visit **www.dsonline.co.uk**

Alternatively, visit **www.cheshireeast.gov.uk/livewell** (search 'deafness support network').

Visual impairment

There is help available if you have sight loss, from local organisations for visually impaired people, national sight loss charities and Cheshire East Council. East Cheshire Eye Society, based in Macclesfield, offers a range of sight loss services for support at home, and in the community. Call **01625 422602** or visit **www.eastcheshireeyesociety.org.uk**

Cheshire East Council's Sensory Impairment Team contacts people referred by Ophthalmology following certification as Severely Sight Impaired or Sight Impaired. The team offers advice and training that enables visually impaired people and people with a dual sensory loss (sight and hearing) to maintain or regain independence in

activities of daily living. Referrals to the team are via First Point of Contact. Call **0300 123 5010** (option two).

Further information can be found at **www.cheshireeast.gov.uk/livewell** (search 'visual impairment, sight loss and blindness').

Meal delivery services

Hot meals and sandwiches can be delivered to your home if you are finding it difficult to prepare food. There are three organisations that provide meals across Cheshire East.

ICare Community Meals

Tel: **0845 604 1125** • Web: **www.icarecuisine.co.uk**

Wiltshire Farm Foods • Tel: **01606 738845**

Web: **www.wiltshirefarmfoods.com**

Wishing Well Meal Delivery Service

Covers Crewe, Nantwich, Sandbach and Alsager.

Tel: **01270 256919** or **01270 253551**

Email: **gill.tarrant@wishingwellproject.net**

Web:

www.wishingwellproject.org.uk/what-we-do

Help with transport and living independently following illness

If you find it difficult to get out and access community groups and facilities, or to visit your nearest village or town, there are community and flexible transport schemes available.

These services can be used to help you to access healthcare, social facilities, shopping and banking. For details of the schemes, how you can book and which areas are covered, visit **www.cheshireeast.gov.uk/CommunityTransport**

British Red Cross

Cheshire East Support at Home

Two weeks' support at home following hospital

discharge or to prevent you going into hospital. (Monday to Saturday, 8.30am to 5.00pm).

Tel: **07725 206722**

Email: **cheshireeast@redcross.org.uk**

Leighton Assisted Discharge

Transport from hospital to home (Monday to Friday, 11.30am to 12.00pm). • Tel: **07801 547975**

Email: **leightondischarge@redcross.org.uk**

Macclesfield Assisted Discharge

Transport from hospital to home (Monday to Friday, 9.00am to 5.00pm). • Tel: **07927 5652289**

Email: **macclesfieldil@redcross.org.uk**

Support in an emergency

The Cheshire East Emergency Assistance scheme is a safety net for people in crisis. It is a non-cash scheme but can help in other ways. The type of help you might get includes rent deposits (not letting fees or rent in advance), essential furniture and some white goods (recycled where possible) and emergency food.

The scheme will be means-tested, with support provided by goods, supplies or services. You can apply for Emergency Assistance if all the following apply:

- you live in Cheshire East or are moving here because you have a local connection;
- the service considers you to be vulnerable (it looks at each claim individually to make decisions about vulnerability);

- you get state benefits, you are eligible for benefits under the Persons from Abroad rules or you are on a low wage and have exceptional circumstances; and
- you can't get the help you need from friends or relatives.

For further advice on the scheme and how to claim, use the following contact details.

Tel: **0300 123 5013**

(choose 'emergency assistance').

Web: **www.cheshireeast.gov.uk/emergencyassistance**

Employment

Supported employment offers support to people with disabilities to find or retain employment. Employment is a key ingredient for real social inclusion. The Council is committed to supporting people with disabilities to gain independence through work. For more information, visit www.cheshireeast.gov.uk (search 'disabled people looking for work') or refer to the following contact details.

The Council has a Supported Employment team

who support people known to Adult Social Care. It offers intensive support to help people into paid or voluntary work as a positive alternative to more traditional care destinations.

Tel: **01260 375468**

Email:

supportedemployment@cheshireeast.gov.uk

Web: **www.cheshireeast.gov.uk** (search 'supported employment').

The Journey First programme

The programme, funded by the European Social Fund (ESF), will provide one-to-one support to help you identify and strengthen your skills and reach your goals, whether that be support with job searches and employment or access to further education or training.

What to expect from Journey First:

- skills and tailored employment advice;
- support through your own dedicated Work Placement Officer;
- guide you through the job hunt and help prepare you for the workplace;

- identify your skills and goals;
- help you to find opportunities and unlock your potential;
- help you to become more independent and financially secure; and
- feel positive and confident.

Tel: **07443 060118**

Email: **journeyfirst@cheshireeast.gov.uk**

Web: **www.cheshireeast.gov.uk/livewell** (search 'journey first').

Parents First

Offers intensive one-to-one support through Employment Support Workers based in Children's Centres across Cheshire East Borough Council, Weaver Vale Housing Trust and Warrington Borough Council.

Email: **parentsfirst@cheshireeast.gov.uk**

Web: **www.cheshireeast.gov.uk/livewell** (search 'parents first').

Blue Badge Scheme

A national arrangement of parking concessions that allows badge holders to park close to their destination, either as the driver or passenger. The Blue Badge Scheme is also open to organisations that care for disabled people meeting the qualifying criteria.

Tel: **0300 123 5020**

Email: **bluebadge@cheshireeast.gov.uk**

Web: **www.cheshireeast.gov.uk/BlueBadges**



Do you look after someone?

Sometimes people find it difficult to recognise themselves as carers; they might think they're just being a good friend, neighbour or spouse and are 'just doing their job'. In reality, being a carer can be difficult and lonely at times. If you

are in this position, a good place to start is with a Carers' Assessment. This is an opportunity for carers to share their feelings and experiences with a dedicated person who can help guide the carer towards the help and support they are entitled to.

Assessing carers' wellbeing

A Carers' Assessment will look at the different ways that caring affects the carer's life and will work out how they can carry on doing the things that are important to them and their family. The carer's physical, mental and emotional wellbeing will be at the heart of this assessment.

The assessment may conclude that the carer has


eligible needs for support, in which case they may be offered services to help with their caring role.

The Council will also offer advice and guidance to help with the carer's caring responsibilities and maintaining their own sense of wellbeing. To find out more, visit www.cheshireeast.gov.uk (search 'adult carers' assessment and eligibility').

The right help at the right time

There are many services to support and help carers who live and care in Cheshire East. These services range from help and support provided by Cheshire East Council to services that its partners in health and the voluntary sector provide.

Cheshire East Carers' Hub

 The Cheshire East Integrated Carers' Hub is delivered by Making Space. The Carers' Hub provides a single point of access for all carers including adult, parent and young carers.

The hub ensures that carers of all ages have access to information, advice and a wide range of support services. These support services are designed to help carers continue in their caring role for as long as they choose and to reduce the impact the caring role can have on a carer's own health and wellbeing.

Further information can be found at www.cheshireeast.gov.uk/livewell (search 'cheshire east carers' hub'). Or, refer to the following contact details.

Tel: **0300 303 0208**

Web: www.cheshireeastcarershub.co.uk

Carers' respite provision and emergency respite care

A Carers' Assessment is used to understand a carer's needs and to determine what support would be appropriate for them. One type of help would be extra support for the person who is being cared for, so the carer can receive this break. This is called respite care. If this is identified as useful, a financial assessment will be undertaken to assess whether the person being cared for will need to contribute financially to the cost of this.

Respite care is available in care homes across Cheshire East, enabling carers and the people they care for to choose a setting that best suits their personal needs and circumstances. If you would like support in booking this, see 'Booking respite care'.

Community-based respite

Available to provide respite support, in the cared-for person's own home, or it could involve support to attend an activity in the local community. It is a flexible service, designed to meet the eligible support needs of the cared-for person.

Crossroads Together offers a Take a Break service, where a carer can request up to three hours a day to take a break from their caring duties.

Crossroads Together

Overton House, West Street, Congleton,
Cheshire CW12 1JY

Tel: **0333 323 1990**

Email: **headoffice@crossroadstogether.org.uk**

Web: **www.crossroadstogether.org.uk**

Emergency carer respite

This is a short-term intervention and can only be implemented by a social worker if an emergency occurs which results in the carer being unable to continue providing support.

Booking respite care

If you have been assessed as eligible to access respite support, it is easy to book. The Cheshire East Council website provides further details and bookings can be made by contacting the Brokerage Team.

Tel: **01270 686428**

Email: **carebrokerageteam@cheshireeast.gov.uk**

Web: **www.cheshireeast.gov.uk** (search 'adult and carer respite').

Support to stay living at home

Help in your home with maintenance

A team of handypersons who can provide 'that little bit of help' with jobs around your home. The Orbitas Handyman Service can undertake small repairs and practical tasks at affordable rates, such as home safety checks, jobs to prevent slips and trips, fitting grab rails and changing light bulbs.

