Nottingham City
Care & Support Services Directory 2014/15

The comprehensive guide
to choosing and paying for care
• Home support • Specialist care • Useful contacts • Care homes

www.carechoices.co.uk
Being able to live at home can be one of the most important comforts in an older person’s life and because family and friends can’t always be there, Home Instead Senior Care are here to help.

Our Caregivers take great pride in helping our clients to lead a more comfortable and confident life and offer a variety of services tailored to their individual needs.

From an hour a day, to full time care, our service is available 24 hours a day, seven days a week.

Personal Budgets, Direct Payments or Private Funding arrangements

Services include:

• Companionship
• Light housekeeping
• Local transportation and errands
• Meal preparation
• Respite support
• Convalescence support
• Shopping
• Personal care
• Specialist dementia and Alzheimer’s care
and much more...

The service provided was excellent and enabled me and my sister to know that our father was being properly cared for, particularly important as we both live some distance away. I would have no hesitation in recommending Home Instead.”

Mrs N – Ruddington

Call us on: 0115 9226116 • 0115 9677303
Or visit: www.homeinstead.co.uk/nottingham
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All the listings in this publication of care homes, care homes with nursing and home care providers are supplied by the Care Quality Commission (CQC) and neither Nottingham City Council nor Care Choices can be held liable for any errors or omissions. The information contained in this Directory was correct at the time of going to print (December 2014). The inclusion of homes and agencies in this Directory does not act as an endorsement or recommendation by Nottingham City Council of the services listed or advertised. The inclusion of a service in this Directory does not imply that the City Council has a contract with the supplier or has assessed the quality of the service.

To obtain extra copies of this Directory, free of charge, call Nottingham Health and Care Point on 0300 300 33 33, option 2.

Visit www.nottinghamcity.gov.uk/supportingadults for help to access care services

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**Alternative formats**

This Directory is available electronically at www.carechoices.co.uk. For those requiring the information in spoken word, there is also a Browsealoud option.
Welcome from Nottingham City Council

Welcome to this Directory of adult care and support services which has been produced by Nottingham City Council in association with Publisher, Care Choices.

It aims to explain how you can find the support for your social care needs to enjoy the best quality of life for as long as possible, by guiding you through the care options available. It contains useful editorial advice and comprehensive listings of care providers across the City.

Nottingham City Council’s Adult Social Care Services department is responsible for assessing the needs of, and providing advice and support to, older, disabled or vulnerable people in the community.

For most people, however, social care won’t involve social services as only people with higher levels of need will be eligible for the services we provide. This is explained further on page 13.

By signposting citizens and providers to the most appropriate advice, care and support, we aim to help individuals maintain or recover their independence and promote their wellbeing. The independent and voluntary care sectors are particularly strong in the City, offering a wide range of specialist services in a variety of settings. Entries for community-based support start on page 5.

Help with support
Support can mean different things to different people. For example, you could benefit from hiring your own personal assistant to support you with personal things, like having a bath, washing or getting dressed, cooking and eating meals. Alternatively, the benefits of moving into accommodation with care services on-site might suit you. You may just want to be able to socialise with friends regularly at a day centre – all these options are explained in the following pages.

Paying for care
If you need advice on care options, you can ask Adult Social Care Services for a community care assessment. Everyone is entitled to one, irrespective of financial circumstances, and they are free.

An assessment may involve someone from Adult Social Care Services speaking to you by telephone or visiting you, either at home or in hospital, to discuss your situation, and work out what help would be appropriate to meet your social care needs. If you are eligible for services two assessments are carried out; the first determines what your care needs are, the second looks at your financial circumstances, and defines how much you will be expected to contribute to any care you receive. If you have capital of more than £23,250 you must pay for all care yourself although you may be entitled to claim various state benefits. For further advice on paying for care, please see page 33.

Adult Social Care Services also assess the needs of carers, please see page 26.

Checklists
Helpful checklists can be found in this Directory. These can be used when considering home care, care homes and residential dementia care services. Take them with you on visits to potential providers as they list important questions to ask managers and staff to help you get a fuller picture of the services on offer.

We hope this Directory goes some way to providing a good idea of where to find the care services you need locally.

