

OPTIONS

Leicestershire and Rutland

A guide to care and independent living

Winter 2017/2018

Leaving hospital

What's next?

NHS

continuing healthcare

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SOCIAL CARE
tips

FREE
guide

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- * Day Care
- * Companionship
- * Dementia



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- SENSORY LOSSES
- CHILDREN / YOUNG PERSONS / ELDERLEY

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Welcome *and introduction*

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



Leicestershire County Council knows that being at home with the right support is the best way for people to recover and stay well. We are working closely with the NHS and other partners on plans across Leicester, Leicestershire and Rutland to make health and care services sustainable for the future.

When you come out of hospital, you may need help to support you at home to get back to doing things for yourself. Hospital staff will discuss with you any support you may need and will help arrange this for when you are discharged.

If you are worried that you might need help and you are not sure that it has been arranged, speak to a member of staff on the ward.

This short-term support is often called reablement and is designed to help you increase your independence in a variety of ways. This could be through the provision of

equipment to help you with day to day tasks or practise to get back the skills you need for daily living such as getting dressed, meal preparation or improving your strength and mobility.

Staying well and independent

Staying connected to your community and friends, keeping active and eating healthily are all important to maintaining your health, wellbeing and independence.

First Contact Plus is a service that offers information, advice and support on improving your health, preventing falls, feeling safe, living independently, debts and benefits,

**MAKING
YOUR HOME
LIFE EASIER**



work, learning and volunteering, families and relationships and your home. The website also includes links to the Warm Homes service for help and advice on making your home warm and energy efficient.

Visit www.firstcontactplus.org.uk to see the full range of services and support available to Leicestershire residents. If you need extra help you can use the 'self-referral' button, or call 0116 305 4286 to speak to an adviser who will provide you with support.

Local Area Co-ordination (LAC) can also offer help to people who live in the county to be strong, connected to their local community and in control of their own lives - preventing further crisis or problems. - For more information call 0116 305 0705.

Making your home life easier

There are lots of practical ways to make your home more accessible and maintain your independence. Sometimes the simplest things can improve your daily life, like moving items onto lower shelves around your home, or fitting a second stair rail. Investing in specially designed equipment and products known as assistive technology, including equipment for making food preparation easier, raised sockets and memory aids that act as medication reminders can all make a difference.

There are also discreet lifeline alarms which connect to round-the-clock assistance that can provide reassurance for you and help carers keep the people they are caring for safe and supported. Find out more at: www.leicestershire.gov.uk/adaptations

Falls can have a serious effect on your health and wellbeing, but there are some basic steps you can take to prevent or reduce the fear of falling. These include looking after your eyes and feet, eating healthily and taking your prescribed medication regularly. Stay active and try to do 30 minutes of moderate exercise every day to increase your strength and balance. For more information visit www.leicestershire.gov.uk/adult-social-care-and-health/help-in-your-own-home

Caring for others

If you look after a family member or friend, it's vital that you recognise yourself as a carer. Caring for others can be very demanding, so make sure you look after yourself. Tell your GP that you are a carer so that you can get the right support and plan ahead in case of emergencies.

The County Council commissions Support for Carers Leicestershire to provide a range of services for adult carers across the county including an advice line, a



befriending service and local carer groups. For more information, local events and news for carers visit www.supportforcarers.org email maureen@supportforcarers.org or call 0845 689 9510.

Think about your future

Now is a good time to start planning for any changes in your future housing needs, especially if the size and location of your current home is becoming a challenge. You may want to explore your housing options such as extra care housing. This offers people the opportunity to live as independently as possible in self-contained apartments, access to communal activities, the option for couples to live together and the reassurance of support with personal care when needed. We are investing in extra care developments across the county to make sure people have a range of housing options available.

Would you know what to do if you or someone you care about was no longer capable of making decisions due to an illness or injury? Find out more about managing someone else's legal or financial affairs visit www.leicestershire.gov.uk/managing-someone-elses-affairs

If you live in the county and need more information and advice visit our website www.leicestershire.gov.uk/adult-social-care-and-health or contact Adult Social Care by email at adultsandcommunitiescsc@leics.gov.uk or call 0116 305 0004.

Healthy and Independent in Rutland



Rutland Health and Adult Social Care services are working closer together, including with the Voluntary and Community sector, to ensure that all Rutland residents are able to enjoy the best health and well-being throughout their life. The aim is to be able to access the right support and information to help manage, reduce, prevent or delay the need for care.

All Rutland residents admitted to hospital will be supported to return home. A member of the Rutland Integrated Hospital Team will contact you to offer support for your transfer from hospital. Alternatively, you can contact the Team by calling **01572 722 577**.

The Rutland Hospital Team will support you to return home and can help you to think about your safety at home, managing personal care and domestic arrangements and your ability to move around. The Rutland Hospital Team will work with you to plan the next steps. Our aim is to get you home and back into your usual routines as soon as possible.

If you cannot return directly home, for example because you are not mobile, you may continue your recovery in a community hospital or care home bed in or near Rutland.

Wherever your next destination, you might also be offered a short course of therapy to give you the skills and confidence to thrive at home. 'Rehabilitation' is exercise helping to rebuild your strength and movement, while 'reablement' helps you to learn

new ways to accomplish day to day tasks that you might now find more challenging. The professionals working with you will explain what to expect from your personalised therapy programme and how long it will last, and will agree the aims with you. Depending how you get on, your therapy plan may be adjusted in duration, scope or intensity.

If you would like to talk about what support may be available to help you to manage at home, you can contact Rutland's Social Care team by calling **01572 722 577**.

Sometimes, you might just want a bit of support and advice, for example if you are living with a health condition, dealing with housing or financial issues, or even just feeling a bit isolated. You can also contact the Rutland Community Wellbeing Service who will be able to help you find solutions that work for you. Contact them on **01572 725 805** or by emailing **info@rutlandrap.org.uk**

You can also find many support services and local organisations on the Rutland Information Service (**RIS**) website: **ris.rutland.gov.uk**

There's a new way to find out about care and support



Eating • Drinking • Personal care • Getting around
Volunteering • Money • Advice • Social care
Carers • Wellbeing

Save time – go online.
Find information and advice tailored
to your personal situation at

leicester.gov.uk/asc



The right place for your care

Acute Hospitals, such as the Royal Infirmary, Glenfield and General Hospitals, are for people who require emergency, medical or surgical treatment within a hospital environment.

When your treatment has been completed it is important that your stay is not delayed for the following reasons:

- some people find it harder to return home the longer they stay in hospital
- patients tell us they prefer to be at home in their familiar surroundings and this is often the best place for recovery
- there is a risk of acquiring infections in hospital,
- so leaving at the earliest opportunity means this is less likely
- hospital beds are needed for people who are very unwell, and who may be waiting in the Emergency Department for a bed to become available
- people waiting for surgery, both urgent and non-urgent, may have their operations cancelled if a bed is unavailable.



Overseas patients' changes

From the 23 October 2017 there is a legal requirement on NHS staff to make sure that those they are treating are eligible for free NHS treatment/care.

We should not be treating any known overseas visitors without securing payment for their treatment in advance unless doing so would prevent or delay the provision of immediately necessary or clinically urgent care. This is in line with current national policy.

We have an Overseas Visitor Team who help and support frontline staff should they believe any patient could potentially be an overseas visitor and need to pay for their treatment.

Please do not be offended if you are asked questions to establish whether you are entitled to free NHS treatment.



Your stay in hospital

A few days before you are due to come in to hospital please call the number on your admission letter to discuss whether you are well enough for treatment if you have had any of the following in the three days running up to your admission date:

- exposure to an infection such as chickenpox, measles, mumps or rubella
- signs or symptoms of such infections
- a cough or a cold, or other breathing or chest problems.

Make sure you also check your admissions letter for all the details you may need to know such as where to go when you arrive and for any special instructions, for example not eating or bringing a urine sample.

It is a good idea to phone the hospital number on your hospital letter to make sure everything is ready for your arrival. Bring your admission letter with you and if you have any questions or concerns, write them down and bring them with you.

What to bring

Bringing the following items with you will make your stay as comfortable as possible:

- any medication you have been taking
- nightwear and a dressing gown
- slippers
- bring toiletries, including a toothbrush, toothpaste and a hand towel, to assist in washing
- spectacles and a hearing aid if you need them - it's a

good idea to label or mark them with your name

- dentures if you need them, ideally with a pot labelled with your name (a pot can be provided on request)

Please **do not bring** large amounts of money or valuables with you.

We encourage our patients to get dressed and mobile as soon as they are able to promote their dignity and to help them recover quicker. We would love to see more patients in their own clothes as it helps them feel more positive and has a beneficial effect on well-being. Getting patients moving, if they are able to, often reduces the length of time they need to spend in hospital, aids recovery and reduces de-conditioning through muscle wasting.

To help this we ask you to also bring:

- daywear, underwear, socks and comfortable shoes
- a separate set of outdoor clothes, including coat and foot wear, for you to wear when you are discharged.

We encourage family and friends to help you with eating, dressing and walking (where appropriate) and our staff are happy to support you in the correct way to do this. Together we can help encourage our patients to 'Get Moving 2 Get Home'.

Your hospital team

In hospital you will find a multi-disciplinary team which may include doctors, matron, ward nurses, occupational therapists, physiotherapists, pharmacists, dietitians and social workers who could all be involved in your care.



The relevant therapist will talk with you and assess what you are able to do and what you might need more help with. They will then discuss with you what treatment, help or support is available to improve your independence. The therapists will discuss with other members of the hospital team their findings and together with you and your family/ carer make a plan for your discharge from hospital.

Dementia Support

Being admitted into hospital or attending as an outpatient can be disorientating and frightening for someone living with dementia and their families.

Run by the Alzheimer's Society, our Hospital Dementia Support Team is here to provide support to patients with dementia, their families and carers. The team of dedicated staff provide information, guidance and support before, during and after a stay in hospital.

Our Stay with Me campaign also supports our staff to create a 'welcoming environment' on all hospital wards, where there are no barriers for families and carers who wish to stay beyond visiting times for patients with dementia so that they can be involved and included in their care.

Chaplaincy

Many people find that the stress of coming into hospital raises all sorts of questions, anxieties and fears. Everyone has spiritual needs and these can often go unrecognised until times of crisis. Our Chaplaincy Team is here to listen in confidence and offer emotional support to our patients and their families and carers, whatever their faith, tradition or outlook. The team includes Christian, Hindu, Muslim and Sikh chaplains as well as a non-religious Pastoral Carer. Our chaplains are supported by volunteers from various faiths and beliefs.

The team visit the wards regularly, so if you would like a visit, please speak to a member of staff who will help organise it for you.

Helping prevent the spread of infections

The risk of getting an infection in hospital is very low.

When you stay in hospital you can do your bit to help cut the spread of infections by following a few simple rules:

- Keep your hands and body clean when you are in hospital, ensure that you bring your own toiletries and razor
- Wash your hands with soap and warm water and alcohol gel before you eat a meal
- Make sure you always wash your hands with soap and warm water after using the toilet
- If you use a commode ask for a bowl of warm water and soap to wash your hands afterwards
- If you visit the bathroom or toilet and it does not look clean, report this immediately to the nurse in charge of the ward. Request it is cleaned before you use it, and use an alternative (if available) in the meantime
- Try to keep the top of your locker and bedside table free from clutter. Too many things left on top make it difficult for staff to clean properly
- Your bed-area should be cleaned regularly. If you or your visitors see something that has been missed during cleaning, report it to the nurse in charge and ask for it to be cleaned
- Always wear something on your feet when walking around in hospital. A comfortable pair of slippers is fine, but make sure they have some grip on the bottom, as hospital floors can be a little slippery sometimes.