Tel: **0300 123 5017** (option three) or **01625 378253**

Email: **handy.person@orbitas.co.uk**

Web: **www.orbitas.co.uk/handyperson-service**

Finding a contractor

The Buy With Confidence website provides details of local, reliable and reputable contractors to carry out housing repairs and maintenance. Visit **www.buywithconfidence.gov.uk**

Adaptations to your home

If you are over 60 or someone in your household has a disability, the Housing Standards and Adaptations Team can provide you with advice about home repairs or adapting your home to suit your needs. It can offer help with many types of work around the home, from replacing a window to building an extension.

Advice and information are provided free of charge and can include technical advice about repairs and adaptations to your home, and information about other services that can help you to live independently in your own home.

The team can also provide you with information about funding for home repairs and adaptations, helping you to find ways of paying for them and assisting you to fill in funding application forms. The team can also guide you through the often complex or daunting process of carrying out repairs and adaptations in your own home.

There is a charge for services to draw up plans for work, completing planning applications and helping you to employ reputable contractors. The team aims to keep the charges as low as possible to make the service affordable.

Tel: **0300 123 5017** (option four).

Email: **careandrepair@cheshireeast.gov.uk**

Web: **www.cheshireeast.gov.uk/CareAndRepair**

Disabled Facilities Grants

If you or someone living in your property is disabled, you may qualify for a Disabled Facilities Grant (DFG) towards the cost of adapting your home. The grant can be used for adaptations that can: make it easier to get into and out of your home; make your home safer; provide access to and within the main family room, bedroom, kitchen, bathroom or garden; improve the heating; or improve access and movement around the home for a disabled carer. →

→ To apply for a grant, you will need an Occupational Therapy assessment. You can request an assessment by ringing **0300 123 5010** (option two). If the assessor recommends a home adaptation, the next step is a financial assessment to decide whether you qualify financially for a grant. More information on funding availability, eligibility and the financial assessment is available using the following contact details.

Tel: **0300 123 5017** (option four).

Email: careandrepair@cheshireeast.gov.uk

Web: www.cheshireeast.gov.uk/DFG

Trading Standards

If you are a Cheshire East resident and wish to report a consumer-related issue or complaint to Trading Standards, or to seek civil advice, contact the Citizens Advice Consumer Helpline. Call **0808 223 1133** or, to complete an online form, visit www.cheshireeast.gov.uk/TradingStandards

Equipment for daily living



Most people want to remain independent for as long as possible. Equipment to help you live safely at home and to be independent is available from the Cheshire Community Equipment Service provided by Ross Care. This ranges from relatively simple items, such as walking sticks, crutches and walking frames to aid mobility, to more complex equipment like beds, hoists and pressure care equipment.

You must have eligible social care needs to be eligible for this support. Alternatively, you can

self-purchase through accredited retailers across Cheshire East. A list of retailers is available on the 'Live Well Cheshire East' online directory. Visit www.cheshireeast.gov.uk/livewell

Where appropriate, a variety of interventions, including rehabilitation, equipment and minor and major adaptations, can also be provided to support your independence and to enable you to manage your needs within your own home.

Contact Adult Social Care for more details on whether these would be suitable for you.

Assistive technology

This can help you to maintain your independence and stay living at home safely. It can help people with physical disabilities, dementia, learning disabilities, mental health conditions and older people. It can remind you of important things and make sure you get help when you need it via the use of sensors. This provides reassurance for your carers and relatives and helps to keep you safe. Equipment is linked directly to a control centre, staffed 24 hours a day, seven days a week, where staff will respond quickly and sensitively to all callers.

Cheshire East Council works in partnership with Millbrook Healthcare to deliver technology-based support for people with eligible social care needs. It is also possible to access this service privately by calling **0800 130 0011**. Visit www.mi-guardian.com or www.cheshireeast.gov.uk (search 'equipment for independent living') for further information. See page 15 for a checklist of questions relating to assistive technology to consider.



We suggest you consider the following questions before buying any assistive technology. If you are in any doubt about what technology might help meet your needs, you can contact your council or visit <https://asksara.livingmadeeasy.org.uk>

You can download and print this checklist at www.carechoices.co.uk/checklists

Suitability

- Does the equipment support your specific needs?
- Are you willing to use it?
- Will it fit into your everyday life and routine?
- Have you tried a demo of the equipment?
- Do you understand what the equipment is for?
- Do you need to take it with you when you leave the house? Is it transportable?
- Does the equipment have any limitations that would make it unsuitable for you?
- Will it work alongside any assistive technology you already have?

Usability

- Is a simpler piece of equipment available, e.g. a pill case rather than an automated pill dispenser?
- Does the equipment need a plug socket, and will its wire cause a trip hazard?
- Is it easy to use? Can you read/hear it clearly and are any buttons big enough for you?
- Are you able to use it? Are there any aspects you don't understand?
- Is it portable?

Notes

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- Will it need to be installed by a professional?
- Can the retailer provide you with training in using the equipment?

Reliability

- Will it work if you have pets or live with other people, e.g. could someone else set off a sensor alarm by accident?
- Have you read reviews of the particular piece of equipment you are looking at? Consider these before making your purchase.
- Can you speak to someone who already uses it?
- Does it require batteries? Find out how often they will need changing and whether the equipment will remind you to do this.
- Is it durable? If you might drop it, is it likely to break?

Cost

- Do you know how much it costs?
- Will you need to pay a monthly charge?
- Are there alternative solutions that might be free?
- Is there a cost associated with servicing the equipment?

Making life easier at home

If you're having difficulties with everyday tasks at home, these simple solutions could make life easier and keep you independent. These are a starting point; other solutions are available which might better suit your needs.



Finding it difficult to **get in and out of chairs**? Try putting a piece of hard board under the seat base. Alternatively, buy chair raisers, a higher chair or an electric riser chair. Also try taking regular gentle exercise to improve your mobility.

If you can't **reach your windows**, could you move furniture out of the way? Ask someone to help if you need to move heavy furniture. There are also tools for opening and closing windows.

Struggling to **keep warm/cool**? Consider a fan or heater. Is your house insulated? Are there any draughts? You may also be eligible for the winter fuel payment from the Government. Visit www.gov.uk/winter-fuel-payment

If you have trouble **using light switches**, think about replacing your switches for ones that are easier to use. Consider handi-plugs or light switch toggles, or there's even technology available so that you can turn your lights on and off using your speech.

Use subtitles if you **can't hear the TV** or buy wireless headphones. Do you need a hearing aid? Request an assessment from your council.



Do you **forget to take your tablets**? Try making a note of when you've taken them, or buy an automatic pill dispenser or pill box. If you struggle to open your medicine, you can ask your pharmacist for advice on alternative packaging that could make it easier for you.

Can you **reach everything in your cupboards**? If not, try a handi-reacher or rearrange your kitchen so the things you use most are within easy reach.

If you are having **problems with preparing food**, consider buying ready-chopped options or try a chopping board with spikes. There are also long-handled pans, teapot tippers and lid grippers that could help. Palm-held vegetable peelers or a food processor might be a solution and meal delivery services are also available.

Is **eating and drinking becoming difficult**? Large-handled cutlery could help, or non-slip mats for the table. Lightweight cups and mugs with two handles could also be a solution.

Using taps can be made easier by fitting tap turners. You could also consider changing to lever-style taps which might be easier for you to use.



Handled plug



Chair raisers



Chopping board

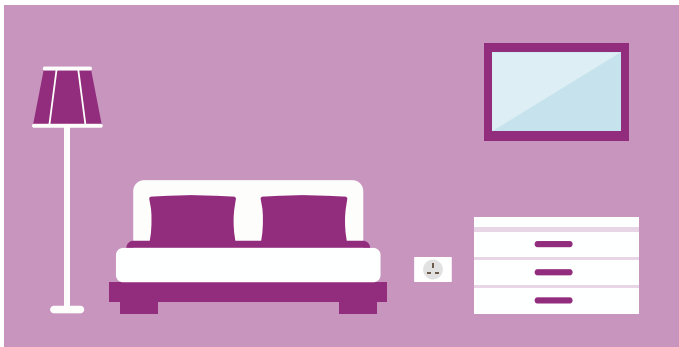


Level indicator



Teapot tipper

More information on staying independent and ideas to help you live at home can be found online at www.carechoices.co.uk/staying-independent-at-home/ There is also information on making larger adaptations to your home.



If **moving whilst in bed** is a problem, have you thought about using an over-bed pole? You might also want to buy a pillow raiser or change your bedding so it's lighter.

Is it becoming **difficult to get dressed**? If so, specially adapted clothing is available, or you could buy a long-handled shoe horn, a dressing stick or a button hook. If you are having a lot of difficulty, consider home support, see page 19.

Clocks are available with large numbers or lights if you **can't read the time** in bed. You can also buy clocks that speak the time.