Nottingham Health and Care Point:
0300 300 33 33, option 2
Email: adult.contactteam@nottinghamcity.gov.uk
Nottingham City Council, Loxley House, Station Street, Nottingham NG2 3NG
Web: www.nottinghamcity.gov.uk/supportingadults

If your call is related to housing and council tax benefits, welfare rights department or any other non-social services enquiries please contact the Nottingham City Council switchboard on 0115 915 5555 who will direct you to the correct department or personnel.
Maintaining your independence

Community-based support can help you get more out of life if you know where to look. Before approaching Nottingham City Council for help or support, it may be worth understanding what community services are available so that you can begin building your own ‘circle of support’. Friends and family recommendations will be especially useful at this time.

Nottingham City Council has recently upgraded our free online Service Directory – Choose My Support - making it more accessible and user-friendly. The online Directory lists local adult care-related services and products within Nottingham City.

If you’re a service provider, you can register for free, upload and present full information about the products and services you have to offer.

If you’re a citizen, Choose My Support allows you (or your carer, family member, support professional etc) to look at all local services and products available,

Useful contacts

Disability Direct
Committed to empowering people to make their own choices and make positive decisions about independent living opportunities - and so improve their quality of life.

Offers a welfare rights advice service for people who have questions regarding disability-related benefits. Also offer a form filling service for disability related benefits like Employment Support Allowance and Personal Independence Payment.

Offers a volunteering service for people either looking to volunteer or needing help. Disability Direct offers driving volunteers who can help get people with gardening, painting, odd jobs like putting up shelves and having a driver help them to get to and from appointments.

Information officers can advise on accessing grant funding, adapting your home, where to get equipment and choosing relevant services.
Telephone: 0115 958 3948.
Email: info@disabilitydirectnottingham.co.uk

Disability Resource Directory
Information about organisations in Nottingham City that either provide services to disabled people, or come into contact with disabled people.
Web: www.dowhatyouwant.org/nottingham

Choose My Support
that best suit your needs; giving you control, choice and freedom to live your life the way you want.

Choose My Support - The first place to look For more information, email: choosemysupport@nottinghamcity.gov.uk Web: www.choosemysupport.org.uk

Nottingham Circle
A member organisation for the over 50s who love making things possible. Meet new people, have fun, learn new things, share skills and get practical help around the home. The social calendar is full of get-togethers, days out and things to do. Life begins at Circle!

Nottingham Circle
Castle Cavendish Works, Dorking Road, Radford, Nottingham NG7 5PN
Telephone: 0115 9787846
Email: hello@nottinghamcircle.org.uk
Website: www.nottinghamcircle.org.uk

Visit www.nottinghamcity.gov.uk/supportingadults for help to access care services
Making life easier in the home

Telecare equipment

Telecare, also known as Assistive Technology, allows people to remain living independently for as long as possible by providing them with technology which supports this. Telecare offers two types of technology, linked and stand alone.

Linked technology is based around a call service and uses pendants and care alarms to connect to a central response centre. This technology can also be linked to fall, fire, smoke and carbon alarms to name a few. The linked equipment enables the call centre to contact carers, family and emergency services if a citizen needs assistance. Linked equipment supports carers by allowing them valuable time away from caring, whilst remaining confident that the person they care for is safe.

Stand alone technology enables citizens to make use of technology to help them to continue living independently. Available technology includes sensor based night lights, pill dispenser and bath plugs that prevent overfilling. Stand alone equipment is particularly helpful for citizens who may have mild to moderate memory problems, and would just benefit from some extra support.

Telehealth

Telehealth monitoring is a way of gathering information about your health to assist in diagnosis and monitoring. This could include support for people with lung function problems, diabetes, etc. It includes (amongst other things) a home unit to measure and monitor temperature, blood pressure and other vital signs for clinical review at a remote location (for example, a hospital site) using phone lines or wireless technology.

Examples of what telehealth can monitor remotely include:
• blood glucose levels;
• cardiac arrhythmia;
• asthma; and
• medication reminder systems.

In Nottingham City telecare and telehealth enquiries should be directed to the Nottingham Health and Care Point on 0300 300 33 33, option 2.

www.carechoices.co.uk

NEED HELP IN YOUR SEARCH FOR CARE?