Going home

It is important to know that the majority of patients will be transferred home directly from hospital.

If you no longer require consultant led care and there is a delay in the start of your care package or preferred community based placement, you will be transferred to a bed within a non-hospital setting whilst this is arranged. We will only transfer you when the appropriate place has been identified and confirmed but this should be within 48 hours.

Before you leave hospital, our staff will help you to plan your departure and will give you advice on how to take care of yourself. You may need details about your condition, medication and the treatment that you will need once you are back at home.

Depending on your diagnosis, dietitians, occupational therapists and physiotherapists may be available to help before you leave the hospital.

Staff will also tell you about follow up appointments,

rehabilitation and support services that can help with problems you may have after leaving hospital. Sometimes patients need help with health and social care after leaving hospital. A social worker will visit you if you have additional needs once you are back at home.

Don't forget to ask your nurse for any medical certificates you need and any valuables you handed in for storage before you go.

We also recommend that if you are a day patient and having any form of sedation that you arrange for someone to take you home.

Whilst you are waiting for your relatives or transport to take you home you may wait in one of our Discharge Lounges. Our staff will provide you with refreshments whilst you are waiting and a nurse is available to help with your medical needs and give further advice about leaving hospital.

If you are supplied with a walking aid, wheelchair or crutches during your stay please return these to our Outpatient Department when you have finished with them.

The hospital loses thousands of pounds each year through patients not returning appliances.

Here to help

If you, your family or carer has any questions or concerns or wish to understand more about what is happening at any stage during your stay, please speak to your nurse, doctor or other member of staff involved in your care.

If those staff cannot help you or you are not comfortable speaking to them you can contact PILS. Our Patient Information and Liaison Service is available to help and will liaise with hospital staff, internal departments and other relevant organisations to resolve any concerns or issues you have raised as quickly as possible. We can also advise you about how to make a formal complaint about our service should you feel that we have not provided the appropriate support.

You can call PILS free on 08081 788 337 or email them via pils@uhl-tr.nhs.uk



All photographs courtesy of Medical Illustration Leicester Hospitals.

Community health service from Leicestershire Partnership NHS Trust

Few people like being in hospital as a patient. Most of those who are admitted would like to be able to return home as quickly as possible.

Now many more people are able to be treated in their own home for care that would have previously had to have been undertaken in a hospital bed. Intensive Community Support (ICS) gives a high level of short term care for patients who would otherwise be in hospital.

The service has had a great reception from patients, and is backed by medical research which shows that patients recover more quickly in their own home than they do in hospital.

Leicestershire Partnership NHS Trust set up the Intensive Community Support Service in 2012. It now cares for up to 256 patients at a time, and more than 5,000 over a year across Leicester, Leicestershire and Rutland.

Depending on their needs, patients can receive up to four visits a day from registered nurses, occupational therapists, physiotherapists and healthcare assistants supported where necessary by local authority social care staff. For some, the service means they can avoid a spell in hospital completely; for others, it means they can return home much earlier.

Most of the patients cared for under ICS have multiple and complex conditions. They are given an individual plan of care which is tailored to their condition and home circumstances. If, following this intervention, patients require on-going support they are transferred to the care of LPT's traditional district nursing and

Terence O'Malley



therapy service, adult social care or an alternative community support organisation.

One recent patient was Terence O'Malley, 54, from Melton. He had been in and out of hospital following a serious road traffic collision two years earlier. His latest admission was for a dislocated hip after surgery.

Two weeks into this stay he was offered the opportunity to continue his recovery at home with Leicestershire Partnership NHS Trust's Intensive Community Support Service.

Mr O'Malley said: "Once I came home almost immediately I had a visit from the intensive team. A nurse came and did an assessment, and every day after that a physio or occupational therapist or specialist nurse called to see me to treat me and take notice of progress.

"The first few days saw a big improvement in my confidence, and my ability to stand and walk on crutches. I was given instruction on how to get on and off the bed, I was referred to a specialist clinic, my wife was given instruction regarding manual handling – helping me get on and off the bed – and they provided me with some equipment to help me get on and off the bed.

"It is a big, big boost to morale, and it is definitely beneficial in a number of ways. It has helped me definitely, and I thank the Leicestershire Partnership Trust for providing that service."

Susannah Ashton, the ICS matron, commented:

"I think most patients would prefer to be in their own home. We can provide the care, it is a familiar environment and it is easier for family to support them in that environment as well.

"We get really good feedback from the patients and their relatives, and they like being treated in their own environment, they like the way it can be tailored to their individual needs."

As with most NHS services, patients or their carers and relatives are asked to complete surveys on their views of the Intensive Community Support Service. Between 95 and 100 per cent of the respondents have said they would be likely to recommend the service to a friend or family member with a similar condition.

Among the comments, one ICS patient said: "I found all staff completely helpful, in any time of trouble. Thank you." Another said: "My care was faultless - the most efficient treatment I have had from the NHS." A third commented: "I thought the total service was exemplary

Susannah Ashton



- my therapist/technical instructor was very professional, knowledgeable and had excellent patient care."

Jude Smith, head of nursing for LPT's community health services directorate, said: "Any business would be delighted to have satisfaction rates that we have for ICS. I hope our staff are very proud.

"The figures show that we continue to provide high quality care that is supporting the wider health care system."

Patients are carefully assessed before they are placed in the care for the ICS team. If it cannot deal with their needs effectively, they will have a bed in either an acute or community hospital. A small number of patients choose to be in hospital rather than to be in the ICS service.

Having a community-based service is much more flexible than a hospital-based one. If there is a sudden increase in demand in one area, it is relatively easy to move staff to cover that location, in a way that a hospital ward cannot be moved. For patients, home is the most convenient location of all.

The local NHS's investment in the service follows a move across the NHS to provide more care in or closer to patients' homes, and less in big city hospitals.

If you need medical help fast, but it is not life threatening – call



What is ?

If you need medical help fast but it's not a life-threatening situation, you can now call the new NHS 111 number. When you call 111, a trained adviser will ask you questions to find out what's wrong, give you medical advice and direct you to someone who can help you, like an out-of-hour doctor or a community nurse.

If the adviser thinks your condition is more serious, they will direct you to hospital or send an ambulance. If you don't speak English, tell the adviser what language you want to speak and they will get you an interpreter. You can call 111 any time of the day. The call is free, from landlines and mobiles.

When do I use it?

You should only call 999 in an emergency – for example, when someone's life is at risk or someone is seriously injured or critically ill.

Call 111 if you need medical help fast, but it's not life-threatening – for example, if you:

- think you need to go to hospital
- don't know who to call for medical help
- don't have a GP to call
- need medical advice or reassurance about what to do next

For health needs that are not urgent, you should call your GP.

If a health professional has given you a number to call for a particular condition, you should continue to use that number.



when it's less urgent than 999

Dr. James Ogle shares his advice for how to access healthcare whenever you need it.



“As winter approaches, it’s important to know what to do if you need immediate medical attention, but it’s not a serious or life threatening emergency, particularly when GP surgeries are closed over the Christmas period.

Although we recommend that you have a well-stocked first aid kit and know how to treat minor injuries and ailments, sometimes you need to ask for help.

That’s where NHS 111 comes in. Their trained call handlers will ask you a number of questions, so we understand your needs.

If, when you have explained your needs we feel you need to talk to a nurse, a doctor, or another health professional for advice over the phone we will put you in contact with people who provide clinical support who are there to help.

After a conversation with you they will either offer you advice and guidance or refer you to the right service and care that best suites you –they might arrange a home visit, or they might make an appointment for you at a walk-in clinic or primary care hub. Whatever the face to face care and treatment you receive – it will be the most suitable one for you.

Of course, if we feel you are a 999 emergency then an ambulance will be dispatched immediately.

If your call isn’t urgent or an emergency, then you will be offered information, advice and guidance to help you to care for yourself.

NHS 111 has access to a network of health and social care services and is available 24 hours a day 7 days a week. They will be aware of what is open over the holiday period and can make sure that you are directed to the right care, first time.”

*Dr. James Ogle,
GP in Leicestershire*



Discharge from Leicestershire Partnership NHS Trust mental health services

Just as people are different, every discharge from one of Leicestershire Partnership NHS Trust’s adult mental health wards or services is different – tailored to meet the needs of the individual.

Before discharge from a ward, patients will take part in a pre-discharge meeting, along with health and social care providers involved in their care and, if they choose, carers, friends or family. They work together to agree a care plan that will support them to build and maintain their recovery and resilience.

Some of these patients will return directly to the care of their GP, others might transfer to a community mental health service or be signposted to a social care or community organisation for specific support, for example financial, housing or recovery-focused activities.

This might include LPT’s Recovery College, which provides a range of free recovery-focused educational courses and resources for people with lived mental health experience, their family and friends, or to therapeutic projects supported by the Trust.

In some cases patients receive intensive support at home from LPT’s crisis resolution and home treatment service for a time-limited period.

Within a week of discharge from the ward – and where possible within 48 hours - patients will receive a follow-up call from ward staff to check on their progress and needs.

Similarly, service users who are well enough to leave the care of community mental health services, for example to return to the care of their GP, will first work with their healthcare team to agree their next steps, including how to identify signs that they might be becoming unwell again and where to go for support.

For those whose needs are urgent, LPT has commissioned Turning Point to offer free 24-hour mental health crisis support for adults in Leicester, Leicestershire. It provides a free* confidential 24-hour helpline on 0808 800 330 and an email call-back service at **Leicestershire.Helpline@turning-point.co.uk**

In October the service launched community outreach sessions at eight locations across Leicestershire A session is available in at least one of these bases every day of the week. No referral is needed and appointments can be made through the helpline number or email address

Further information: www.leicspart.nhs.uk or email feedback@leicspart.nhs.uk

Other useful contacts

| Leicestershire Recovery College - 0116 295 1196
or recoverycollege@leicspart.nhs.uk

| LAMP 0116 255 6286

| Focusline - 0800 027 2127 email focusline@rethink.org

| MIND 0300 123 3393

| Recovery and resilience hub providers: (Commissioned by LLR health and social care partners to offer mental health advice, support and signposting for local communities) –
Richmond Fellowship – Leicester City East and West, Blaby, Oadby and Wigston ; Mental Health Matters – Charnwood, Hinckley and Bosworth, Melton, NW Leics, Rutland.



Passion for excellence

Looking for quality home care for you or a loved one?

24/7 Helping Hands Service is qualified and dedicated to providing the best quality care in your own home. Our care is tailored to meet individual needs by promoting your Independence, Privacy, Dignity, Choice and Respect.



We can help with...

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- Light Household Duties
- Shopping
- Escort to Appointments/Outings
- Continuity Care
- Dementia Care
- And much more

If you are not happy with your current care provider, we can arrange a free transfer for you and your carers.

24/7 Helping Hands Service LTD

Contact us on 0116-2103197 or 07910 747730

Email: enquiries@247helpinghands.co.uk

Website: www.247helpinghands.co.uk

Langdale House is a Residential and Nursing Care Home, which is fully registered with the Care Quality Commission (CQC).

The home has a warm and cosy feel to it, highlighted with a newly built conservatory, that sits in the centre of the building. The enclosed patio includes hanging baskets and flower pots with a vivid colour where residents and families can sit and relax during the summer.