If you are **finding it harder to read in bed**, consider an e-reader that allows you to change the font size. Some also have integrated lights. Look for bedside lamps with a step-on or button switch if yours are difficult to use.

Do you **struggle to get in and out of bed**? You could learn new ways of moving around, purchase a leg lifter or a hoist or install grab rails for support. Seek advice about these options. If the bed is the issue, you could buy an electric adjustable bed or raise the bed to the right height.



If it's **hard to hold your toothbrush**, try a toothbrush gripper. You might also benefit from having an electric toothbrush or sitting on a stool while brushing your teeth.

You might like to buy a raised toilet seat, or a seat with a built-in support frame if it's **hard to use your toilet**. Flush lever extensions are also available.

Has it become more **difficult to wash**? Items are available, like long-handled sponges and flannel straps. You could also consider a slip-resistant bath mat, grab rails, a half step to help you get in and out of the bath or a bath or shower seat. Tap turners can also be used in the bathroom.

For more information on technology that could make your life easier, contact your council for an assessment. They might refer you to an occupational therapist (OT) or you could contact an OT privately. Search online for OTs near you.

Cheshire East Borough Council
Westfields, Middlewich Road, Sandbach CW11 1HZ
Tel: **0300 123 5500**
Web: www.cheshireeast.gov.uk



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

Occupational Therapy

Occupational Therapists (OTs) provide advice and assessments for people living at home who have physical, sensory or cognitive difficulties. The OT can help by providing solutions and recommendations such as equipment and adaptations to support independence.

You may be referred to an OT following an assessment by a social care or health professional.

For more information, visit www.cheshireeast.gov.uk/livewell (search 'occupational therapy service') or ring **0300 123 5010** (option two).

Staying safe at home

Fire safety in your home

Cheshire East Council has worked in partnership with Cheshire East Fire and Rescue to devise safety tips to help keep you safe from fire and other

dangers in your home. For more information and safety tips, visit www.cheshirefire.gov.uk (search 'home safety') or www.cheshireeast.gov.uk (search 'fire safety guidance').

Reablement services

Community Reablement Service

Reablement is a period of short-term, intensive support that is designed to support you following a period of illness or a fall, or if you have lost some of your daily living skills. It aims to help build your confidence to regain your independence in your own home and the community.

Following support from the Reablement Service, many people will not require any further assistance. However, if you do, a care and support plan will be developed to ensure your needs are met. You can only be referred to this service following an assessment by a social care or health professional. For more information, visit www.cheshireeast.gov.uk (search 'reablement').

Mental Health Reablement Service

One in four people may experience mental health conditions during their lives. Together with health partners, the Council offers a Mental Health Reablement Service. The support focuses on coping techniques, promoting social inclusion, building self-esteem and goal setting. This may include providing support with housing, debt, low self-esteem and isolation, accessing social groups or voluntary work. You may be referred to this service by a social care or health professional, such as your GP.

Following a referral, a member of the team will meet with you to discuss the areas of support required. This can either be with one of the reablement workers for up to six weeks, or in one of the self-help groups.

North Team – Emma Holland

Tel: **01625 374928**

Email: mentalhealthreablementnorth@cheshireeast.gov.uk

Web: www.cheshireeast.gov.uk/livewell (search 'mental health reablement – north').

South Team – Claire Baker

Tel: **01270 371280**

Email: mentalhealthreablementsouth@cheshireeast.gov.uk

Web: www.cheshireeast.gov.uk/livewell (search 'mental health reablement – south').

Cheshire East Council also provides a Dementia Reablement Service if you have a diagnosis of early-stage dementia. See page 20 or visit www.cheshireeast.gov.uk (search 'dementia reablement service').



Care at home

Practical help with your personal care, which can be provided in your own home to enable you to remain independent and improve your quality of life. This is usually help with day-to-day personal tasks, such as getting up, dressing, washing, going to bed and help with eating. The amount and type of support you receive depends on what is decided following an assessment of your needs.

Regardless of whether you are paying for your own care, you can choose who provides this service for you. For help with finding a provider, visit this Directory's website at www.carechoices.co.uk

Providers of home care are listed on pages 33 to 37 and a checklist is on page 31.

Brokerage Service

The Care Brokerage Team is responsible for sourcing services for residents of Cheshire East who have been identified as having an eligible care need

following a Care Act assessment. Cheshire East Council commissions a wide range of local care providers who can meet these needs. This could be care at home, residential care or supported living in the community.

If you have been assessed as having an eligible need, your Social Worker can liaise with the Brokerage Team on your behalf. To contact the Brokerage Team, email carebrokerageteam@cheshireeast.gov.uk



Shared Lives

This service offers long-term family placements, respite or day support for people, either within a Shared Lives carer's family home, in your own home, or out in the community. You can either live with the Shared Lives family or go to stay with them for overnight short breaks, or for a few hours per week. The service works with many different people across Cheshire East.

The Shared Lives Scheme is available to any vulnerable adult over 18 years old, who meets

Cheshire East Council's eligibility criteria; see page 23 for more information on eligibility. If you would like to live in a Shared Lives home and be cared for by a Shared Lives carer, or, to become a Shared Lives carer, you (or a family member, relative, friend, neighbour or any other adult) can contact the team using the following details.

Tel: **01260 375456**

Email: sharedlives@cheshireeast.gov.uk

Web: www.cheshireeast.gov.uk/sharedlives

Living with dementia

If you are worried that your memory (or that of someone you know) is getting noticeably worse, or if memory loss is beginning to affect everyday life, it is worth seeking advice. That's because memory problems can sometimes be an early sign of dementia. Other early signs could be increased difficulty in planning, thinking, communicating or completing everyday tasks.

You should first visit your GP, who will listen to your concerns. You may be referred to a local memory clinic where a formal diagnosis can be made. Bear in mind that there are many reasons for memory loss other than dementia. However, it is best to seek help as early as possible as there may be support or treatment available that can help you.

Dementia Reablement Service

If you receive a diagnosis of early-stage dementia, you can receive personalised support from the Cheshire East Dementia Reablement Service. The service will provide support for you and your family to enable you to live as independently as possible and to:

- develop a personalised action plan, known as a 'My Information and Support Plan' to identify what your goals are and what you want to be able to do, and to provide information, advice and support to help you achieve those goals;
- enable you to stay safe in your own home through referrals for Occupational Therapy equipment and assistive technology wherever possible, delaying the need for care packages;

- empower you to increase and maintain your social links with friends and family and the local community; and
- support you and your carers to access peer support networks such as dementia cafés.

Dementia Reablement Service

Web: www.cheshireeast.gov.uk (search 'dementia reablement service').

North Team • Gail Gittings

Tel: **01625 378287** • Email:

dementiareablementnorth@cheshireeast.gov.uk

South Team • Heather Newton

Tel: **01270 371273** • Email:

dementiareablementsouth@cheshireeast.gov.uk

Other dementia support services

Alzheimer's Society

Provides dementia advisers to support people with dementia of any type and can signpost you to other relevant organisations. There are also dementia-specific groups that can support you and your carer.

Tel: **0333 150 3456** • Web: www.alzheimers.org.uk

Dementia Connect

Developed by Alzheimer's Society, this service can help you to find services and support in your area by entering your postcode.

Web: www.cheshireeast.gov.uk/livewell (search 'dementia directory').

Housing with care

Affordable housing

Registered providers offer affordable social housing across Cheshire East. This housing is generally accessed by applying via Cheshire Homechoice.

Tel: **0300 123 5017** (option one).

Web: www.cheshirehomechoice.org.uk

Additionally, there are providers who offer short-term housing with support under contract to Cheshire East Council. To apply for this housing, you will need a referral – contact the Council for advice by calling **01625 378219** or visit www.cheshirehomechoice.org.uk/hrs for more information.

Sheltered Housing

Predominately for people aged 55 and over but can be for people of any age with a medical need for this type of housing.

A Sheltered Housing scheme consists of individual

apartments with your own front door enabling you to live independently. Each scheme will have different facilities, which can include 24-hour emergency response, communal areas and optional social events, and may be available to buy or rent.

If you are looking for a property in Cheshire East, many of the large housing associations advertise their properties on Cheshire Homechoice. Cheshire Homechoice will be happy to discuss your options and help you with any application forms.

Tel: **0300 123 5017** (option one).

Email:

cheshirehomechoice@cheshireeast.gov.uk

Web: **www.cheshirehomechoice.org.uk**

Extra Care Housing

Supports people aged 55 and over who have care needs and may require 24-hour support to live independently in their own home. Schemes consist of individual apartments and most provide communal facilities and hold regular social activities.

There are five Extra Care schemes in Cheshire East

run by housing associations and other schemes that are run privately. Alternatively, visit **www.housingcare.org**

Tel: **0300 123 5010**

Web: **www.cheshireeast.gov.uk**
(search 'extra care housing').