With so many providers to choose from, where do you start? www.carechoices.co.uk can help.

• search care providers quickly and easily
• search by postcode/town and care type
• information on standards of care
• links to the latest inspection reports
• extra information, photos and direct website links for hundreds of providers
• request a brochure
• checklists to take with you when you visit

Alternatively, call our friendly helpline team on 0800 389 2077 to talk to someone directly.
Useful contacts

For an informal chat about telecare services provided by the Council, or to arrange to buy these services privately, please ring 0115 876 3222 to speak to an adviser. Alternatively visit www.nottinghamcity.gov.uk/supporting adults

AskSARA
This website helps you find useful advice and products that make daily living easier and covers products and ideas:
• on a range of physical and mental health topics
• which may help you complete tasks in a number of household locations
• which may help with a range of daily activities.
Please visit: www.asksara.org.uk

Disabilities Living Centre
Provides impartial advice and assessments relating to equipment and services for disabled people, older people, carers and professionals. The Centre also hires out manual wheelchairs, sells RADAR keys and delivers a Scooter Safety Awareness Course. There is also an excellent training room for hire.

Middleton Court,
Glaisdale Parkway
Bilborough,
Nottingham NG8 4GP
Telephone: 0115 985 5780
Email: info@dlcnotts.co.uk
Website: www.dlcnotts.co.uk

Enablement Team - Occupational Therapy

This team assesses the needs of people in the community to create and implement packages of support which may include the provision of equipment and/or adaptations that enable individuals to live as independently as possible.

The occupational therapist’s key roles and responsibilities include:
• providing advice and guidance;
• supporting citizens by carrying out initial and specialist OT assessments;
• providing specialist equipment including those for complex moving and handling;
• assessment of minor and major adaptations ensuring citizens and their carers are able to access appropriate adaptations according to their assessed needs;
• participating in safeguarding strategy meetings and providing reports;
• recommending priority rehousing according to assessed need of citizens and carers; and
• working with citizens who have permanent and substantial physical disabilities.

Occupational therapists can be contacted through the Nottingham Health and Care Point on 0300 300 333, option 2.
## In the living room

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<th>WHAT YOU HAVE TO DO</th>
<th>WHAT IS DIFFICULT FOR YOU</th>
<th>SIMPLE SOLUTIONS</th>
<th>MORE COMPLEX SOLUTIONS</th>
<th>COMPLEX SOLUTIONS</th>
</tr>
</thead>
</table>
| Get in and out of chairs | • Standing up from sitting is difficult | • Block of foam in chair base  
• Buy a new chair – get professional help to make sure the height is right  
• Regular gentle exercise  
• Get up regularly, to keep mobile | • Ready made chair raisers if your chair is low | • Buy electric riser chair |
| Open and close windows | • Can't reach windows  
• Not secure to leave windows open | • Move furniture out of the way  
• Gadget to open/close window | • Remove window opener  
• Install extractor fan  
• Install new windows | • Environmental controls |
| Control heating | • Can't reach controls for fire or heating | • Change switches  
• Fit timer switch | • Move heating controls | • Install new or additional heating system |
| Switch lights on and off | • Can't reach switch  
• Switch is difficult to use | • Light switch toggle  
• Socket extension  
• Handi-plugs | • Move light switches  
• Replace light switches | • Environmental controls |
| Keep warm | • Affording the fuel  
• Carrying the fuel  
• Control heating | • Insulate your home  
• Ask for a winter fuel payment  
• Use a trolley – if you can safely lift the fuel into the trolley | • Replace the fire | • Get a grant  
• Change to a cheaper heating system |
| Watch TV | • Hear the sound of the TV | • Use subtitles | • See GP | • Get a room loop  
• Request an assessment for a hearing aid |

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**Nottingham Health and Care Point 0300 300 33 33, option 2**
### In the bedroom