Large parts of the home have benefited from new, refreshing décor that gives one the feeling of it being their 'home from home'.

You can expect comfortable, self-contained bedrooms, most with en-suite facilities. We also encourage new residents to bring small personal items with them to further enhance their own rooms.

All staff at Langdale Care Homes undergo intensive training and are required to complete QCF qualifications

We also have an activities co-ordinator on site who encourages all residents to participate in social activities, these activities are planned together with the residents to attain the best possible social outcomes for our residents.

Langdale House is well equipped to provide a supportive environment for those living with dementia. Their life story is used to enhance their quality of life in their present moment, thus improving their quality of life by keeping their symptoms to a minimum.

Our communal spaces are well-sized, sociable spaces with TVs, radios and a games area used on numerous occasions by several of our residents. For those who prefer to spend a few moments resting, reading or contemplating, quiet areas are set aside.

Langdale View is a Residential and Nursing Home that is fully registered with the Care Quality Commission.

Our staff team have undergone a stringent recruitment process where their character and skills are suited to delivering quality care in line with our philosophy and values. They are also vetted and fully trained in line with current care standards.

Our menu choices are offered from a wide range of produce to best meet their preferences and dietary requirements. Due care and attention is given to those residents that require assistance with their meals.

The facilities provided includes two spacious lounges and a separate dining area to allow the residents to socialise with each other and with friends and family members. Visitors are always welcome to visit.

A sensory room is available to enhance the positive life experience of people living with dementia. Our large, bright lounges are sociable spaces with TVs, radios and games, while quiet areas are set aside for reading and relaxing.

Our home has a private, secure garden with easy access to all residents, with flowerbeds and glimpses of nature.

Langdale View is situated next to Humberstone Heights Golf Club, less than 3 miles from the centre of Leicester. The building is set within a conservation area and is grade 2 listed, therefore, it provides a quiet atmosphere with a historic feel.

For more information please visit us on www.langdalecarehomes.co.uk

Choosing care?

Free, specialist help is available

A free, independent service

We have been helping patients and their families to arrange care in their own home and choose care homes for 20 years.

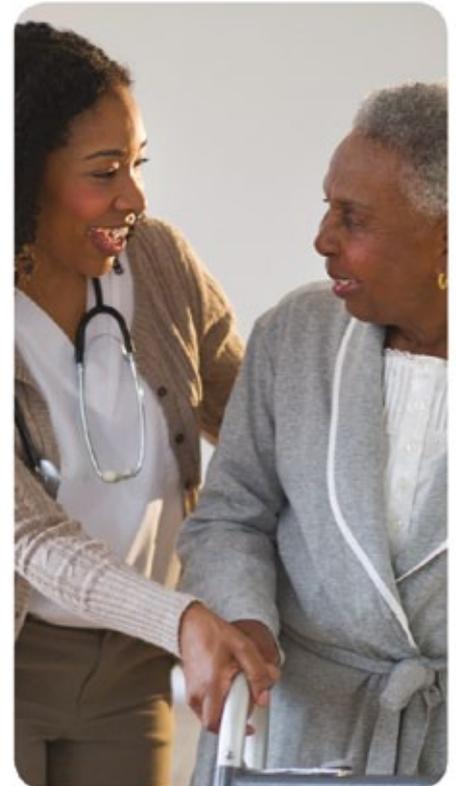
All the information you need

We do not recommend individual care homes, but provide you with all the information you need to make an informed choice about the best care home for you or your relative. We can also arrange packages of care in your own home. We can help you if you are paying for your own care or have social services funding.

How our service works

You will be given your own dedicated adviser who will:

- 1 Discuss your individual needs.**
- 2 Carry out a search for suitable homes or care services within your area.**
- 3 Show you care home portfolios and care services to meet your needs.**
- 4 Can provide transport and accompany you on care home visits.**



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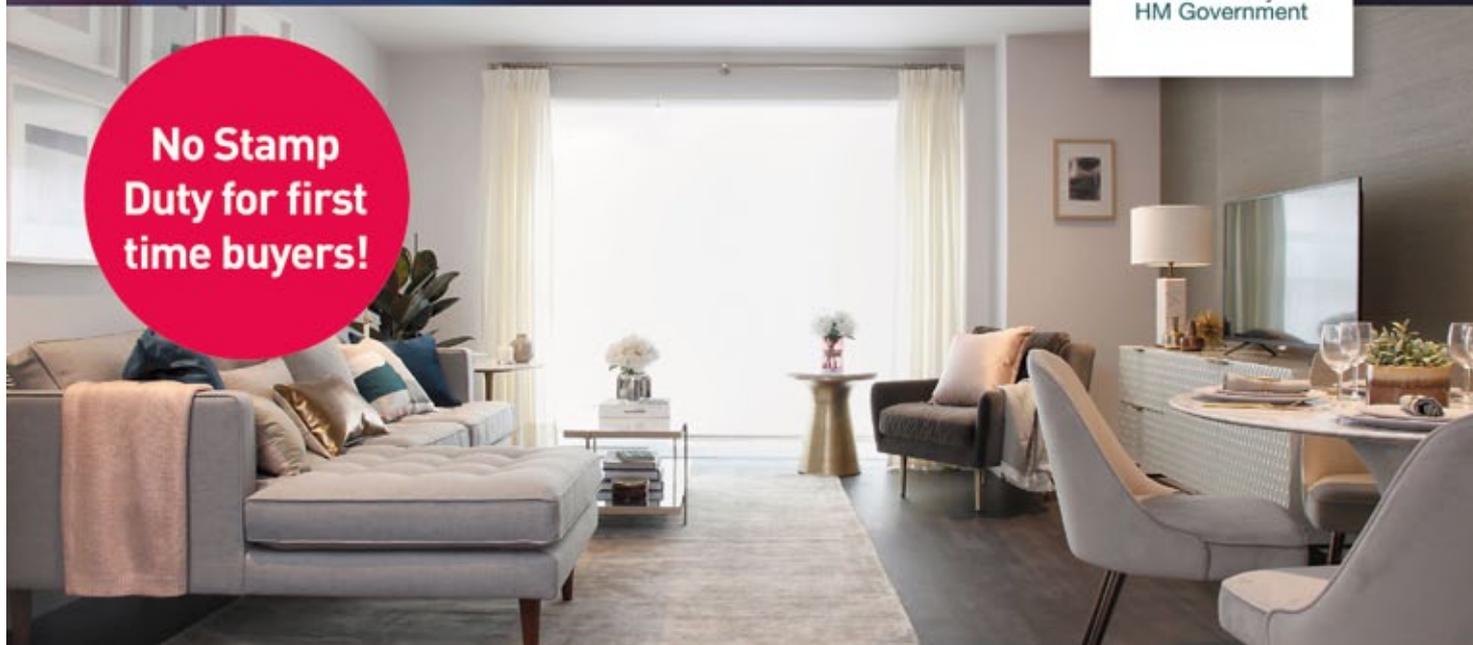
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FORTY/8

NHS continuing healthcare

NHS continuing healthcare, also known as “fully funded NHS care”, is free care outside of hospital that is arranged and funded by the NHS. This means that you will receive care and support to meet your assessed needs at no cost to you.

Where can NHS continuing healthcare be provided?

NHS continuing healthcare can be provided in a variety of settings outside hospital, such as in your home or in a registered care home.

Eligibility for NHS continuing healthcare

NHS continuing healthcare is for adults. Children and young people may receive a “continuing care package” if they have needs arising from disability, accident or illness that can’t be met by existing universal or specialist services alone.

To be eligible for NHS continuing healthcare, you must be assessed by a team of healthcare professionals (a “multidisciplinary team”) as having a “primary health need”. Whether or not someone has a primary health need is assessed by looking at all their care needs and relating them to:

- what help is needed
- how complex these needs are
- how intense or severe these needs can be
- how unpredictable they are, including any risks to the person’s health if the right care isn’t provided at the right time

Your eligibility for NHS continuing healthcare depends on your assessed needs, and not on any particular diagnosis or condition. If your needs change then your eligibility for NHS continuing healthcare may change.

You should be fully involved in the assessment process and kept informed, and have your views about your needs and support taken into account. Carers and family members should also be consulted where appropriate.

A decision about eligibility should usually be made within 28 days of it being decided that the person needs a full assessment for NHS continuing healthcare.

If you aren’t eligible for NHS continuing healthcare, you can be referred to your local authority who can discuss with you whether you may be eligible for support from them. If you still have some health needs then the NHS may still pay for part of the package of support. This is sometimes known as a “joint package” of care.

NHS continuing healthcare assessments

Clinical commissioning groups, known as CCGs (the NHS organisations that commission local health services), must

assess you for NHS continuing healthcare if it seems that you may need it.

For most people, there is an initial checklist assessment, which is used to decide if you need a full assessment. However, if you need care urgently – for example, if you’re terminally ill – your assessment may be fast-tracked.

Initial assessment for NHS continuing healthcare

The initial checklist assessment can be completed by a nurse, doctor, other healthcare professional or social worker. You should be told that you’re being assessed, and be asked for your consent.

Depending on the outcome of the checklist, you will either be told that you don’t meet the criteria for a full assessment of NHS continuing healthcare and are therefore not eligible, or you will be referred for a full assessment of eligibility.

Being referred for a full assessment doesn’t necessarily mean that you will be eligible for NHS continuing healthcare. The purpose of the checklist is to enable anyone who might be eligible to have the opportunity for a full assessment.

The professional(s) completing the checklist should record written reasons for their decision, and sign and date the checklist. You should be given a copy of the completed checklist. You can download a blank copy of the NHS continuing healthcare checklist from GOV.UK.

Full assessments for NHS continuing healthcare are undertaken by a “multidisciplinary team” made up of a minimum of two health or care professionals who are already involved in your care. You should be informed who is co-ordinating the NHS continuing healthcare assessment.

The team’s assessment will consider your needs under the following headings:

- behaviour
- cognition (understanding)
- communication
- psychological/emotional needs
- mobility
- nutrition (food and drink)
- continence
- skin (including wounds and ulcers)

- breathing
- symptom control through drug therapies and medication
- altered states of consciousness
- other significant needs

These needs are then given a weighting marked “priority”, “severe”, “high”, “moderate”, “low” or “no needs”.

The multidisciplinary team will consider:

- what help is needed
- how complex these needs are
- how intense or severe these needs can be
- how unpredictable they are, including any risks to the person’s health if the right care isn’t provided at the right time

If you have at least one priority need, or severe needs in at least two areas, you should be eligible for NHS continuing healthcare. You may also be eligible if you have a severe need in one area plus a number of other needs, or a number of high or moderate needs, depending on their nature, intensity, complexity or unpredictability.

In all cases, the overall need, and interactions between needs, will be taken into account, together with evidence from risk assessments, in deciding whether NHS continuing healthcare should be provided.

The assessment should take into account your views and the views of any carers you have. You should be given a copy of the decision documents, along with clear reasons for the decision.

You can download a blank copy of the NHS continuing healthcare decision support tool.

Fast-track assessment for NHS continuing healthcare

If someone’s condition is deteriorating quickly and they are nearing the end of their life, they should be considered for the NHS continuing healthcare fast track pathway, so that an appropriate care and support package can be put in place as soon as possible – usually within 48 hours.

Care and support planning

If you are eligible for NHS continuing healthcare, the next stage is to arrange a care and support package that meets your assessed needs.

Depending on your situation, different options could be suitable, including support in your own home and the option of a personal health budget. If it is agreed that a care home is the best option for you, there could be more than one local care home that is suitable.