Supported Living

Designed to help adults with support needs live more independently in their local community. In Supported Living accommodation, housing and support are provided separately, and the customer has a licence or tenancy. Support can vary from a few hours a week up to 24 hours a day, depending on your assessed needs.

There are several different models of Supported Living, such as living in shared houses, or living

in individual self-contained properties in the community. For more information, call **0300 123 5010**.



Accommodation with care

Sometimes, living at home is no longer possible and the time comes to consider other care options. Accommodation with care includes residential care homes and nursing care homes. All care providers in the country must be registered with the Care Quality Commission (CQC). All services are inspected and rated by the CQC, which reports on its findings. These inspection reports, along with quality ratings, are available from the care home or the CQC website at **www.cqc.org.uk**

Accommodation with care can be provided with or without nursing care. Homes with nursing can provide specialist care and support for people with a range of illnesses and conditions, such as dementia.

The decision to move into accommodation with

care should only be made when all other options for remaining at home have been considered and tried. If it is established that your care and support will be most appropriately provided in accommodation with care, there will be several questions that you will want to ask before making a final decision about which home you will choose. The checklist on page 39 should help when you are looking at accommodation with care options.

Accommodation with care (personal care only)

If you need care and support on a 24-hour basis but you have no nursing needs, accommodation offering only personal care may be the best option. Personal care includes bathing, dressing and help with eating and moving. →

→ Accommodation with nursing care

This kind of accommodation is suitable for those needing nursing care, where care, support and nursing needs are delivered by qualified nursing staff alongside care workers.

Nurses are on duty around the clock.

Visit www.cheshireeast.gov.uk (search 'residential and nursing homes') to seek further advice or, for more information, call **0300 123 5010**. A checklist of questions to consider when looking for accommodation with care is on page 39. There is also a checklist for accommodation with dementia care on page 40.

Inspection and registration of care services



All care homes and agencies providing care at home in England must be registered with the independent regulator, the Care Quality Commission (CQC). The CQC inspects every care home and home care agency, publishing a report along with a rating. CQC quality ratings must be displayed at the operator's premises and on its website.

You can also find inspection reports and ratings for all services online (www.cqc.org.uk). For any enquiries or to register a concern or a complaint, contact the CQC.

Tel: **0300 061 6161**

Email: enquiries@cqc.org.uk

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

What happens if I ask for an assessment from Adult Social Care?

If you (or someone you care for) have a health condition or disability and are finding it difficult to cope with everyday living tasks, you may need some additional support to help you. This Directory has been designed to give you information on the services that are available in the community to help you to stay healthy and independent.

However, some people may need extra help in identifying what support they need and can request an assessment from Adult Social Care. This may result in the Council giving you advice or signposting you to services that can provide you with support.

An assessment will identify whether you have care and support needs which the Council can help you with. A trained assessor will work with you to carry out the assessment, considering several factors such as your needs and how they impact on your wellbeing, the outcomes that matter to you, whether you are lonely and want to make new friends, and your other circumstances. For example, whether you live alone without support.

The aim is for you to be at the centre of the process and for Adult Social Care to gain a full picture of what your wishes, needs and goals are. You may wish for someone to be present with you, such as a member of your family.

After carrying out your assessment, Adult Social Care will work with you to identify if you have any needs that are eligible for care and support. If you think you may need care and support, you can contact Cheshire East Council for information and advice by ringing **0300 123 5010**.

Cheshire East Council

Advocacy – someone to speak on your behalf

When you contact the Council to request an assessment of your needs, it will consider whether you require someone to support you through the process and will arrange this for you if you do. Details of providers of this service can be found at www.cheshireeast.gov.uk (search 'advocacy').

Do I have eligible needs for care and support from the Council?

The Government has set national eligibility criteria for care and support needs which local authorities must meet to ensure everyone has the same opportunity to access care and support.

You will have eligible needs for support from the Council if you meet all of the following criteria:

- you have care and support needs as a result of a physical or mental condition or illness; and

- as a result of these needs, you are unable to achieve two or more outcomes (as specified in the regulations). For instance, being able to wash or use your home safely; and
- there is a significant impact on your wellbeing.

Following your assessment, if you have eligible needs, Cheshire East Council will assist you to plan your support and give you advice and information about what support is available in the community to help you.

Planning your support

If you have eligible needs and require support from the Council, it will work with you to prepare a care and support plan. This will consider your needs, how best to meet them and what is important to you and your family. It will look at what you want to achieve, what you can do yourself, whether you have support already in place and what types of care and support might be available to help you.

Social care for adults has changed for the better, making care and support services more personalised, so you can have more control over your life. Self-Directed Support allows you to have more choice and control by allowing you to make decisions about the support that you need. This personalisation ensures that your care and support is tailored to you, and that you are at the heart of the process.

You could receive support to meet your assessed needs such as help with getting washed and dressed, getting out and about, and being part of the community. Support can also be given to carers to help them with their caring role and to maintain their lives outside of caring.

Care and support planning can take time, so Cheshire East Council may arrange care and support for you for short periods of time in urgent situations, whilst developing a longer-term support plan with you for when your situation has settled.

You will be made aware of how much it will cost to meet your eligible needs; this is called a personal budget – see the following section for more information. You will also be told how much Cheshire East Council may contribute towards the cost of this. See page 25 for details on how this is calculated.

What is a personal budget?

A personal budget is the amount of money that is allocated to be spent on your eligible care and support needs following an assessment carried out by the local authority. You can choose to receive your personal budget paid directly to you so that you can buy and arrange your own care and support. This is called a direct payment. Alternatively, the Council can arrange your care and support for you.

However, you must only use your direct payment to meet your assessed care and support needs as agreed in your care and support plan.

Your direct payment could be used to pay someone to support you, such as a support worker or personal assistant, or to purchase support through a service provider of your choice. It can be used to facilitate other ways of meeting your needs, such as joining a group in your local community or pooling money together in a group to fund activities that meet the needs outlined in your care and support plan. →

What can I spend my direct payment on?

You can be as creative as you want in deciding what this money is spent on.

→ However, direct payments should not be seen as additional income and cannot be used for anything not identified in your needs assessment. For example, direct payments cannot currently be used to pay for residential care.

What will I be responsible for?

Direct payments give you greater choice, control and flexibility over the care and support you receive. However, you will also have the responsibilities that come with managing a budget and potentially becoming an employer.

If you feel you are unable to manage the day-to-day financial responsibilities of a direct payment, you can nominate someone else (a nominee) or you can opt for a 'managed account', whereby a third party manages all aspects of your direct payment and financial monitoring (at a cost to you) on your behalf.

Finding the care and support you want

This Directory has been designed to give you information on the services which are available in the community to help you to stay healthy and independent. Information is also available on the Cheshire East Live Well website at **www.cheshireeast.gov.uk/livewell**

The Council is working in partnership with the voluntary sector, health services and community networks to help provide solutions and services closer to people's homes. Access to high-quality support should be available to everyone throughout the county. There are people who can help you find the services and community help that you need.

Local Area Co-ordinators (LACs)

Co-ordinate information and offer advice and support to enable you to remain as independent as possible, offering you choice and control over the support you receive. LACs support social work teams by identifying community services, organisations and groups for the teams to refer you to when you need them. LACs work collaboratively with other partners in identifying gaps in support and help to develop services to meet this need.

What support is available to help me to organise services with my direct payment?

PeoplePlus – Independent Living Service is commissioned by Cheshire East Council to provide personalised support to enable you to manage all aspects of your direct payment. This includes helping you understand what direct payments can be used for and how you report on monies spent, help to plan and arrange services, recruiting and employing a personal assistant, choosing a care agency, ongoing advice and information on directing your own care and guidance around employment-related issues.

PeoplePlus

Tel: **0330 123 2815**

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

Web: **www.peopleplus.co.uk/independent-living-service/cheshire-east**

To contact your LAC, email **localareacoordinator@cheshireeast.gov.uk** or call one of the following numbers.

Adult Learning Disability & Transition Team – all Cheshire East

Tel: **07717 733349**

Congleton

Tel: **07824 342665** or **07966 499478**

Crewe

Tel: **07974 175727**

Macclesfield

Tel: **07970 859563**

Wilmslow

Tel: **07826 902227** or **07973 949187**

Local support

It is recognised that individuals can receive care and support from their friends, families, neighbours and community groups and people are encouraged to consider how they could play a role in achieving personal outcomes.

Greater access to information and advice – Live Well Cheshire East

Live Well Cheshire East brings together information on services, groups and activities in your local area. Visit www.cheshireeast.gov.uk/livewell/ You can use it to make new friends, learn new skills or get more support; all you need to do is type in your postcode to find out what's available in your town or neighbourhood.

Care Finder

Live Well also provides information on services which meet care needs, including a new 'Care Finder' feature allowing you to arrange your support online.

It also provides advice on staying safe, managing your money, and support for carers. Live Well Cheshire East – support for people of all ages, all in one place.