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| Get in and out of bed | • Standing up from sitting on the bed  
• Difficult to move from wheelchair to bed  
• Bed is hard to reach  
• Bed is too soft | • Move bed/furniture  
• Leg lifter  
• Raise bed  
• Learn new techniques for moving safely | • Fit grab rails  
• Buy a new bed mattress  
• Transfer board | • Hospital bed  
• Buy an electric adjustable bed  
• Mobile hoist  
• Ceiling track hoist |
| Sit up in bed, turn or roll over | • Bed is too soft  
• Bedding is too heavy  
• Nothing to lean on | • Change bedding  
• Learn new techniques for moving safely | • Buy a bed cradle  
• Buy a bed ladder  
• Bed lever  
• Pillow raiser  
• Change mattress | • Buy a specialised mattress  
• Drop-down rail  
• Monkey pole |
| Keeping warm in bed | • Checking the safety of your electric blanket | • Contact (see key below) for further information | | |
| Getting dressed | • Difficult to reach all of your body | • Contact (see key below) for further information  
• Learn new techniques for dressing  
• Buy clothes with different fastenings | • Buy simple gadgets: long handled shoe horn; elastic shoe laces; dressing stick; button hook; stocking aids | • Consider care in your own home |
| Cut your nails | • Can’t reach feet  
• Hard to hold scissors | • Easy grip scissors | • See a podiatrist | |
| Take your tablets | • Opening bottles  
• Remembering to take tablets | • Ask pharmacist for an easy to open bottle  
• Keep a note when you have taken a tablet | • Get a pill dispenser with days and times marked | • Ask someone to prompt you |
| Read the time | • See the clock to tell the time | • Buy a clock with larger numbers | • Buy a clock that ‘speaks’ | |

*Nottingham Health and Care Point 0300 300 33 33, option 2*

Visit [www.nottinghamcity.gov.uk/supportingadults](http://www.nottinghamcity.gov.uk/supportingadults) for help to access care services
In the bathroom

<table>
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</table>
| Wash hands, face and body | • Turning the taps  
• Standing at the basin  
• Basin is too low or too high  
• Can’t reach all parts of the body | • Tap turners  
• Long-handled sponge  
• Flannel strap  
• Contact O (see key below) for further information | • Lever taps or new taps  
• Stool | • Raise or lower basin  
• Showers |
| Have a bath | • Turning the taps  
• Stepping into the bath  
• Risk of slipping in the bath  
• Getting up out of the bath  
• Difficulty washing my back | • Strip wash  
• Non-slip mat in bath  
• Tap turners  
• Half-step  
• Buy a long-handled sponge | • Grab rails  
• Bath board  
• Bath seat  
• Lever taps or new taps | • Bath lift  
• Mobile hoist  
• Ceiling track hoist  
• Replace bath with shower  
• Convert bathroom to a wet room  
• Consider care in your own home |
| Dry yourself | • Floor is slippery  
• Room is too cold  
• Difficulty in drying body | • Non-slip mat  
• Heat bathroom  
• Towelling gown | • Change floor covering | • Hot air body dryer |
| Use the toilet | • Toilet is too high or too low  
• Difficult to clean yourself  
• Flush lever is awkward  
• Toilet is hard to get to | • Raised toilet seat  
• Combined toilet seat and support frame  
• Flush lever extension  
• Contact O (see key below) for further information | • Buy a commode  
• Buy a portable urinal  
• Grab rails | • Specialist toilet  
• Alter position of toilet  
• Request short-term loan of commode |
| Clean teeth | • Gripping the toothbrush  
• Standing at the basin | • Toothbrush gripper | • Electric toothbrush  
• Stool | |
| Have a shower | • Difficult to stand for long shower  
• Shower too high  
• Shower controls are awkward  
• Shower is slippery  
• Not enough room to move | • Strip wash  
• Non-slip mats  
• Half-step | • Shower board  
• Shower chair or stool  
• Replace shower controls | |