Your CCG should work collaboratively with you and consider your views when agreeing your care and support

package and the setting where it will be provided. However, they can also take other factors into account, such as the cost and value for money of different options.

NHS continuing healthcare reviews

If you are eligible for NHS continuing healthcare, your needs and support package should normally be reviewed within three months and thereafter at least annually. This review will consider whether your existing care and support package meets your assessed needs. If your needs have changed, the review will also consider whether you are still eligible for NHS continuing healthcare.

Refunds for delays in NHS continuing healthcare funding

CCGs should normally make a decision about eligibility for NHS continuing healthcare within 28 days of getting a completed checklist or request for a full assessment, unless there are circumstances beyond its control.

If the CCG decides that you are eligible, but takes longer than 28 days to decide this and the delay is unjustifiable, they should refund any care costs from the 29th day until the date of their decision.

If your CCG decided that you weren’t eligible for NHS continuing healthcare, but then revised this decision after a dispute, it should refund your care costs for the period between their original decision and their revised decision.

If you are not eligible for NHS continuing healthcare

If you are not eligible for NHS continuing healthcare, but you are assessed as requiring nursing care in a care home (in other words, a care home that is registered to provide nursing care) you will be eligible for NHS-funded nursing care. This means that the NHS will pay a contribution towards the cost of your registered nursing care. This is known as NHS-funding nursing care and is available irrespective of who is funding the rest of the care home fees.

NHS England has issued guidance on how people can be compensated following eligibility disputes and delays in receiving NHS continuing healthcare.

Frequently asked questions about NHS continuing healthcare

I have a local authority support package that works well. I am now eligible for NHS continuing healthcare – will my support package change?

If you are concerned about changes to your care package because of a move to NHS continuing healthcare, your CCG should talk to you about ways that it can give you as much choice and control as possible. This could include the use of a personal health budget, with one option

being a “direct payment for healthcare”.

If you're still not satisfied, you may want to complain.

Can someone refuse an assessment for NHS continuing healthcare? If they do refuse, will they be able to get services from their local authority?

An assessment for NHS continuing healthcare can't be carried out without someone's consent, so it is possible to refuse. However, if they do refuse, although they will still be entitled to an assessment by the local authority there is no guarantee that they will be provided with services. This is because there is a legal limit on the type of services that a local authority can provide.

If you refuse to be assessed for NHS continuing healthcare, the CCG should explore your reasons for refusing, and try to address your concerns. If someone lacks the mental capacity to consent to or refuse an assessment, the principles of the Mental Capacity Act will apply and in most circumstances an assessment will be provided in the person's best interest.

My relative is in a care home and has become eligible for NHS continuing healthcare. The CCG says the fees charged by this care home are more than they would usually pay, and has proposed a move to a different care home. I think a move will have a negative effect on my relative. What can we do?

If there is evidence that a move is likely to have a significantly detrimental effect on your relative's health or wellbeing, you should discuss this with the CCG who will take your concerns into account when considering the most appropriate arrangements.

If the CCG decides to arrange an alternative placement, they should make efforts to provide a reasonable choice of homes.

Is it possible to pay top-up fees for NHS continuing healthcare?

No, it is not possible to top up NHS continuing healthcare packages, like you can with local authority care packages.

The only way that NHS continuing healthcare packages can be topped up privately is if you pay for additional private services on top of the services you get from the NHS. These private services should be provided by different staff and preferably in a different setting.

Personalised care

If your local authority agrees to pay for some or all of your home care needs, it must offer you choice over how to meet your needs – this is known as personalisation of your care and support.

A good assessment of your needs will help you begin to think about the kinds of things you may want to do to meet your care and support needs. Following this, you will be involved in planning out how you would like to meet your needs, and be given a personal budget, and can choose to take a direct payment.

Self-directed support through good planning, personal budgets and direct payments is often called “personalised support” or “personalisation”. It gives you choice and control over how your needs are met, and enables you to do the things you value the most.

Personal budgets

A personal budget is the amount of money the local authority allocates for your care, based on its assessment of your needs.

You can be put in charge of this “budget” either by telling the local authority how you would like it spent, or by the council giving you the money so that you can directly pay for your own care (a direct payment).

It could also be given to a separate organisation (such as a user-controlled trust) that will spend the money on your care as you see fit, if you prefer. These are commonly known as Individual Service Funds.

Additionally, you can choose a combination of the above (for example, a direct payment with some council-arranged care and support), often called a mixed package.

Direct payments

Direct payments give you the most control over your care, and mean that if you are unhappy with the services you're getting, you can decide to change who gives you the care services without the process of going through the local authority.

However, with this freedom comes the responsibility of accounting for how the budget is spent to ensure it is meeting your needs, and additional responsibilities if you decide to become an employer and hire a personal assistant with your direct payment.

The Money Advice Service has a guide to using direct payments.



What does personalised support mean for me?

Personalisation means that you will have to spend some time and effort thinking about your care and support needs, the outcomes you wish to achieve, and how you may want to meet your needs.

Depending on the choices you make, there may be some additional responsibilities. For example, if you decide to request a direct payment to cover the cost of homecare, you could use the payment to hire an individual, giving you the responsibilities of an employer.

Alternatively, you could hire careworkers through an agency, which removes the legal obligations of being employer, but may potentially add costs and may remove some of the benefits of having the same person provide your care.

Read more about how to choose care services.

How does personalised care and support work?

You and your social worker or care manager will work together to create a care and support plan. This plan details your care and support needs, and will be used to work out the value of your “personal budget”. Your support plan should consider:

- what’s important to you, including your interests, lifestyle, personal tastes and the people in your life
- your hopes for the future, such as whether you’d like to study or take on more hobbies outside the home
- what limitations you currently have and how you want to change
- what you want to achieve by managing your own support

Ensure that you include information about how you’ll manage your money and what you’ll spend the money on (including personal assistants, transport, housing adaptations, therapists and respite services).

You will need to clarify how you will manage your money. If you choose to receive your personal budget as a direct payment, the local authority may pay the money straight into a bank account that you control (you must set up a new bank account to do this) or they may give you a pre-paid card.

Alternatively, you may prefer your personal budget to be managed by the local authority or by someone else, such as:

- a friend or family member (the local authority must agree to this)
- a broker, independent social worker or an advocate

- your care manager or social worker

Discuss these options with your social worker or carer and consider which option is best for you. If someone else will be looking after your money, you may need to create a “decision-making agreement”. A decision-making agreement should state how they will look after your money and what decisions they can and can’t make on your behalf.

The local authority may want to check what you do with your money, to make sure you’re spending your budget appropriately and that your care and support needs are being met. You may need to keep receipts where possible (especially for large purchases), so that you can show them you’ve spent your money responsibly. If you choose a direct payment, the council will give you a direct payment agreement that will set out the terms and conditions.

If you’re struggling to manage your money, the local authority should advise you on how to make your money work best for you.

Checking your care plan is meeting your care and support needs

You should meet with your local authority at least once a year to discuss whether your care plan is working. This is an opportunity to discuss whether your needs are being met in the best way, and it’s also your chance to talk about changes you want to make for the future.

You don’t have to wait for a review meeting to change the way in which you spend your budget. You can change things as you go along. If you want to make a big change, consult your care manager or social worker, who may arrange a review.

You can ask for a review meeting about your care plan at any time. To prepare for a review, you should provide any receipts you’ve kept since you were awarded a personal budget. If someone is managing your funds for you, get them to join the review meeting.

Disagreements about care plans and personal budgets

If you’ve been informed that you’re not eligible for services, or you don’t agree with the amount allocated to you in your personal budget, you can request a reassessment.

Speak to your social worker or care manager about being reassessed, or phone your local authority social services department and request a complaints form.

Find out how direct payments and personal budgets work.

What is NHS-funded nursing care?

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

Who is eligible for NHS-funded nursing care?

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

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

How will my needs be assessed?

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

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

Outcome of the assessment

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

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

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

NHS-funded nursing care is paid at the same rate across England. In April 2017, the rate was set at £155.05 a week (standard rate).

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

If you moved into a care home before October 1 2007, and you were on the low or medium bands, you would

have been transferred to the standard rate from that date.

If you moved into a care home before October 1 2007, and you were on the high band, NHS-funded nursing care is paid at a higher rate. In April 2017, the higher rate was set at £213.32 a week. You're entitled to continue on this rate unless:

- you no longer have nursing needs
- you no longer live in a care home that provides nursing
- your nursing needs have reduced and you're no longer eligible for the high band, when you would change to the standard rate of £155.05 a week, or
- you become entitled to NHS continuing healthcare instead.

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NHS choices





The Motability Scheme

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

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

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

With contract hire, you won't own a vehicle, but you will get a new car every three years, full insurance for

the driver and passengers, servicing, maintenance and repairs, vehicle excise duty, replacement tyres and breakdown cover.

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

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

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Contact and Support

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

Tel: 0300 456 4566. Opening times: 8am-7pm Monday to Friday, 9am-1pm Saturday, Monday 9am-11am is our busiest period. You may find it easier to call outside these times.

If you have specialist Minicom equipment, call our textphone number on **0300 037 0100** or speak to us through a British Sign Language (BSL) interpreter for Deaf customers who have an enquiry about the Motability Scheme.

Paying for your own care and support

Many people who use care and support services will pay for all of the costs. This is known as being a “self-funder”.

The cost of your care will vary depending on its type, intensity, specialisation, location and duration. For example, a place in a residential care home will cost hundreds of pounds a week.

To make decisions that have such major financial implications, you may want to seek independent financial advice and it's always worth researching the costs of alternatives first. For example, if you are considering a care home place, the cost should be weighed against the cost of care and support that may help you remain in your current home, such as homecare.

How much will care cost?

If you are thinking about your future care needs or are facing immediate decisions about care options, it can be helpful to get an idea how much care can cost.

Inevitably, the price you would pay will depend on your particular circumstances and needs. The costs also vary depending on where you live. Unfortunately, care homes and homecare agencies tend not to provide this information publicly but you may find it helpful to search for and contact care services in your area to get some idea of likely costs.

The ‘cap on care costs’

Currently, it is not easy to plan for your future care needs, as it's hard to estimate how long you will need care for and how your circumstances may change. From April 2020, a “cap” on the costs of meeting your eligible care needs (but not accommodation associated with care or nursing costs) is being introduced. The cap means that, once reached, the local authority will take over paying the cost of their eligible care needs.

The cap will not cover your daily living costs. These costs include expenses such as rent, food and utilities and the costs you would face even if you did not have care needs. It is important to note that daily living costs will be a nationally set figure. This figure will be a “notional” amount rather than the actual costs. This is designed to support consistency and enable people to plan.

To benefit from the cap once it comes in, you will need to contact your local authority to see if your needs are eligible. If you are seen to have eligible care needs, the local authority will open a “care account” for you. This account records your progress (the amount of costs you

have incurred) towards the cap.

The cap does not begin until April 2020 and any costs incurred before this will not count towards the cap.

The BBC's care calculator can estimate how much you may have to pay for care services depending on where you live in England, once the new rules are in place. This will give you an idea of how the cap will work for you, but actual costs will vary to reflect your individual circumstances and needs and how they change over time.

For more information on how paying for care is changing from 2020, read about the changes in the Care Act.

Ask for help from your local authority

It's worth checking whether you're eligible for means-tested support from your local authority or other financial support – for example, through a care needs assessment and a financial assessment.

Few of us will have the income or ready access to the cash to pay for our ongoing care needs, and you may need to look at selling or remortgaging any property you may own. The new Care Act means more people may be able to benefit from “deferred payments”.