Paying for care

In England, social care services must be paid for by the person receiving care, so you should expect to

pay the full cost of care services unless your capital, savings and income are below a certain level.

How much will I have to pay?

The amount you will pay depends on the type of care and support services you need and the savings and income that you have:

- if you have income and savings of more than £23,250, you will need to pay the full cost of your care; and
- If you have less than £23,250 in income and savings, you may be entitled to financial support from Cheshire East Council. You will need to complete a 'financial assessment' to check this.

You will never be asked to pay more than you can reasonably afford. The amount you can contribute is worked out between you and the Council through a financial assessment.

The Council will start your financial assessment using data it holds or can access through the Department for Work and Pensions. Support will be offered to complete this process and could also involve looking at any disability benefits that you might receive and supporting you to ensure you are claiming your full entitlement to welfare benefits.

Deferred payments

A deferred payment agreement is an arrangement with the Council that enables you to use the value of your home to help pay your care home costs. If you are eligible, the Council will help to pay your care home bills on your behalf. Any financial help from the Council will be charged against the value of your

home, and there will be some legal and administrative costs during the set-up of the agreement. Interest will also be charged. You can delay repaying this until you choose to sell your home, or until after your death.

To find out more about deferred payment agreement eligibility, how to apply and for further information about the scheme, call **0300 123 5010**, email deferredpayments@cheshireeast.gov.uk or visit www.cheshireeast.gov.uk (search 'deferred payments').

Independent financial advice

For information about how to find independent financial advice or if you have any issues or questions about a financial service or product, contact the **Financial Conduct Authority** on **0300 500 8082** or **0800 111 6768** (freephone).

The Financial Services Register is a public record of all the firms and individuals in the financial services industry. Visit www.fca.org.uk/register

Citizens Advice can also provide independent financial advice. Recorded information is available at any time of day or night. Call **0800 144 8848** or visit www.citizensadvice.org.uk

Money Helper offers free advice on paying for care, planning and debt. Visit www.moneyhelper.org.uk or call **0800 138 7777**.

How solicitors can help

A solicitor can give you impartial advice about wills, gifts, estate planning and powers of attorney. Some can also offer guidance on immediate and long-term care plans, ensuring (if applicable) the NHS has made the correct contribution to your fees.

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

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

An 'advance directive' allows you to communicate your wishes in respect of future medical treatment, but it is not legally binding. You may instead wish to make a living will, properly known as an 'advance decision', setting out treatment that you do not want to receive in specified circumstances, which would legally have to be followed, even if you die as a result.

Any proposed gift out of your estate needs careful consideration of the benefits, risks and implications, particularly on any future liability for care costs or tax liability.

If you don't have your own solicitor, ask family or friends for their recommendations. Contact several firms, explain your situation and ask for an estimate of cost and an idea of timescales involved. Many firms will make home visits if necessary and will adapt their communications to meet your needs. It's important to find a solicitor who specialises in this area of the law. Citizens Advice offers an advice service and will be able to recommend solicitors in your area. Visit www.citizensadvice.org.uk

Protecting adults from harm – keeping people safe

What is adult abuse?



Adult abuse is when a person is treated in a bad way or in a way that harms, hurts or exploits them or makes them feel frightened or unhappy. Anyone

can be vulnerable to abuse at any time in their lives. Men and women, rich and poor, from any ethnic background can be at risk. Local authorities have a duty to respond to adults at risk, who may or may not be in receipt of care and support services, who are being abused and cannot protect themselves.

Abuse is not always deliberate. It sometimes happens when people are trying to do their best but

feel stressed, or they don't know what to do because of a lack of knowledge or training. Abuse can take many forms including financial, sexual, physical, psychological or organisational abuse.

Who can abuse?

Anyone can abuse someone. This could be someone that a person knows or a stranger. It can be one person or a group of people.

Where does abuse happen?

Abuse can happen anywhere: in someone's own home, at work, at a day centre, at college, in hospital, in residential care or nursing homes, or at

a club or social event. No matter where you are, you shouldn't suffer abuse. If you or someone you know is being abused, there are people you can talk to about it.

What might you be concerned about?

You may be concerned that a person is not getting the help or care they need, is being hurt, bullied, frightened or intimidated, is being taken advantage of or exploited because of their age, disability or illness, is being made to do something against their will or is not being treated in a dignified or respectful manner.

What should I do if I am concerned?

If you tell the Council about a concern regarding yourself or someone else who is being abused, the Council will listen to you, understand your views and wishes, take you seriously, treat you with respect, support you to feel as safe as you want, support you to make your own decisions, keep you informed and involved and tell you what will happen next.

If you are worried about yourself or someone else, call **0300 123 5010** (8.30am to 5.00pm, Monday to Thursday; and 8.30am to 4.30pm, Friday) or **0300 123 5022** (all other times including bank holidays). Alternatively, complete the online form at **www.cheshireeast.gov.uk** (search 'what is adult abuse' then select 'safeguarding adults at risk').

If you are in doubt about whether or not it is abuse, please call. If you are at immediate risk of harm, contact the emergency services by ringing **999**, or,

if it is not an emergency, call **101** if a crime has been committed. Additional support and advice can be provided by contacting the Domestic Abuse Hub.

Tel: **0300 123 5101**

Email: **cedah@cheshireeast.gov.uk**

If you have a hearing or speech impairment, you can use the national telephone relay service; just dial **18001** before the number or **18000** in an emergency. If you feel unable to give information about yourself, you can report abuse anonymously. All calls will be treated with respect and in confidence.

What will you be asked?

You will be asked for some information about yourself (unless you wish to remain anonymous), the person you are concerned about, the alleged abuser, and what you have seen or heard. The Council will let you know who else, if anyone, might need to be told about your concern. Further information is available at **www.cheshireeast.gov.uk** (search 'what is adult abuse').

The Cheshire East Safeguarding Adults Board is made up of a wide range of statutory, independent and voluntary agencies and organisations. The Board treats cases of suspected abuse very seriously and all these organisations work closely together, using an overarching policy to make sure that all cases of suspected abuse are investigated fully and that adults at risk are protected from harm. Visit **www.stopadultabuse.org.uk**

Help to make your own decisions

There are systems in place to help to keep you safe, and to enable you to safely make your own decisions:

- the Mental Capacity Act enables you to plan ahead for a time when you may lack capacity to make your own decisions;
- you can make an advanced decision to refuse medical treatment if you are aged 18 years or over and have capacity; and
- a person can nominate someone to act on their behalf should they lose capacity in the future by making a Lasting Power of Attorney (LPA).

Anything done under an LPA must be done in the person's best interest and must follow the principle of the Mental Capacity Act.

Visit **www.cheshireeast.gov.uk** and search 'keeping adults safe' for more information.



Complaints and compliments

The Council would like to know what you think about its services. This helps to know when it is getting things right, but it also needs to know when there are problems. If Cheshire East Council has made mistakes, or could have done things better, give your feedback.

Tel: **0300 123 5038** • Web:

www.cheshireeast.gov.uk/CustomerFeedback

Compliance and Customer Relations Team,
Cheshire East Council, Westfields, First Floor, c/o
Municipal Building, Earle Street, Crewe CW1 2BJ

Useful contacts

Al-Anon Family Groups

Worried about someone's drinking? Help and hope for families and friends of alcoholics.

Helpline: **0800 008 6811** (10.00am to 10.00pm).

Email: **helpline@al-anonuk.org.uk**

Web: **www.al-anonuk.org.uk**

Alcoholics Anonymous (AA)

AA is concerned solely with the personal recovery and continued sobriety of individual alcoholics who turn to the Fellowship for help.

Tel: **0800 917 7650**

Email: **help@aamail.org**

Web: **www.alcoholics-anonymous.org.uk**

Alzheimer's Society

The charity provides support for anyone concerned about someone experiencing memory loss or dementia.

Dementia Connect support line: **0333 150 3456**

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

AMPARO

For families/friends affected by suicide. Get help now. Free and confidential, for as long as you need it.

Web: **amparo.org.uk**

CALM

Offers support to men in the UK, of any age, who are depressed or in crisis. Helpline open 5.00pm to midnight.

Tel: **0800 58 58 58**

Web: **www.thecalmzone.net**

Care Choices

A website service allowing you to search by

postcode or region for care homes, care homes with nursing and home care providers that meet your requirements across the country.

Tel: **01223 207770**

Web: **www.carechoices.co.uk**

Care Quality Commission, The

The independent health and adult social care regulator. Its job is to make sure health and social care services provide people with safe, effective, compassionate, high-quality care and encourage them to improve.

Tel: **0300 061 6161**

Web: **www.cqc.org.uk**

CRUSE

This is a national organisation providing information and bereavement support.

Tel: **0808 808 1677**

Web: **www.cruse.org.uk**

Dementia Adventure

Thinks differently about dementia. The charity believes that with the right support, everyone with dementia can get outdoors, experience the wellbeing benefits of nature and enjoy more active and fulfilled lives. It offers supported holidays and dementia training for family and friends, professionals and organisations.