NOTtingham Health and Care Point 0300 300 33 33, option 2
## In the kitchen

### WHAT YOU HAVE TO DO

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| Reach cupboards           | • Cupboards are too high or low  
• Cupboards are too deep  
• Cupboard doors are too heavy  
| • Re-arrange things in cupboards/on surfaces  
• Buy Easi-Reacher or Handi-Reacher  | • Alter spring in door closers  | • Lower or raise cupboards  |
| Use taps and switches     | • Taps or switches are too awkward  
• Can’t reach taps or switches  | • Fit tap turners  | |
| Cutting, chopping, preparing and cooking food | • Work surface too high or low  
• Hard to grip packets or jars  
• Hard to grip knife  
• Pans or kettles too heavy to lift  
| • Sit at a table  
• Range of kitchen gadgets available: knife with a thick handle; chopping board with spikes; pan handle holder; teapot tipper; lid gripper.  | • Food processor  
• Perching/high stool  
• Buy a trolley  | • Change height of work surface  
• Make space under work surface for knees when sitting  |
| Moving around the kitchen | • Not enough space  | • Re-organise furniture  | • Adaptation to kitchen  |
| Eating and drinking       | • Cutlery is hard to grip  
• Food/plate keeps slipping  
• Can’t carry food to table  
• Can’t lift cup  | • Large handled cutlery  
• Non-slip mat  
• Lightweight insulated cup  
• Use a cup with two handles  | • Buy a trolley  |
| Laundry and ironing       | • Washing machine is too high or too low  
• Putting up ironing board  | • Wall-fixed ironing board  | • Raise/lower washing machine  
• Change washing machine or iron  |
Nottingham City Health Centres

You can see an experienced nurse without an appointment for treatment of minor injuries and illnesses at:

Nottingham Walk-in Centre
Open every day including weekends and Bank Holidays between 7:00am and 9:00pm.
Seaton House, London Road, Nottingham NG2 4LA
Telephone: 0115 883 8500

8am to 8pm Health Centre
Open from 8:00am to 8:00pm every day of the year for both drop-in and appointment services.
79a Upper Parliament Street, City Centre NG1 6LD
Telephone: 0115 883 1960

You can also see a nurse at the Clifton Nurse Access Point in the Clifton Cornerstone - open 10:00am until 6:00pm Thursday, Friday, Saturday, Sunday and Monday (closed Tuesday and Wednesday).
Clifton Cornerstone, Southchurch Drive NG11 8EW
Telephone: 0115 878 6100

Meals at Home

Meals at Home is a service provided by Nottingham City Catering. If you would like to access this service please call us on 0115 876 1846. Meals at Home are the in-house team from Nottingham City Council so it is a service you can trust and rely on.
We deliver our midday meals hot or frozen and can also provide you with a tea-time snack, cakes, sandwiches and basic grocery shopping. There is lots of choice and we can meet the needs of special diets. On top of that we give a great service to lunch clubs, and provide temporary help if you have just been discharged from hospital.

A personal safety check
We will provide a health check when we deliver your hot meal. If there is no answer at your door or we find you need help then we can contact a family member or a friend, call your doctor or an ambulance or talk to Adult Social Care Services. We will stay with you until help arrives and we know you are safe and cared-for.
If you phone before 10.00am Monday to Friday we will deliver the same day, if you call later it will be delivered the following day. Any calls received after 10.00am on a Friday will be delivered the following Monday.

A special service for lunch clubs
We are already delivering meals to a variety of sheltered housing schemes and lunch clubs around Nottingham City. It is very easy to include you in our delivery runs so just give us a call on 0115 876 1846.
Assessing your social care needs

The City Council and Nottingham City Care Partnership have created a single point of access to community health and adult social care services for local people.

If you or someone else on your behalf thinks that you are struggling to live independently, the first step is to contact the Nottingham Health and Care Point on 0300 300 3333, option 2 and speak to a Care Support Adviser. Or if you prefer, you can email adult.contactteam@nottinghamcity.gov.uk

The Care Support Advisor will be able to take a referral or provide signposting guidance to other external agencies, if it is something that we are unable to assist with. Nottingham Health and Care Point take Adult Social Care Services, Occupational Therapy and Safeguarding referrals.

You can make contact yourself if you are able, or family, friends and professionals can make a referral on your behalf. Once a referral has been taken, it will be screened and prioritised with regards to risk, needs and urgency and will be sent to the appropriate team who will then contact you to make an appointment to carry out an assessment.