Deferred payments can help people avoid being forced to sell their home in a crisis in order to pay for their care by having the council temporarily cover the cost – usually until you sell your property.

Following the Care Act, every local authority in England has to make deferred payment agreements available.

As an alternative, you may be able to enter an “equity release scheme” with a financial organisation. Equity release can pay for the fees from the value of property you own. However, you should consider which of these options best meets your needs, and what the overall costs to you will be.

Before taking such significant financial steps as equity release, you might want to get independent financial advice. You can find information on equity release for care at home from Which? Elderly Care or the Money Advice Service's equity release information.

If you're planning ahead, you may consider arranging an investment or insurance plan to fund your care. Again, it may be worth taking independent advice on financial arrangements before making major changes.

Because of the new rules, there are likely to be more financial products emerging that are designed to help people pay for care.

You may also want to explore whether the NHS would meet some or all of your care and support costs, or you may have entitlement to benefits that may help you meet costs. Read about other ways of funding care.

Advice on paying for care

Even if your local authority is not able to help fund your care, it will be able to make an assessment of your care and support needs. From this, the local authority can provide you with access to a range of information and advice available locally.

You can also get independent advice from:

- The Money Advice Service website: offers information on paying for care or the option to speak to an online adviser. You can call the Money Advice Service on 0300 500 5000.
- The Society of Later Life Advisers: the society can also help you find advice on how to make financial plans for care in your old age.
- Find Me Good Care: a website of the Social Care Institute for Excellence. It has advice on all aspects of planning and funding social care.
- Age UK: has great advice for older people and those planning for their later years.
- Carers UK: an excellent resource of advice for carers who need to help someone else.
- Which? Elderly Care has a guide to financing care.

Deferred payments if you are unable to pay for care services

Care home fees are a big financial commitment, and the decision to go into a care home is often made at a moment of crisis or urgency, such as when being discharged from hospital. This can make finding the money to pay for fees (usually several hundred pounds a week) challenging for people funding their own care.

In particular, if you own property outright but have little in the way of savings, you may be expected to fund your own care but have little immediately available money to pay for it. Some people going to stay in a care home for a long time find that they have no option but to sell their property to pay the care home fees.

Your council may be able to help you if you are at risk of having to sell your home. Where there is a delay in selling the property, or you don't want to sell the property immediately, you may be eligible to have your care fee payment "deferred". This is where the local authority helps you to pay your care fees temporarily, and you repay the costs to the local authority at a later date.

If the local authority agrees to the deferred payment and pays the care home fees, it will take payment from the money raised once the property is sold. This can be:

- during your lifetime if you choose to sell your home
- once you die, the local authority can be repaid from your estate

All councils must offer people the chance to defer payment if they meet a set of eligibility criteria.

A deferred payment scheme is only available if you don't have enough income to cover your care home fees, and you have less in savings than £23,250. In these circumstances, the savings don't include the value of your property, but does include money in bank accounts.

The local authority will put a "legal charge" (similar to a mortgage) on the property and will then pay the remaining care fees in full. You will then be assessed to see whether they are able to pay a weekly charge to the authority. Your ability to pay is based on your income less a set "disposable income allowance" (currently £144 per week).

Before considering deferred payments, you should look into whether the property will or won't be counted in how your capital is calculated. For instance, it may be disregarded because your partner still lives there, and if it is a deferred payment agreement wouldn't be necessary.

It's wise to get independent financial advice before agreeing to a deferred payment, and it's worth bearing in mind that choosing deferred payments can impact on some welfare benefits.

Protection for self-funders

While you may have the savings in place to afford care services, if you lack the capacity to make the arrangements, the local authority can step in to help.

The local authority can also help people who lack capacity by negotiating fees with a care provider and paying them directly. The local authority will need to be reimbursed.

Anyone entering into a contract for care services should be given adequate information about the fees. Care providers should supply:

- information about the fees charged for various services provided
- arrangements for paying the fees
- the fees charged for any additional services

If your capital falls below the set levels for local authority funding (currently £23,250), you will be eligible for reassessment for help with funding your care.

Care services in your home

If you need help around the home, a good option is to have a care worker come in to your home to help you.

Types of care and support

Care and support comes in many forms and has many names used to describe it, including home help, care attendants and “carers” (not to be confused with unpaid family or friends who care for you).

Care and support can suit you if you need:

- personal care, such as washing or dressing
- housekeeping or domestic work, such as vacuuming
- cooking or preparing meals
- nursing and health care
- companionship

Care and support can be very flexible, in order to meet your needs, and the same person or agency may be able to provide some or all of these options for the duration of your care:

- long-term 24-hour care
- short breaks for an unpaid family carer
- emergency care
- day care
- sessions ranging from 15-minute visits to 24-hour assistance and everything in between

If you already know what you want, you can search NHS Choices directories for:

- local care and support services and agencies
- a list of national care and support organisations
- services that can help you stay safe and well in your home on a long-term basis; these services, often known as “supported living services”, can include financial, help with medication, advocacy, social and practical support
- a place to live in a family who will care for you, known as “shared lives services” or adult placement services

If you believe that you might benefit from some help at home, the first thing to do is to contact your social services department to ask for an assessment of your care and support needs. To contact social services, go to GOV.UK: find your local authority.

If you are eligible for care and support services, the local authority may provide or arrange the help themselves. Alternatively, you can arrange your own care, funded by the local authority, through direct payments or a personal budget.

If you have chosen direct payments or a personal budget, or you aren't eligible for local authority help and

want to get care privately, you can arrange it in several different ways.

Independent care and support agencies

If you use an independent care and support agency, you or the person you're looking after has to find the care agency and pay them.

The agency will provide a service through a trained team of care workers, which means you may not always have the same person visiting your home, although the agency will do its best to take your choices into account. Independent care and support providers are regulated by the Care Quality Commission (CQC). Care and support agencies must meet CQC's national minimum standards and regulations in areas such as training and record-keeping. The CQC has the power to inspect agencies and enforce standards.

Care and support agencies must vet care and support workers before engaging them by taking up references and carrying out Disclosure and Barring Service (DBS) checks on potential employees. Care and support agencies can also:

- take over the burden of being an employer – for example, payroll, training, disciplinary issues and insurance
- train their care and support workers through national qualifications and service-specific training
- replace workers when they are ill, on holiday or resign
- put things right when they go wrong

An agency will want to see you and the person you're looking after so that they can assess your needs. This also means that a joint decision can be made about the most appropriate type of care and support.

You can find out more from the UK Homecare Association.

What are the disadvantages of using a care and support agency?

The main disadvantage is the cost of using an agency. The agency will charge a fee on top of the payment made to the care worker to cover their running costs and profit.

You normally have to make a regular payment to the agency, which includes both the worker's earnings and the agency's fee.

Questions to ask when using a care and support agency

The fees some agencies charge can be quite high. Before

deciding to go ahead with an agency, you should ask questions about the fee and what it covers, including:

- Does the agency check references?
- What training and supervision do they provide?
- What is their complaints policy?
- Who will be responsible for insurance?
- Is there any out-of-hours or emergency contact if needed?
- Will they be able to provide staff if your own care worker is ill or away? (If an agency contracts to provide care every day, it must ensure that it does.)

Hiring a personal assistant

You can hire a “personal assistant” to act as a care and support worker for you.

Personal assistants can offer you all that you’ll get from an agency worker, but you’ll also get the continuity, familiarity and ongoing relationship with your assistant.

However, if you employ a personal assistant, you will then have the legal responsibility of an employer. This will include arranging cover for their illness and holidays.

GOV.UK has more information on becoming an employer, while Which? Elderly Care also has advice on employing private individuals.

Care and support from charities

Charities such as Age UK and Carers Trust can provide home help and domestic assistance services. The Carers Trust supports carers by giving them a break from their caring responsibilities through care and support services.

Marie Curie Nurses can provide practical and emotional support for people near the end of their lives in their own homes.

Safeguarding vulnerable groups

The DBS makes decisions about who is unsuitable to work or volunteer with vulnerable adults or children. It makes this decision based on information held by various agencies and government departments.

The service decides who is unsuitable to work or volunteer with vulnerable adults or children.

If someone who is barred from working with children or vulnerable adults is working, volunteering or trying to work or volunteer with these groups, they are breaking the law. They could face a fine and up to five years in prison.

Employers must apply for an enhanced DBS check (formerly known as a CRB check) when taking on new employees or volunteers to work with vulnerable adults or children. This includes a check of the barred lists. If an organisation fails to make the relevant checks, they

can be penalised.

If an organisation dismisses an employee or volunteer for harming a child or vulnerable adult, they must tell the DBS. The DBS must also be notified if any employee or volunteer harms a child or vulnerable adult, but isn’t dismissed because they leave voluntarily. If their organisation does not tell DBS, they will be acting illegally.

Questions can be answered by the DBS call centre on 0870 909 0811, or by email.

Employing a care worker on a private basis

If you employ a care worker privately, you will not be obliged to use the DBS scheme, but you can use it if you choose to. You need to ask social services or the police to make the checks on your behalf. The care worker must have already applied to be vetted, and must consent to the check.

If you have concerns about the suitability of someone you employ privately to work with a vulnerable adult or child, you can ask social services to investigate the matter. They can refer the worker to the ISA on your behalf.

Manual handling

If you need help to move, or you need someone to lift you (such as getting out of bed or getting on to the toilet), this can put the person doing the lifting at risk of injury.

This “manual handling” can result in back pain and in the most serious cases, permanent disability if not done correctly.

The law says that employers must take reasonable precautions to ensure their employees don’t do any manual handling that carries a risk of them being injured. This applies to you if you directly employ a personal assistant to care for you (but most likely will not if you hire someone through an agency). It is particularly important to consider insurance in this situation. This would cover any risk of the care worker injuring themselves, as well as any risk of them causing an injury.

There are rules around the risk assessments you need to carry out, and the Health and Safety Executive produces advice on safe manual handling.

Editorial content for pages 14, 18-27 supplied by: 

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Discover Kathleen Rutland Home

Vista's Kathleen Rutland Home provides high quality residential care for older people with a specialism in dementia and sightloss.



We're very proud of our CQC 'Good' rating

Leicester Forest East
T: 0116 239 4234
E: residential@vistablind.org.uk

Cedar Mews is purpose built, state of the art Care Home in Birstall that opened in January 2017. Registered for both Residential and Dementia Care we offer the best care for your Loved ones. We have 73 en-suite, fully furnished bedrooms, five dining areas, on site hair salon, numerous Lounges and places to sit, a Bar, two resident gardens and our very own Mini-Bus which allows us to organise weekly outings. We have our very own kitchen team who provide three home cooked meals a day with a varied menu with lots of choice. Our Housekeeping team are always on hand to ensure the highest standards of cleanliness throughout the home and offer a complete laundry service for our residents. We have a very talented and enthusiastic Activities team who together provide over 90 hours of activities per week!! Most importantly our care team look after each and every one of our residents as if they were their own family – sensitivity, dignity, independence and empathy are central to how we care.

We are very pleased to offer permanent care for long term needs, respite care for short term needs and day care. We are very happy to welcome you to call in and have a cup of tea and experience our caring environment. Our Home Admissions Advisor, Ben Dalgetty can show you the facilities and discuss the care in more detail. We make the difference whether it be short term or for the rest of life.