Tel: **01245 237548**

Web: **www.dementiaadventure.org**

My Family, Our Needs

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

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

National Drugs Helpline

A confidential helpline for anyone in the UK concerned about drug use.

Tel: **0300 123 6600**

Web: **www.talktofrank.com**

NHS Website

Information about local health services and health conditions.

Web: **www.nhs.uk**

Playlist for Life

A music and dementia charity based in Glasgow and covering the whole of the United Kingdom. Its aim is to ensure everyone living with dementia has access to a personalised playlist and for everyone who cares for them to know how to use it. The charity offers free advice and resources to anyone affected by dementia who could benefit from the power of music. It also provides training for health and social care professionals looking to deliver person-centred care using personalised music. • Tel: **0141 404 0683**

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

Web: **www.playlistforlife.org.uk**

Relate

Relationship counselling. Relate has local Centres across England and Wales.

Web: **www.relate.org.uk/find-your-centre**

Samaritans, The

Tel: **116 123** • Web: **www.samaritans.org**

Sane Mental Health Helpline

A service for people affected by mental health conditions. • Tel: **0300 304 7000** (4.00pm to 10.00pm, 365 days a year).

Email: **support@sane.org.uk**

Web: **www.sane.org.uk**

SCAMS Awareness and Aftercare Team

Tel: **01625 612958**

Email: **enquiries@ageukce.org**

Shelter

Produces a number of guides on housing issues, covering topics such as housing rights, housing benefits, private tenants' rights and tenancy agreements. Shelter also runs a free housing advice helpline.

Tel: **0808 800 4444** • Web: **www.shelter.org.uk**

Silver Line, The

The Silver Line is the only free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year. The Silver Line aims to combat loneliness in over-65s by providing friendship, information and advice through calls to trained volunteers.

Tel: **0800 470 8090**

Web: **www.thesilverline.org.uk**

Stroke Association Helpline

The Stroke Association supports stroke survivors and their family members, friends and work colleagues or people who want to know how to prevent a stroke.

Tel: **0303 303 3100**

Web: **www.stroke.org.uk**

Women's Aid (National Domestic Violence Helpline)

The national charity for women and children working to end domestic abuse.

Web: **www.womensaid.org.uk**

You can find a list of care at home providers beginning on page 33.



The lifestyle site for parents and carers of children with additional needs and those who support them.

www.myfamilyourneeds.co.uk

✉ **hello@myfamilyourneeds.co.uk**

🐦 **@WeAreMFON**

- Birth to adulthood
- Real life blogs
- Directory
- Ask the experts
- Monthly columnist

Subscribe today



SUPPORTING PEOPLE TO STAY AT HOME

Amron promises to make every client feel as though they are the only client. You or your loved one will have the most personalised service possible from us. Every care package is tailored around each individual client; *your needs, your preferences, your choices.*



CARE AT HOME

We can give you help at home with your individual care needs like: **personal care, dementia care, end-of-life care** and more.



DOMESTIC HELP

We will help you with cleaning, laundry, meal preparation and anything else you need a little extra assistance with.



COMPANIONSHIP

Whether you just want a brew and a chat, or would like to visit a local attraction, we can help!



DAY-TO-DAY HELP

We can also help you with prescriptions, appointments, dog walking and a range of other day-to-day needs.

Text '**CARE**' to **07783 145 364** or contact us on:

Tel: **07783 145 364**

Email: **care.manager@amronhomehelp.com**

www.amronhomehelp.com



Agency 1

Agency 2

Agency 3

Fees per week	Quality rating*
£	
£	
£	

We suggest that you have paper with you when speaking with home care agencies so you can make notes. You can download and print this checklist at www.carechoices.co.uk/checklists

About the agency

How long has the agency been operating?

How long are staff allocated per visit?

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

Does the agency have experience with your specific needs?

Staff

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

Are all staff checked with the Disclosure and Barring Service?

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

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

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

Does the agency have both male and female staff?

Accommodating your needs

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

Does the agency have a training scheme in place?

Are all staff trained to a certain level?

Are staff able to help with administering medication if required?

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

Regulation

Will your support plan be reviewed at regular intervals?

Can you see the agency's contract terms?

Can you lodge a complaint easily?

Are complaints dealt with quickly?

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

Notes

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*See page 22.

There's No Place Like Home

My Homecare's compassionate and hardworking care team are fully trained, and DBS checked. They have a clear goal to help people who require assistance to maintain their well-being, whilst continuing to live in their own home.

Throughout all areas of Stockport, care packages can be personalised and bespoke to your exact needs.



Stockport
T: 0161 483 2129
E: stockport@myhomecare.co.uk

- ✓ Personal Care
- ✓ Companionship
- ✓ Meal Provision
- ✓ Respite
- ✓ Escorting



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agincare.com/live-in-care



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Caring since 1989

Bespoke home care

Supporting people to live **independently**

We provide a range of services from regular and reliable visiting care to 24-hour live-in care. Whether it's a short daily visit or round-the-clock support, our dedicated care plans are centred around you or your loved one.

- ✓ Rated 4.8 on ★ Trustpilot
- ✓ Regulated by the CQC and CIW
- ✓ Free care assessments
- ✓ Providing care for over 30 years

Contact your local branch today!

Macclesfield 01625 913 039	Nantwich 01270 306 172	Wilmslow 01625 324 890
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for more details visit: helpinghands.co.uk

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Care at home

Advertisers are highlighted

1st Enable Cheshire East

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Tel: 01270 694060

OP D PD LDA SI

Able Living Care Services Ltd

Stockport

Tel: 01625 875865

OP D PD SI YA

Ablewell Care

Macclesfield

Tel: 01625 669854

OP D PD LDA MH SI YA AD

Aceso Homecare

Sandbach

Tel: 01270 629761

OP D PD LDA MH SI

Affinity Homecare

Wilmslow

Tel: 07703 343201

OP D PD SI

Agincare Live-in Care

Nationwide

Tel: 01615 169789

Advert page 32

OP D PD LDA MH SI YA AD

Alice Chilton In-Home Care Services Ltd

Wilmslow

Tel: 01625 526850

OP D PD LDA MH SI YA

All Age Development Trust

Whitchurch

Tel: 01948 871371

OP D PD

Allied Health-Services Macclesfield

Macclesfield

Tel: 01625 611112

OP D PD LDA MH YA

AMG Nursing and Care Services – Crewe

Crewe

Tel: 01270 617148

OP D LDA MH SI YA

Amron Home Help Ltd

Macclesfield **Advert page 30 & inside back cover**

Tel: 07783 145364

OP D PD MH SI YA AD

Aviana Health Care Ltd

Crewe

Tel: 01270 343670

OP D PD LDA MH SI YA

Be Helpful

Congleton

Tel: 01260 276366

OP D PD YA

Belong at Home Domiciliary Care Agency Crewe

Crewe

Tel: 01270 561200

OP D PD MH SI YA

Belong at Home Domiciliary Care Agency

– Macclesfield

Macclesfield

Tel: 01625 508700

OP D PD LDA MH SI YA AD

Betamindes Ltd

Crewe

Tel: 01270 668837

OP D PD SI

Blooming Good Care Ltd

Stoke-on-Trent

Tel: 07712 153569

OP

Blueberry Care

Crewe

Tel: 01477 533612

OP PD LDA MH SI

Bluebird Care (Cheshire East)

Domiciliary Care Agency

Crewe

Tel: 01270 617081

OP PD

Bunbury Agency Ltd

Tarporley

Tel: 01829 260280

OP D PD MH YA

Care Connect

Middlewich

Tel: 01606 49876

OP D PD MH SI YA AD

Care Plus Homecare Services Ltd

Handforth

Tel: 01625 522504

OP D PD LDA MH SI

Carefound Home Care (Wilmslow)

Wilmslow

Tel: 01625 326470

OP D PD LDA MH SI YA

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



Award-winning home care with more choice, and more control.

People across Cheshire are protecting their way of life with Elder live-in care. Working with local authorities and families, we enable older people to be cared for in their own homes, in their own way, by a skilled and vetted carer of their choosing.

- Provides personalised, one-to-one care
- Supports a range of needs from personal care to housekeeping
- Our support specialists and clinical team listen, guide, and empower every family
- Can support recovery and better health outcomes
- Helps older couples to stay together
- Affordable alternative to the care home, with no hidden costs or surcharges
- Care can often be arranged in 24 hours
- Every carer is DBS checked, assessed, and referenced
- Care is managed through a simple online account

At Elder we offer flexible support:

- Companionship
- On-going care
- Respite care
- Palliative care
- Dementia care

“Elder provides choice and matches carers to the specific needs of my patients and their families. The service is always responsive and in some cases the request for a carer has been arranged within 48 hours - I couldn't recommend Elder more highly.”