If having looked at this guidance, or having had a financial assessment, you know you will be paying for your care yourself and you may wish to proceed with purchasing services listed in this Directory. You may also choose not to have a community care assessment and proceed with purchasing services yourself. The services you can purchase may be council-run or privately provided. Should you want to know more about the council-run services, please contact 0115 876 3222 or email adultsocialcare@nottinghamcity.gov.uk

Eligibility

Our aim is to help people keep their independence and to provide support to enable them to remain at home as long as possible. All Council’s currently place risks to independence into four bands: ‘critical’, ‘substantial’, ‘moderate’ and ‘low’. Local authorities currently determine where their own threshold is set but from April 2015 all local authorities will need, as a minimum, to meet the National Eligibility Threshold which is being set under the new Care Act.

In Nottingham we are committed to maintaining support for as many citizens as we can but, for those who may not be eligible for a service, we will provide information and advice on how to get help elsewhere, for example, the voluntary, charitable and independent care sectors.

Carrying out an assessment does not necessarily mean that we will give you a service. If your social care support is reviewed and your needs have reduced, we may reduce or stop the support you have been getting. In either of these situations we will provide you with advice and information about other sources of help in the community.

From April 2015 a copy of your assessment and care plan will be given to you, outlining the help you or your carer will be receiving.

Adult Social Care Services also assesses the needs of carers, please see page 26.

Contacting Adult Social Care Services

Whatever your level of social care need, Adult Social Care Services will always offer advice and direct you to people who can help you if we can’t.

You can telephone the Nottingham Health and Care Point on 0300 300 33 33, or write to us at Nottingham City Council, Loxley House, Station Street, Nottingham NG2 3NG or you can ask a friend, relative or your GP or nurse to contact us on your behalf.

If you are in hospital, the nursing staff can arrange for Adult Social Care Services to contact you, either during your stay in hospital, or on your return home.

For further information about how to access our care services, please visit our website at: www.nottinghamcity.gov.uk/supportingadults
**Self-directed support and personal budgets**

**What is ‘personalisation’?**
‘Personalisation’ is a different way of delivering health and social care services. It aims to give people more choice and control over how their care needs are met.

**What is a personal budget?**
A personal budget is an amount of money allocated to you by Nottingham City Council and/or NHS Nottingham City.

A personal budget means it is made clear to you how much money is available for your care and support. You will be able to discuss and agree the best way to spend this money to meet your health and social care needs. This gives you more choice and control over the support you get.

**Why use a personal budget?**
Personal budgets help you to get the best out of the services that you receive. This is because you are in control and can decide how your health and social care needs are met in a way that makes sense to you.

**Who can have a personal budget?**
Personal budgets are available to many people who are eligible to receive help from Nottingham City Council and/or NHS Nottingham City. An assessment will determine whether you are eligible or not.

A health or social care professional will assess your needs before you are offered a personal budget. This assessment will look at:

- your eligibility for support;
- your health and/or social care needs; and
- things that you need help with.

You may have more than one assessment. The person doing the assessment should explain the purpose of each assessment to you.

**How is your budget calculated?**
Your personal budget is calculated based on the outcome of your assessment.

If you are an adult and receive a personal budget for your social care you may be asked to make a financial contribution. See page 33 for further information about fairer charging.

If you would like more information about self-directed support and personal budgets, please contact the Nottingham Health and Care Point on **0300 300 33 33, option 2** or email adult.contactteam@nottinghamcity.gov.uk.

**What can you spend it on?**
You will have a support plan that clearly states what you can spend your personal budget on. This will reflect your assessed needs and will be dependent on the amount of personal budget you have been given. Here are some services that you may wish to consider purchasing either directly or using a personal budget if you are eligible.

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**Day opportunities**

**Day services**

Day services provide a variety of opportunities to meet others in a supportive environment, enabling you to enjoy your independence and get involved in a range of group or person centred activities. The service caters for different needs and is able to adapt activities to suit both your interest and ability. Many citizens attend every day, taking advantage of the full timetable, and the wide variety of activities available across multiple sites throughout the City, whilst others attend once or twice a week for specific interests, or to meet with friends.

There are day services to support a range of needs including older people, those with physical and sensory impairments, and citizens with learning disabilities.