Telephone: **0116 267 4835**
Cedar Mews Care Home, Hallam Fields Road, Birstall, Leicester LE4 3LX

www.cinnamoncc.com/cedar



Lester Hall - APARTMENTS -

Multi category home and specialist care.
 Registered to take various care needs.
 OP, A, A(E), DE, DE(E), MD, MD(E), PD, PD(E), D, D(E)

- Your own private home where your full care needs are met in accordance to the Care Plan in place
- Now enlarged with a Dementia Suite
- Spacious suites and apartments with ample space for your own furniture if required or to receive your visitors in private
- We provide day care for people in the community who may be isolated or in need of additional support
- Attractive menus served in the dining room or in your own suite
- All special dietary requirements catered for
- Over 20 years' experience caring for a wide range of disabilities under and over pensionable age with therapists
- Now contracting with NHS and Councils

Fully compliant with CQC



For further information please contact:
Mrs M.P. Lester, Lester Hall, 15 Elms Road, Stonegate, Leicester
Tel: 0116 274 5400
Email: marinalester@btconnect.com



Believe... anything is possible when you have choice and control

Do you have a Direct Payment, Individual Service Fund or Personal (Health) Budget and want to make your own decisions on the care and support you receive in your own home? If yes, then Solo would like to work with you.

We offer a range of services to suit your circumstances, from supporting you to be an employer through to employing your staff on your behalf. Your dedicated Client Relations Manager will help set up the package of your choice and be your first point of contact, assisted by a team of experienced and skilled individuals who are here to support you to live the life you want to.



Please contact us today to talk to someone who can help you with your choices and achieve the outcomes important to you.



Email: info@solosupportservices.co.uk
 Call: 0345 241 5565 (local rate call)
www.solosupportservices.co.uk

Follow us on



PERSONALISED CARE AT HOME

Hales Care is a trusted care provider with over 20 years of experience delivering high-quality and bespoke care services. We work as a lead provider to Leicester County Council and are proud to work in partnership with them to deliver safe and effective care in the region.

We understand it can be difficult to ask for a little help or support. It may be physical tasks, housekeeping, specific personal care or help following your hospital discharge – whatever your needs, a regular visit from a qualified Hales Care Worker could make all the difference. The first step is to call us. Our experienced team talk to lots of people locally, listening to their needs and explaining what services we could provide. Whether you require some short term respite, convalescence or are planning for your long term needs we have a service to support you.

The next step is for us to introduce you to one of our care assessors. This meeting, which can take place in your home or whilst you are still in hospital helps us build a clear picture of the right level of support for you and to agree your expectations. From this meeting we develop your individual care plan. This will detail all of your needs, from medication to mobility, challenges and routines. This plan will constantly evolve around you and your needs – the aim is for you to achieve the outcomes you want which could be improved mobility or regained confidence.

Our care teams work within designated local areas and so it's possible that they are supporting someone near to you already.



Call us now on **0116 260 2181** for a confidential discussion about support needs for yourself or a loved one.

“
My life. My home. My cuppa,
just the way I like it”

Home & Live in Care from Bluebird Care

Find out more about our home care and live in care and the difference it can make to your life.

Email the Bluebird Care team
peterborough@bluebirdcare.co.uk
or call us on **01780 480881** or **01733 459 907**

bluebirdcare.co.uk/peterborough-rutland



www.halescare.co.uk

After a stay in hospital, returning to your own home can sometimes feel a little daunting, everyday tasks can become more difficult and you may find yourself needing a little more support than before.

Age UK Leicester Shire and Rutland understand the importance of remaining in your own home during later life. We offer a variety of services to support you and help you to retain that all important independence.

All our staff are fully trained and DBS checked. We offer both male and female workers and have multi-lingual staff based across Leicester and Leicestershire. Our rates are very competitive and as a charity in receipt of no government funding, any surplus is channelled directly into the many free projects and services we provide across the county. Our home care department offers a variety of different services to support you but if you require any advice then please give us a call on 0116 2992266.



Personal Care

If attending to your own or your loved ones personal care needs has started to become difficult then our experienced team can support you at home. We can provide short term assistance to help you get back on your feet or provide a more permanent solution if you need it. Our friendly team can support you with getting in and out of bed, bathing and washing, washing your hair, using the toilet and dressing. We can also help you to manage your medication, from a gentle reminder to full support. We can also support you to apply creams or eye drops if you are no longer be able to do it. Our fully trained team can provide advice on how best to support you with your personal care requirements.

Domestic Help

When housework becomes more challenging, or if you simply no longer want to do it, our Domestic Services can help you to keep on top of things. We can assist you with as much or as little as you need, whether that's a spring clean and de-clutter or just someone to help with the washing up. As well as general cleaning, our team are happy to help you with things like changing the bed, laundry, ironing and cleaning the windows.

If you are starting to struggle with your food shopping then we can also help. You can either prepare us a list and we will go to your preferred shop or we are happy to go shopping with you. Ensuring you eat correctly is a big part of maintaining a healthy lifestyle; if you need support with meal preparation then our team will be happy to help. We



can prepare breakfasts, lunches or evening meals as well as leaving sandwiches or snacks for you to have later.

Our dedicated team can also support you with bill paying or pension collection should you need it.

Companionship

As we get older, we can experience life changing events that can affect your confidence and your opportunity to socialise. Our team can provide companionship when you need it most. We can come to your home to sit and chat, play dominos, watch TV or do other activities you enjoy. We can take you to appointments or social activities and stay with you to provide that extra level of support or accompany you to places you enjoy like garden centres, cafes, church services or pubs. Doing things you enjoy can really help with your wellbeing so if you feel you would benefit from some companionship, give us a call to see how we can help.

Handyman

It can often be hard to find a tradesman to do the small jobs around the house and be confident that they are competent and will charge fairly. Our handyman service can help with the small jobs that most other traders will not undertake such as putting up shelves or curtain rails, installing handrails, repairing fences, fitting keysafes and smoke alarms. We can also help with bigger jobs such as decorating. Our friendly team can provide you with a no obligation quote so that you have an exact and fair price for the work you need doing. Unfortunately our team are unable to assist in any work that involves water, gas or electricity; however our business directory can provide you with trusted reputable traders to contact. The business directory can be found online via <http://www.aubdleicestershire.co.uk/> or by giving us a call on 0116 2992266.

Our handymen can also undertake Home Efficiency Checks to give you advice and tips on how to save heat and energy in your home. We can also offer free energy saving products such as lightbulbs, draught excluders, and socket timers to help you save money on your energy bills as well as ensure that your home is heated correctly during winter.

Gardening

Gardening can be hard work so always be honest with yourself and know your limitations. If there are parts of your garden that you are struggling to manage then help



is available. Our gardening service can do as much or as little as you need. We can help with the more physical tasks such as weeding, lawn mowing and hedge trimming or the smaller jobs such as pruning. Our experienced gardeners can give advice on the plants best suited to your garden or even help you to start a vegetable patch. No job is too small or garden too large, we are happy to help. Our professional and friendly service is very competitive so give us a call on 0116 2992266 to find out how we can help you to continue enjoying your garden.

Caring for carers

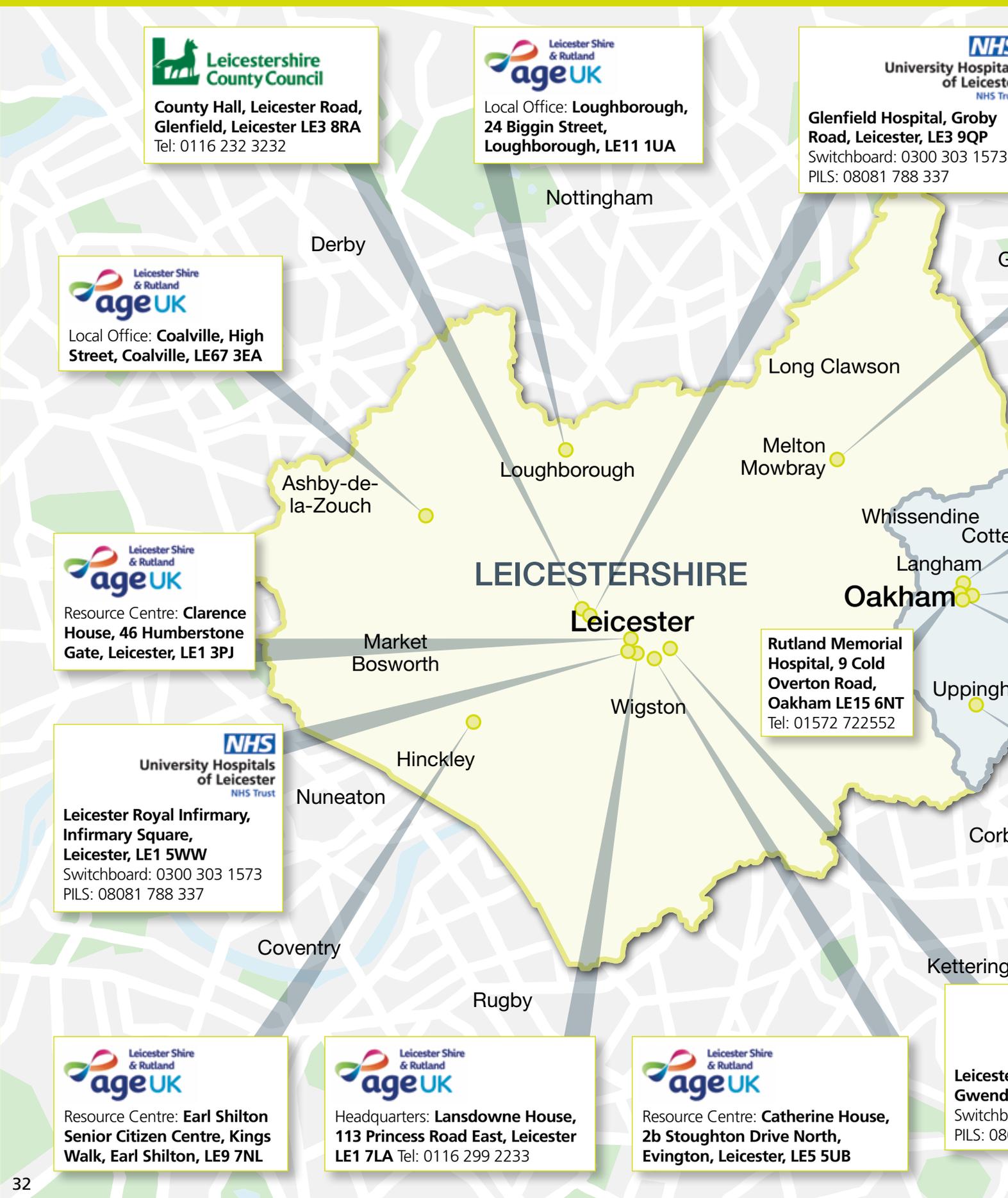
At Age UK we appreciate that caring for a friend or relative can sometimes be difficult and isolating. Informal carers provide an invaluable service and it is important that carers look after themselves as well. Taking time for yourself is important; you may need time to recharge your batteries or may have other aspects of your life to manage. Our team offer a service to help support carers and give you time to look after yourself. A member of our team can stay and care for your loved one allowing you some precious personal time. Asking for help can be daunting but our experienced team can guide you through the process and help to make things as easy as possible.