Dr Mashkur Khan, Consultant Geriatrician

Find out if live-in care is right for your situation - speak to a Senior Care Advisor today on
0330 134 2879 | partnerships@elder.org | elder.org

Care at home continued

Caremark (Cheshire North East)

Handforth

Tel: 01625 540099 **OP D PD LDA MH SI YA AD**

CCAH

Middlewich

Tel: 07856 322785 **OP D PD MH SI YA**

Cera Cheshire

Crewe

Tel: 01270 749273 **OP D PD LDA MH SI YA**

CH&KI Healthcare – Main Office

Stoke-on-Trent

Tel: 01270 900686 **OP D PD YA**

Cherish U Ltd

Congleton

Tel: 01260 277799 **OP YA**

Cherished Care Services

Cheadle

Tel: 01625 403080 **OP D PD SI YA**

Cheshire East Council Domiciliary Care Service

Macclesfield

Tel: 01625 374261 **OP D PD LDA MH SI YA AD**

Cheshire East Council

Shared Lives Services

Crewe

Tel: 01270 375309 **OP D PD LDA MH SI**

Cheshire Home Care Solutions Ltd

Knutsford

Tel: 01565 750011 **OP D PD MH SI YA**

Cheshire Rural Care

Nantwich

Tel: 07745 648035 **OP D YA**

Chitim Care Ltd

Sandbach

Tel: 07763 965400 **OP D PD YA**

Choice Support (Cheshire)

Crewe

Tel: 0207 261 4100 **OP D PD LDA MH SI YA**

Compassionate Healthcare Ltd

AKA Scope House

Crewe

Tel: 01270 505027 **OP D PD LDA MH SI YA AD**

Congleton Supported Living Network

Congleton

Tel: 01260 375581 **LDA**

Cornellius Healthcare

Cheadle

Tel: 0161 302 0775 **OP D PD LDA MH SI YA**

Crewe – SOS Homecare Ltd

Crewe

Tel: 07939 547036 **OP D PD LDA MH SI YA**

Crewe & Nantwich Supported Living Network

Crewe

Tel: 01270 371263 **OP LDA YA**

Crossroads Together Midlands

Congleton

Tel: 0333 323 1990 **OP D PD LDA MH SI YA**

Daski Ltd

Crewe

Tel: 07707 898748 **OP D MH YA**

Delta Care Ltd – Cheshire East

Macclesfield

Tel: 01625 462366 **OP D PD LDA MH SI YA AD**

East Cheshire Housing Consortium

Macclesfield

Tel: 01625 500166 **OP MH YA AD**

Eden Care Services Ltd

Macclesfield

Tel: 01625 668990 **OP D PD LDA MH SI YA AD**

Evolving Care

Congleton

Tel: 01260 541236 **OP D PD MH SI YA AD**

Evolving Care Ltd

Crewe

Tel: 01270 448336 **OP D PD LDA MH SI YA AD**

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

Extra Mile Home Care Ltd – Head Office

Macclesfield

Tel: 01625 610251

OP D PD MH SI

Lantern Care Services

Crewe

Tel: 07564 319999

OP D PD LDA MH SI YA

FAB Social Care Ltd

Stoke-on-Trent

Tel: 01270 878263

OP YA

Liberty Support – Cheshire East

Middlewich

Tel: 01270 449937

OP D PD LDA MH SI YA

Fairfield Care Ltd

Altrincham

Tel: 0161 928 7039

OP D LDA MH YA

Lilyrose Care Group Ltd Cheshire/Derbyshire

Stockport

Tel: 01663 308232

OP D PD LDA MH SI YA

Forevermore Care

Congleton

Tel: 0161 791 1863

OP D PD LDA MH SI YA

Macclesfield Supported Living Network

Macclesfield

Tel: 01625 378277

LDA

Happy Valley Home Care Ltd

Macclesfield

Tel: 07986 728006

OP D PD LDA MH SI YA AD

Next Step Domiciliary Care Ltd

Macclesfield

Tel: 07967 225043

OP D PD LDA YA

Helping Hands Macclesfield

Macclesfield

Tel: 01625 324 776

Advert page 32

OP D PD SI YA

Platinum Care Cheshire Ltd

Sandbach

Tel: 01270 444690

OP D PD SI

Helping Hands Nantwich

Nantwich

Tel: 01270 306 432

Advert page 32

OP D PD SI YA

Prestbury Beaumont DCA

Prestbury

Tel: 01625 827151

Advert page 44

OP

Helping Hands Wilmslow

Wilmslow

Tel: 01625 324 745

Advert page 32

OP D PD LDA MH SI

Re-enabled Support

Nantwich

Tel: 07869 652750

OP D PD LDA MH YA

InSafehandz Ltd

Nantwich

Tel: 01270 626020

OP D PD LDA MH SI AD

React Homecare Ltd

Congleton

Tel: 01260 720009

OP D PD LDA MH AD

Jasmine Resource Ltd

Macclesfield

Tel: 01625 828670

OP D PD YA

Richmond Village Nantwich DCA

Nantwich

Tel: 01270 629080

Advert page 42

OP YA

Jordangate House

Macclesfield

Tel: 07980 647114

LDA

Right at Home Sandbach

Sandbach

Tel: 01270 257347

Advert inside front cover

OP D PD LDA MH SI YA

JustCo Ltd T/A Home Instead Senior Care (East Cheshire)

Chelford

Tel: 01625 860992

OP D PD MH SI AD

Right at Home South Cheshire

Nantwich

Tel: 01270 257347

Advert inside front cover

OP D PD LDA MH YA

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

Care at home continued

Rossendale Hall

Macclesfield
Tel: 01260 252500

OP PD LDA

Vision Beyond Autism

Wilmslow
Tel: 01625 251819

LDA

Routes Healthcare Cheshire

Macclesfield
Tel: 07872 857685

OP D PD LDA MH SI YA AD

Walfinch Greater Manchester South

Wilmslow
Tel: 07889 656318

OP D LDA MH YA

South Cheshire

Senior Care Ltd

Nantwich
Tel: 01270 611555

OP D PD LDA MH SI YA

WG Homecare Ltd

Crewe
Tel: 01270 335012

OP PD LDA MH SI YA

Spiritual Inspiration Ltd

Middlewich
Tel: 01606 212964

OP D PD LDA MH SI YA

Wilmslow Supported Living Network

Handforth
Tel: 01625 374251

D PD LDA MH SI

SureCare Central Cheshire

Nantwich
Tel: 01270 667288

D PD LDA MH SI AD

SureCare Cheshire East

Macclesfield
Tel: 01625 468 522

OP D PD LDA SI YA

Sylk Care Macclesfield

Macclesfield
Tel: 01625 424211

OP D PD LDA MH SI YA

T4H Support Ltd

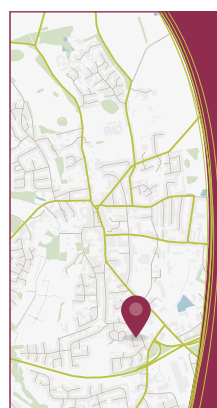
Macclesfield
Tel: 07748 862117

OP D PD LDA SI YA

Valleywood Care Ltd

Crewe
Tel: 01270 588864

OP D PD LDA MH SI YA



Search for care in your area

 CareChoices

www.carechoices.co.uk



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

- Find care providers quickly and easily
- Search by location and care need
- Information on care quality
- Links to inspection reports
- Additional information, photos and web links
- Brochure requests

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



CLAYTON MANOR CARE HOME

Live Safe & Well

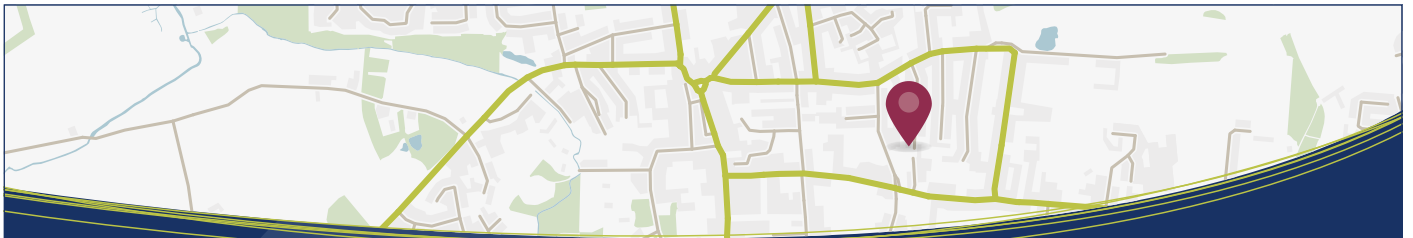
Clayton Manor Care Home in Congleton offers a safe and supportive environment where residents can flourish, make new friends, maintain contact with their local communities and live a life of possibility.