For an informal chat about services run by the Council or to arrange to buy Council services privately, please ring **0115 876 3222** to speak to an adviser. Alternatively, visit [www.nottinghamcity.gov.uk/supportingadults](http://www.nottinghamcity.gov.uk/supportingadults). Council services include day care, residential and home care and telecare services. If you would like an assessment to see if you may be eligible to receive Council services at a reduced rate, please ring Nottingham Health and Care Point on **0300 300 33 33, option 2** for an assessment of your community care needs.
Acorn Resource Centre  
Mary Potter Health Centre, Gregory Boulevard NG7 5HY  
Acorn Resource Centre supports citizens with sensory and physical impairments. Acorn is able to support adults over 18, and activities range from discussion groups to a very popular craft club.

Albany House  
Orby Close, St Ann’s NG3 2FP  
Albany House supports older people with dementia, physical and sensory impairments and mental health needs.

The Indian Centre  
Hucknall Road NG5 1QZ  
Based in Carrington, the Indian Centre provides support for older citizens from Indian communities with different needs. All meals are authentic Indian recipes and staff speak a range of community languages.

Long Meadow  
Meadows Way NG2 3DZ  
Long Meadow is able to provide specialist support for citizens with dementia, along with those with physical and sensory impairments.

Marcus Garvey  
Lenton Boulevard NG7 2ET  
The Marcus Garvey day service supports older members of the African-Caribbean community. All staff are from the African-Caribbean community and meals are authentic Caribbean fare.

Martin Jackaman  
62 Robins Wood Road, Aspley NG8 3LD  
Citizens with learning disabilities, sensory and physical needs are supported to live independent active lives at Martin Jackaman. The service provides a range of activities from cookery to drama, and has a hydrotherapy pool which can be hired as well as being used by citizens using the service for therapeutic needs.

Pakistan Centre  
163 Woodborough Road NG3 1AX  
Based on Woodborough Road, the Pakistan Centre provides a supportive environment for older members of the Pakistani Muslim community. All staff are of Pakistani-Muslim origin and speak community languages. Halal lunches are available.

Springwood  
Ransom Drive, Mapperley NG3 5LR  
Springwood Day Service offers citizens with moderate, severe and profound learning disabilities a supportive environment to enjoy a range of activities. The service is home to the popular drama group Evergreen, which gives citizens the opportunity to develop performance skills alongside other life skills.

Summerwood  
Summerwood Lane, Clifton NG11 9DR  
Summerwood offers citizens with physical, sensory and learning disabilities the opportunities to be involved in a range of activities to enable more independent and active lives.

The Willows and Open Door at The Willows  
Ambergate Road, Beeston NG8 3DG  
The Willows offers day services to people over-50 with a range of needs. The service boasts a range of activities, from snooker to movie days, alongside a popular community café. The Willows also hosts the Open Door service for citizens with mental health difficulties.

The Open Door Project  
Ambergate Road, Beeston NG8 3DG  
The Open Door Project provides a recovery based service for people who are looking for help and support with their mental health issues or emotional distress. Its aim is to help these people lead healthy, active, and independent lives. Whilst based in Beeston, there are a range of community-based groups all around the city.

With so many providers to choose from, where do you start? www.carechoices.co.uk can help.

- search care providers quickly and easily
- search by postcode/town and care type
- information on standards of care
- links to the latest inspection reports
- extra information, photos and direct website links for hundreds of providers
- request a brochure
- checklists to take with you when you visit

Alternatively, call our friendly helpline team on 0800 389 2077 to talk to someone directly.
Find out more about Nottingham City Council

Adult Social Care

**Nottingham Telecare Service**
Find out how we can support you to live independently with simple equipment for your own home. This service includes specialist dementia support and links with other support services, such as the Falls and Sensory teams.

**Residential Care**
We have a range of care homes in our neighbourhoods to suit your individual needs. These include care homes for people with learning disabilities, dementia and also older persons.

**Home Care**
Let us help you at home and support you with everyday tasks to enable you to become more independent. Home Care services include the intake Reablement Team (short term home care), the Jackdawe team (specialist dementia home care), Nottingham Emergency Home Care Services and the Deaf Home Care team.