Age UK Leicester Shire and Rutland offer many other services that can be beneficial including:

- Befriending
- Lunch Clubs
- Men in Sheds
- Information and Advice
- Resource Centres

If you would like any further information or to discuss how we can help you then please call the Home Care Department on
0116 2992266

NHS Hospitals and services in Leicestershire and Rutland



Leicestershire County Council
 County Hall, Leicester Road,
 Glenfield, Leicester LE3 8RA
 Tel: 0116 232 3232

Leicester Shire & Rutland ageUK
 Local Office: **Loughborough**,
 24 Biggin Street,
 Loughborough, LE11 1UA

NHS University Hospitals of Leicester NHS Trust
Glenfield Hospital, Groby
 Road, Leicester, LE3 9QP
 Switchboard: 0300 303 1573
 PILS: 08081 788 337

Leicester Shire & Rutland ageUK
 Local Office: **Coalville**, High
 Street, Coalville, LE67 3EA

Leicester Shire & Rutland ageUK
 Resource Centre: **Clarence
 House**, 46 Humberstone
 Gate, Leicester, LE1 3PJ

NHS University Hospitals of Leicester NHS Trust
Leicester Royal Infirmary,
 Infirmary Square,
 Leicester, LE1 5WW
 Switchboard: 0300 303 1573
 PILS: 08081 788 337

**Rutland Memorial
 Hospital**, 9 Cold
 Overton Road,
 Oakham LE15 6NT
 Tel: 01572 722552

Leicester Shire & Rutland ageUK
 Resource Centre: **Earl Shilton
 Senior Citizen Centre**, Kings
 Walk, Earl Shilton, LE9 7NL

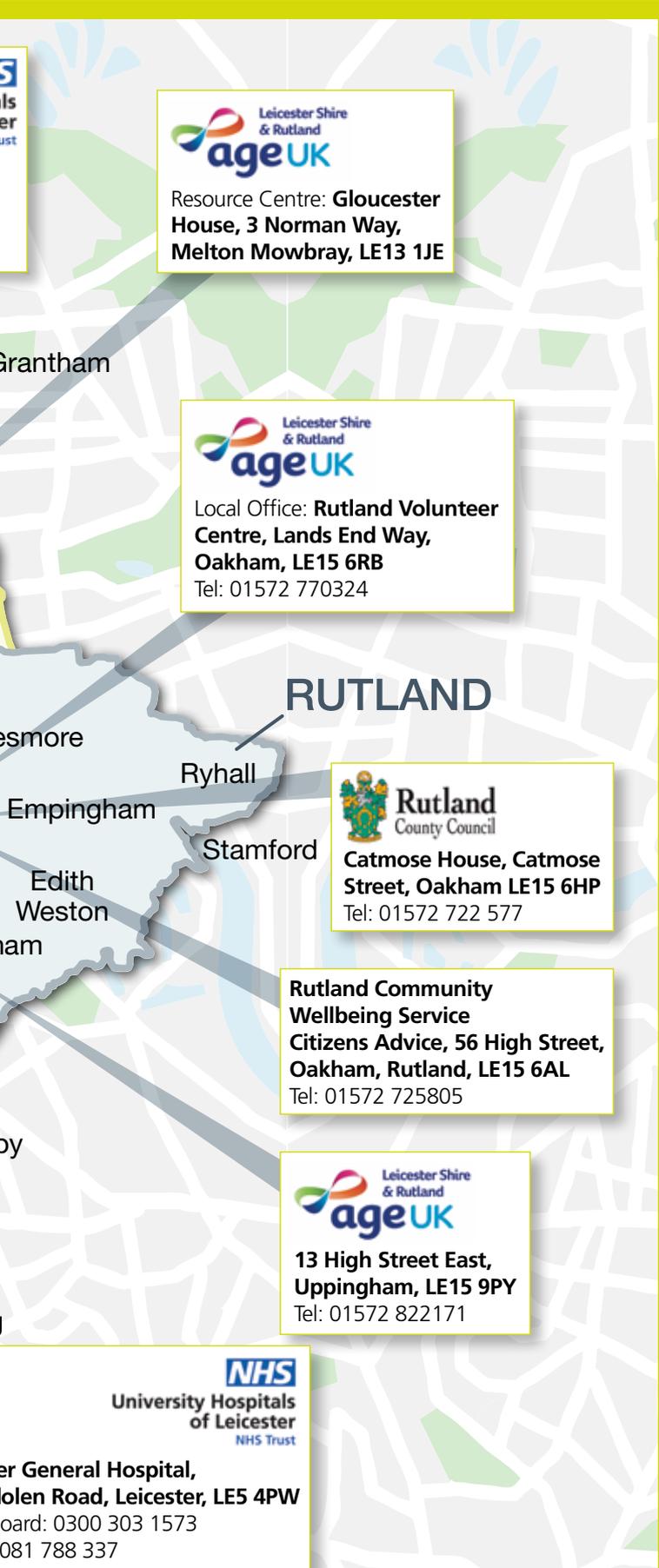
Leicester Shire & Rutland ageUK
 Headquarters: **Lansdowne House**,
 113 Princess Road East, Leicester
 LE1 7LA Tel: 0116 299 2233

Leicester Shire & Rutland ageUK
 Resource Centre: **Catherine House**,
 2b Stoughton Drive North,
 Evington, Leicester, LE5 5UB

Leicester Gwendolyn
 Switchboard:
 PILS: 08081 788 337



d




 Resource Centre: **Gloucester House, 3 Norman Way, Melton Mowbray, LE13 1JE**


 Local Office: **Rutland Volunteer Centre, Lands End Way, Oakham, LE15 6RB**
 Tel: 01572 770324


Rutland County Council
Catmose House, Catmose Street, Oakham LE15 6HP
 Tel: 01572 722 577

Rutland Community Wellbeing Service
 Citizens Advice, 56 High Street, Oakham, Rutland, LE15 6AL
 Tel: 01572 725805


13 High Street East, Uppingham, LE15 9PY
 Tel: 01572 822171


University Hospitals of Leicester NHS Trust
General Hospital, Glen Road, Leicester, LE5 4PW
 Board: 0300 303 1573
 081 788 337

The locations on the map indicate where services operate out of.

Useful contacts

A

Action on Elder Abuse 020 8835 9280
 We work to protect, and prevent the abuse of, vulnerable older adults.
 Action on Elder Abuse, PO Box 60001, Streatham SW16 9BY
 | www.elderabuse.org.uk | enquiries@elderabuse.org.uk

Admiral Nursing DIRECT 0800 888 6678
 This helpline has been set up to provide people with an opportunity to talk through their worries and concerns about themselves, friends or relatives with dementia. The lines are open on Tuesdays and Thursdays between 11am and 9pm. Callers can leave messages any time and request a call back.
 | www.dementiauk.org | direct@dementiauk.org

Age UK Leicester Shire & Rutland 0116 299 2233
 Lansdowne House, 113 Princess Road East, Leicester LE1 7LA
 | www.ageuk.org.uk/leics/
 | enquiries@ageukleics.org.uk

Alzheimer's Society Leicestershire & Rutland 0116 231 1111
 Oak Spinney Park, Ratby Lane, Leicester Forest East, Leicester, Leicestershire LE3 3AW
 | www.alzheimers.org.uk

Arthritis - National Rheumatoid Arthritis Society (NRAS) 0800 298 7650 or 0845 458 3969
 Provide information, support and advice for people living with Rheumatoid Arthritis.
 | www.nras.org.uk

C

CareAware 0161 707 1107
 A one stop shop for free advice on care fee funding for older people.
 | www.careaware.co.uk | enquiries@careaware.co.uk

Care Quality Commission (CQC) 03000 616161
 National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA
 | www.cqc.org.uk | enquiries@cqc.org.uk

Central Leicestershire Dial a Ride 0116 221 1457
 An organisation which provides accessible transport for people who find using buses a problem. It is available to anyone of any age.
 | www.leicester.gov.uk/transport-and-streets/travelling-by-bus/dial-a-ride/

Citizens Advice LeicesterShire 0300 330 1025
 60 Charles St, Leicester LE1 1FB
 | www.leicscab.org.uk/

CLASP 0116 251 0999
 A Leicestershire based charity dedicated to supporting family carers across Leicester, Leicestershire and Rutland who look after people with different needs.
 | www.claspthecarerscentre.org.uk
 | enquiries@thecarerscentre.org.uk

Cruse Bereavement Care 0844 477 9400
 Cruse Bereavement Care is here to support you after the death of someone close.
 | www.cruse.org.uk | helpline@cruse.org.uk

D

Disability Benefits – for Disability Living Allowance and Attendance Allowance 0845 712 3456
 | Textphone: 0845 722 4433
 | www.direct.gov.uk/en/DI1/Directories/DG_10011169

continued on page 30 >>

Useful contacts *contd.*

E

Elderly Accommodation Counsel 0800 377 7070
A national charity that aims to help older people make informed choices about meeting their housing and care needs. It is now more commonly known as EAC.
| www.eac.org.uk | info@firststopadvice.org.uk

F

First Contact Plus
First Contact Plus is an online tool which helps adults in Leicestershire find information about a range of services all in one place.
| www.firstcontactplus.org.uk
| firstcontact@leics.gov.uk

H

Healthwatch Leicester 0116 251 0601
| www.healthwatchleicester.co.uk
| information@healthwatchleicester.co.uk

Healthwatch Leicestershire 0116 2574 999
Healthwatch Leicestershire is the county's patient and public champion for health and social care services.
| www.healthwatchleicestershire.co.uk
| info@healthwatchleics.co.uk

Healthwatch Rutland 01572 720381
| www.healthwatchrutland.co.uk
| info@healthwatchrutland.co.uk

I

Integrated Care Council 01379 678243
(Formerly the National Homecare Council)
The Integrated Care Council is a body which brings together British public and independent sector organisations who commission or directly provide support for people living at home.

L

Leicester City Council
| www.leicester.gov.uk/asc

Leicestershire County Council
| www.leicestershire.gov.uk

Leicestershire Partnership NHS Trust 0116 225 6000
| www.leicspart.nhs.uk

M

Mind (National Association for Mental Health) 020 8519 2122
The leading mental health charity in England and Wales. We work to create a better life for everyone with experience of mental distress.
| www.mind.org.uk
| contact@mind.org.uk

the Money Advice Service 0800 138 7777
Free and impartial money advice, set up by government.
| www.moneyadviceservice.org.uk

Mosaic: shaping disability services 0116 231 8720
| www.mosaic1898.co.uk
| enquiries@mosaic1898.co.uk

N

National Osteoporosis Society 0845 450 0230
Advice, information and support group for people with osteoporosis.
| www.nos.org.uk

NHS 111 111

NHS Choices
Helping put you in charge of your healthcare
| www.nhs.uk

P

Parkinson's Disease Society 0800 800 0303
| www.parkinsons.org.uk

R

Royal Voluntary Service 0845 608 0122
A volunteer organisation that enriches the lives of older people and their families across Britain. We support older people by giving time and practical help to help them get the best from life.
Royal Voluntary Service, Cardiff Gate, Beck Court, Cardiff Gate Business Park, Cardiff CF23 8RP
| www.royalvoluntaryservice.org.uk

Rutland Community Wellbeing Service 01572 725805
| info@rutlandrap.org.uk

Rutland County Council 01572 722 577
| www.rutland.gov.uk

Rutland Information Service
Directory of organisations, activities, events and services across Rutland, including information about health and wellbeing, things to do and staying independent.
| <http://ris.rutland.gov.uk>

S

Service Personnel & Veterans 0808 1914 2 18
| www.gov.uk/government/organisations/veterans-uk

SSAFA 0800 731 4880
SSAFA works to ensure that the needs of the Armed Forces, veterans and their families are met in an appropriate and timely way.
| www.ssafa.org.uk

Stroke Association 0845 3033 100
Advice and information for stroke patients and their families.
| www.stroke.org.uk

Support for Carers 0845 689 9510
Support for Carers Leicestershire supports carers throughout the county.
| www.supportforcarers.org | maureen@supportforcarers.org

T

The Department of Work and Pensions
| www.dwp.gov.uk
The Pension Service 0845 606 0265
| www.dwp.gov.uk/about-dwp/customerdelivery/the-pension-service

V

Vista 0116 249 8839
Vista is Leicester, Leicestershire and Rutland's leading charity for people with sight loss.
| www.vistablind.org.uk | info@vistablind.org.uk



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The Care Quality Commission is here to make sure health and adult social care services including hospitals, home and residential care as well as GPs in England provide people with safe, effective, high-quality care.