- Residential, nursing, dementia and respite care
 - Nutritionally balanced seasonal menus
 - Beautifully decorated bedrooms
- Stimulating schedule of daily activities and entertainment
 - Highly trained staff teams

 01260 716624 | averyhealthcare.co.uk



Rood Hill | Congleton | Cheshire | CW12 1YZ



Search for care in your area

www.carechoices.co.uk



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

- Find care providers quickly and easily
- Search by location and care need
- Information on care quality
- Links to inspection reports
- Additional information, photos and web links
- Brochure requests



Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

We suggest that you take paper with you when visiting care homes so that you can make notes. You can download and print this checklist at www.carechoices.co.uk/checklists

Staff

- What is the minimum number of staff that are available at any time?
- Are staff respectful, friendly and polite?
- Do staff have formal training?
- Are the staff engaging with residents?

Activities

- Can you get involved in activities you enjoy?
- Is there an activities co-ordinator?
- Does the home organise any outings?
- Are residents escorted to appointments?
- Do the residents seem entertained?
- Does the home have a varied activities schedule?

Life in the home

- Is the home adapted to suit your needs?
- Can you bring your own furniture?
- Are there enough plug sockets in the rooms?
- Are there restrictions on going out?
- Is there public transport nearby?
- Does the home provide any transport?
- Can you make/receive calls privately?
- Can you decide when to get up and go to bed?
- Does the home allow pets?
- Does the home use Digital Care Planning accessible to families?

Personal preferences

- Is the home too hot/cold? Can you control the heating in your room?
- Is the décor to your taste?
- Are there restricted visiting hours?
- Is there somewhere you can go to be alone?
- Does the home feel welcoming?

Catering

- Can the home cater for any dietary requirements you may have?
- Does the menu change regularly?
- Can you eat when you like, even at night?
- Can you have food in your room?
- Is there a choice of food at mealtimes?
- Is alcohol available/allowed if you want it?
- Can visitors join you for meals?

Fees

- Do your fees cover all of the services and activities?
- Are fees likely to change regularly?
- Is the notice period for cancellation of the contract reasonable?
- Could you have a trial period?
- Can you keep your room if you go into hospital?
- Can you handle your own money?

*See page 22.

Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

We suggest that you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the accommodation with care checklist on page 39. You can download and print this checklist at www.carechoices.co.uk/checklists

Design

- Are there clear signs throughout the home?
- Has the home been designed or adapted for people with dementia?
- Are the home and grounds secure?
- Are there prompts outside the residents' rooms to help people identify their own?
- Is the décor familiar to your loved one?

Choices

- Do residents get a choice in terms of what they wear each day?
- Are residents encouraged to be independent?
- Can residents decide what to do each day?
- Can residents have a say in the décor of their room?

Activities

- Are residents able to join in with household tasks like folding washing?
- Are there activities on each day?
- Can residents walk around outside on their own?
- Are residents sitting in front of the TV or are they active and engaged?
- Are there rummage boxes around?

Health

- Can residents get help with eating and drinking?
- How often does the home review residents' medication?
- Does the home offer help if a resident needs assistance taking medication?
- Do GPs visit the home regularly?

Staff

- Are staff trained to identify when a resident might be unwell?
- Are staff trained to spot when someone needs to go to the toilet?
- Do the staff have any dementia-specific training/experience?
- Will your loved one have a member of staff specifically responsible for their care?

Approach to care

- Does the home follow a specific approach to dementia therapy, for example, validation therapy?
- Will the home keep you informed about changes to your loved one's care?
- Does the home have a specific approach to end of life care?
- Does the home keep up to date with best practice in dementia care?

*See page 22.

Adult Pathways 1

Mill Lane, Alderley Edge SK9 7UD
Tel: 01565 640070

OP D PD LDA YA

Applecroft Residential Care Home

48-50 Brunswick Street, Congleton CW12 1QF
Tel: 01260 280336

OP YA

Ashfields Care Home

129 Prestbury Road, Macclesfield SK10 3DA
Tel: 01625 617288 **Advert below right**

OP

Barony Lodge Residential Care Home

Barony Road, Nantwich CW5 5QS
Tel: 01270 447395

OP D PD SI

Bradwell Court Residential Care Home

Bradwell Grove, Congleton CW12 3SA
Tel: 01260 281428

OP D PD SI

Brookfield House Care Home

Brookfield Park, Shrewsbury Road,
Nantwich CW5 7AD
Tel: 01270 624951 **Advert below**

OP D PD YA

Broughton Lodge

London Road, Macclesfield SK11 0JG
Tel: 01625 468951

LDA MH YA

Bucklow Manor Care Home

Chester Road, Bucklow Hill,
Knutsford WA16 6RR
Tel: 01565 830396

OP D YA

Carmel Lodge Care Home

London Road, Adlington, Macclesfield SK10 4NJ
Tel: 01625 856790

D

Cedars Residential Care Home, The

Brookfield Drive, Holmes Chapel, Crewe CW4 7DT
Tel: 01477 532857

OP PD

Cheshire East Short Breaks

9 Warwick Mews, Warwick Road,
Macclesfield SK11 8SW
Tel: 01625 378280

LDA

Choice Support – Valley Road

115-117 Valley Road, Crewe CW2 8LL
Tel: 0207 261 4100

PD LDA SI YA

Choice Support – Wellwood Drive

1 Wellwood Drive, Wistaston, Crewe CW2 6RE
Tel: 0207 261 4100

LDA SI YA

Consort Close – Bollington

2, 3 and 4 Consort Close, Bollington,
Macclesfield SK10 5FB
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Service OP Older people (65+) D Dementia PD Physical disability LDA Learning disability, autism
User Bands MH Mental health SI Sensory impairment YA Younger adults AD People who misuse alcohol or drugs



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OP PD

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76 Pillory Street, Nantwich CW5 5SS
Tel: 01270 624428

OP D YA

Elms Residential Care Home, The

Elm Drive, Crewe CW1 4EH
Tel: 01270 584236

OP D YA

Elworth Grange

Advert outside back cover

James Brindley Drive CW11 3PY
Tel: 01270 439950

OP D MH SI

Emmie Dixon Home, The

149 Richmond Road, Crewe CW1 4AX
Tel: 01270 581314

PD LDA

Fairfield Care Ltd

Fairfield Farm, Higher Thorns Green Farm,
Castle Mill Lane, Ashley, Altrincham WA15 0QZ
Tel: 0161 928 7039

OP D LDA MH YA

Genesis Care Home

197 Peter Street, Macclesfield SK11 8ES
Tel: 01625 508020 **Advert page 41**

OP

Hassall Road, 121

121 Hassall Road, Alsager, Stoke-on-Trent ST7 2SL
Tel: 01565 640098

PD LDA YA

Hawthorns, The

Hawthorn Street, Wilmslow SK9 5EJ
Tel: 01625 527617

OP D PD YA

Heliosa Nursing Home

54 Boundary Lane, Congleton CW12 3JA
Tel: 01260 273351

OP D PD LDA MH SI YA

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Macclesfield SK11 0LD
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OP D

Hope Green Residential Home

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OP D

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Macclesfield SK10 5QA
Tel: 01625 574233

OP D PD YA

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Knutsford WA16 7HE
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OP D YA

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OP D

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Mayfield Mews, Crewe CW1 3FZ
Tel: 01270 500414

OP D

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Tel: 01565 640070

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LDA YA

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OP D PD YA

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LDA MH

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OP D PD

Accommodation with nursing care

See page 47 for the **Service User Bands** key

Adlington Manor

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D

Adult Pathways 1

Mill Lane, Alderley Edge SK9 7UD
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OP D PD SI YA

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OP PD

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Tel: 01260 273351

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OP D

Hill House – Care Home with Nursing Physical Disabilities

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OP PD LDA YA

Hollins Park

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OP D PD LDA MH

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OP YA

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Lawton Manor Care Home

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OP

Mount Hall Bupa Care Home

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Tel: 01625 836987 **Advert page 44**

OP PD SI YA

Newton Court Bupa Care Home

28 St Ann's Road, Middlewich CW10 9BJ
Tel: 01606 822706 **Advert page 44**

OP D PD

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OP PD

Prestbury House Care Home

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Tel: 01625 506138 **Advert page 46**

OP D YA

Priesty Fields Care Home

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OP PD SI YA

Primrose House Nursing Home

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Tel: 01270 250110

OP D YA

Richmond Village Willaston

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OP D YA

Rowans Care Centre

Merriden Road, Macclesfield SK10 3AN
Tel: 01625 422284

OP D YA

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

Sharston House Nursing Home

Manor Park South, Knutsford WA16 8AQ
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OP D PD MH SI YA

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PD YA

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OP

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OP D PD MH

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OP D PD SI YA

Telford Court Nursing Home

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OP D PD MH SI YA

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OP D PD YA

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We can give you help at home with your individual care needs like: **personal care, dementia care, end-of-life care and more.**



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Text '**CARE**' to **07783 145 364** or contact us on:

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01270 439 950

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