We publish independent inspection reports and ratings about services – information you can use when you're choosing care for yourself, or a loved one.

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

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

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

Here are some tips to help you choose your care.

Social care Top tips

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

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



We specialise in long term live-in care

The majority of our clients are retired professionals looking for the dignity of remaining at home despite personal limitations.

We offer professional and caring help with:
 • Long Term Continuing Care • Companionship • Dementia Care • Palliative Care • Respite Care • End of Life Care
 Through an experienced carer who will live with you, in your home and take care of all your needs
 Established in 2006, we have considerable experience in the caring industry.



Telephone: 01572 869138
 www.alwaystakecare.com

Places for people Living+

Connaught House is an extra care housing scheme for the over 55s

Based in Loughborough town centre it is close to all amenities
 Staff on site 24 hours a day
 We offer care packages for all individual needs
 Domestic service, home help, elderly care, physical disability, sensory impairment
 We have large gardens/communal facilities

Connaught House, Victoria Place, Loughborough
Tel: 01509 263 199
 www.placesforpeople.co.uk/livingplus



We Listen, We Act, We Support

RHS24 Care is registered with the Care Quality Commission (CQC). We provide personalised care that suits your individual requirements. We provide the following services:



- Supported Living,
- Carer Holiday Cover
- Companionship/Social Activities
- Housekeeping and Domestic services
- Domiciliary Care • Clinical environments

For enquiries and consultation please contact us on:



RHS24 Care
Leicester Office
 8B Briton Street,
 Leicester, LE3 0AA
 Tel: 01163195972
 Mob: 07960019170

RHS24 Care
Coventry/Nuneaton Office
 11 Coventry Street,
 Nuneaton CV11 5TD
 Tel: 02475093123
 Mob: 07593361461

Email: info@RHS24.com • Web: www.rhs24.com

Personalised care at home

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The next step is for us to introduce you to one of our care assessors. This meeting, which can take place in your home or whilst you are still in hospital helps us build a clear picture of the right level of support for you and to agree your expectations. From this meeting we develop your individual care plan. This will detail all of your needs, from medication to mobility, challenges and routines. This plan will constantly evolve around you and your needs – the aim is for you to achieve the outcomes you want which could be improved mobility or regained confidence.

Our care teams work within designated local areas and so it's possible they are supporting someone near to you already.

Call us now on 0116 260 2181 for a confidential discussion about support needs for yourself or a loved one.



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To advertise in this publication please call the sales team on 01302 714528

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Welcome to Hinckley's No 1 rated care home, Moat House



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Moat House offers well-equipped facilities including spacious tastefully decorated en-suite bedrooms, a cinema, a traditional pub, and hair salon.

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Resident happiness and well-being is at the heart of the home and dedicated Activity Coordinators provide a daily fun, engaging and stimulating social programme.

Call our Home Manager Nicky on 01455 633271

You can also find out more about Moat House on our Facebook page at www.facebook.com/MoatHouseCareHome

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At the core of our ethos is valuing your individuality, choice and dignity.



Langdale View is a Residential and Nursing Home that is fully registered with the Care Quality Commission.

At Langdale View, we provide a homely environment whereby every resident is treated as an individual. We understand that every person is different and that their individuality should be recognised and understood in order to best address their needs. Our main focus lies in delivering our caring values to those living at the home. Values of treating the resident with respect and compassion, upholding their privacy and delivering their care in a dignified manner.

Everything we do is based from the heart of our philosophy: enhancing the quality of life for all our residents. We are specialists in dementia care and recognise a person with dementia is, first and foremost, a unique Person with their own life story. Our approach to dementia care respects the uniqueness of each person rather than focusing on the diagnosis of dementia.

Langdale View is situated next to Humberstone Heights Golf Club, less than 3 miles from the centre of Leicester.

Langdale House is a Residential and Nursing Care Home, which is fully registered with the Care Quality Commission (CQC).

At Langdale House, we understand that successfully addressing the needs of our residents is paramount to creating a positive environment in the eyes of those living there and those that deliver care. Once the individual needs are identified, bespoke support packages are created to meet these and their lifestyle preferences. By upholding our values, the residents in our care can continue to live a life of dignity, where they are treated with compassion and respect.

We provide 24-hour person centred care in these comfortable homely surroundings with an excellent staff team, that have been trained in line with the latest standards and as importantly, have a passion for working closely with fellow human beings.

Langdale House is centrally located in the quaint village of Sapcote, Leicestershire with a variety of local amenities within a very short walk and a park situated right on the doorstep.



Langdale View Care Home

590 Gipsy Lane | Leicester | LE5 0TB
Tel/Fax: 0116 276 2186

Langdale House Care Home

9 Church Street | Sapcote | Leicestershire | LE9 4FG
Tel/Fax: 01455 274 544

How do you find the right care for your loved one?

We have helped thousands of people in Leicestershire find the right care for their individual needs.

Since 2001, we have been helping people who need to find and choose a care home and co-ordinating care for people who need more support to carry on living in their own home.

How we can help and support you

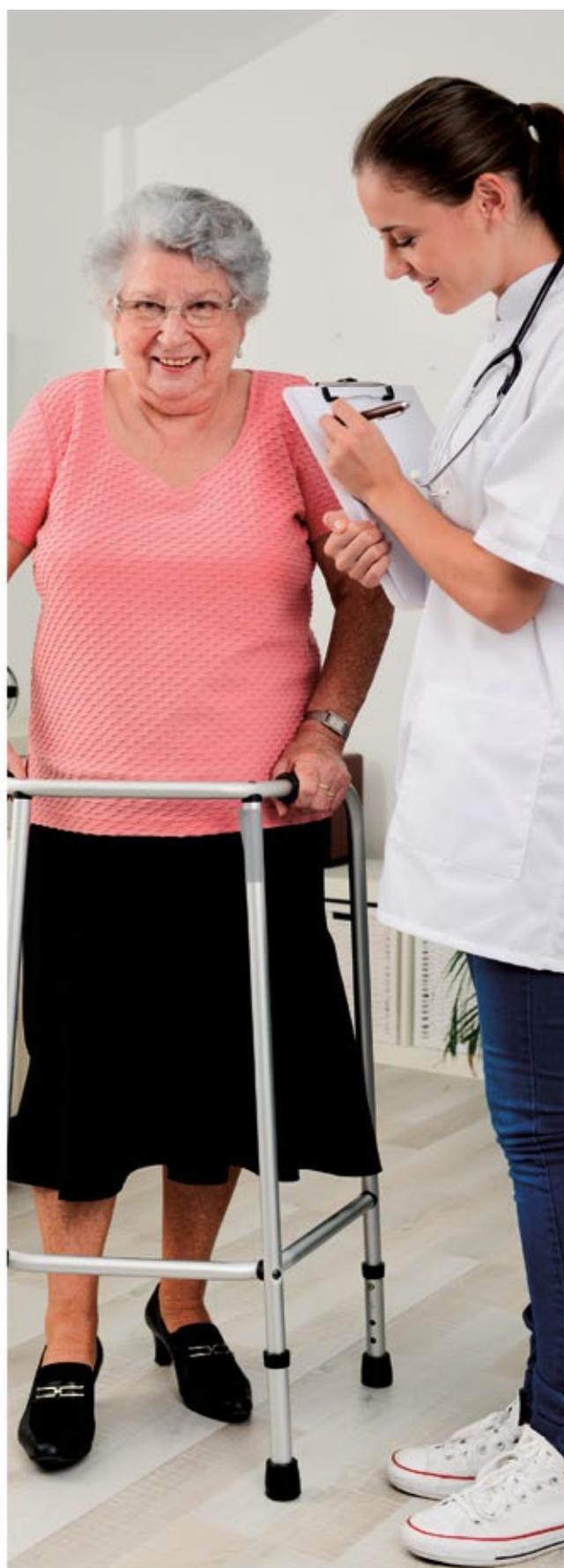
You will be allocated your own adviser who will discuss you or your relative's needs and preferences. We work regularly with quality care agencies and care homes, so we can help find the right care and help with all the necessary arrangements.

Does it cost anything?

Our service is completely free to patients and their families. We are independent and do not favour any care homes or services.

We can help you

We can help you if you are paying for your own care (self-funding) and are looking for professional help and guidance. We can also help if you are funded by social services.



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Call **0116 267 4835** visit www.cinnamoncc.com/cedar email cedar@cinnamoncc.com

Cedar Mews 67 Hallam Fields Road, Birstall, Leicestershire, LE4 3LX



Aspire UK is a local care provider that has been providing care and support services for the people of Leicester & Leicestershire for over 17 years.

Our aim is to enable people to live independently in their own homes, as well as supporting them within their communities with activities, such as accessing social, leisure and educational activities.

We recognise that everyone is unique, with their own individual needs, goals, and aspirations. The support we offer is designed to give a personalised solution to those wishing to maintain and/or improve their independence. At Aspire UK, our tailored home care services are aimed at meeting an individual's unique and specific requirements.

Our wide range of home care services in Leicester and Leicestershire include:

- Personal Care (Bathing, dressing, meal preparation, medication management, incontinence management)
- Social Support (shopping, cooking, domestic, and companionship)
- Dementia Care
- Home from Hospital / Reablement
- Live-In' care and support
- End of Life Care
- Social inclusion (accessing the community for leisure and social activities)
- Accessing education and employment

We pride ourselves on delivering:

- Personalized care and support
- Person Centered Planning with dignity and respect
- Supporting and enabling independence
- A service that is service user led
- Culturally appropriate services
- Support to family members
- Safe services
- High quality training to ensure our staff are trained to meet everyone's needs

Aspire UK, First Floor, Abbey House, 56 Burleys Way, Leicester LE1 3BD

t: 0116 262 1999

e: support@aspireuk.co.uk w: www.aspireuk.co.uk

For a choice of elderly care options in Leicester



If you're considering care for an elderly loved one, a warm, welcoming place close to family and friends means a lot. That's why our choice of care homes in Leicester could be something for you to think about. And, you don't need to be a Bupa customer to stay with us.

To find out more, call our
Elderly Care Support Line on

01530 887 908

Lines are open seven days a week. For training and quality purposes, we may record or monitor calls.

For Living



Ashby Court Tamworth Road
Ashby-de-la-Zouch LE65 2PX

- ✓ Residential
- ✓ Nursing
- ✓ Residential dementia
- ✓ Nursing dementia
- ✓ Palliative/End of Life
- ✓ Respite
- ✓ Parkinson's
- ✓ Day care



Aylesham Court 195 Hinckley Road
Leicester Forest East LE3 3PH

- ✓ Residential
- ✓ Nursing
- ✓ Huntington's
- ✓ Convalescence
- ✓ Palliative/End of Life
- ✓ Respite
- ✓ Parkinson's
- ✓ Day care