**Day Services**
We have a range of day services all around Nottingham which cater to individuals with varied needs. All of our day centres aim to help people to lead healthy, active and independent lives. Centres include; Older Persons and Black & Minority Ethnicities, Physical and Sensory Impairments, Open Door (mental health service), Learning Disabilities.

**Shared Lives**
Shared Lives, formerly known as Nottingham Adult Placement Scheme, links people who need help and support to live in the community with a Shared Lives carer who can provide that help and support from their home. Citizens may have a learning disability, a physical disability, mental health problems, sensory difficulties or be unable to live alone because of their age.
Jobs in Care - Available Now!

We are recruiting for a Casual Pool of Care Workers across all the services listed in Nottingham city. The recruitment is on-going and we have a range of roles available.

The casual roles we have available are:

- Casual Care Worker Level 1 (£8.71 per hour)
- Casual Care Worker Level 2 (£9.75 per hour)
- Casual Care Worker Level 3 (£11.37 per hour)

**Contract type:** casual  **Working pattern:** as and when required/available  **Hours per week:** various by agreement  **Locations:** various - city wide

Permanent Shared Lives Carers - please contact the Shared Lives team directly on 0115 876 5846 for more details

If you have the same values as we do we will offer you:
- Paid induction
- Working hours to fit existing commitments
- Good rates of pay
- Ongoing training and support
- Opportunity to work across varied services
- Be considered for permanent roles when they become available

What qualities we are looking for:
- kind ● caring ● patient ● understanding ● want to help people

Apply here http://jobs.eastmidlandssharedservices.org

For any enquiries please call 0115 876 2783 or 0115 876 3808

www.nottinghamcity.gov.uk/supportingadults
Contact us now on 0115 876 3222
Email: nottinghamadultcare@nottinghamcity.gov.uk
In order to enable people to live in their own home for as long as possible a range of home care services are available. A range of help is on offer from day-to-day tasks such as cleaning, shopping and food preparation/ cooking through to personal care that helps with tasks like dressing, bathing, toileting and prompting the taking of medication. Carers need to be properly trained particularly in moving and handling and the use of hoists for some tasks. A full list of Nottingham City home care providers starts on page 21.

For an informal chat about services run by the Council or to arrange to buy Council services privately, please ring 0115 876 3222 to speak to an adviser. Alternatively, visit www.nottinghamcity.gov.uk/supportingadults. Council services include day, residential, home care and telecare services. If you would like an assessment to see if you may be eligible to receive Council services at a reduced rate, please ring Nottingham Health and Care Point on 0300 300 33 33, option 2 for an assessment of your community care needs.

Home care

Home care offers you the opportunity to be supported in living independently in your own home, enabling you to gain confidence in a way that is most comfortable for you. Home care workers will visit you in your home, and alongside you and those you choose to support you, will draw up a care plan. Your care plan will reflect what you are able to do for yourself, and what you would like support with. There are distinct Nottingham City Council home care services dependent on your needs.

Social Care Reablement
This service is primarily for citizens who have recently been discharged from hospital. Care workers will work with people for up to a six week period to enable them to build confidence in everyday tasks. The Social Care Reablement team will help you in regaining skills that you may have lost whilst you were in hospital by supporting you to live your life independently.

Nottingham Emergency Home Care Service (NEHCS)
NEHCS is able to provide short-term, short notice support to people in their own homes, either to prevent hospital admission or support people immediately on leaving hospital or support those who have an urgent need. NEHCS also provide a ‘Through The Night’ service. The service offers emergency support seven nights a week, including Bank Holidays, from 11.00 pm to 7.00 am. The team has close links with emergency GPs, the ambulance service and other health services, to highlight emergency calls that could require home care support alongside immediate medical attention. This means a home care worker can go out with doctors or paramedics. This enables people who may need support in the night to return to their own homes rather than remain in hospital.

Deaf Home Care Service
The service provides a fully accessible culturally and linguistically appropriate home care service to citizens who are profoundly deaf and require support at home. The service supports deaf and deafened citizens to maintain their independence and to lead fulfilled lives by providing them with care and support in their own homes. It is a specialist service that recognises and values British Sign Language as a language in its own right and the importance and existence of deaf culture. All home care workers have specialist knowledge of deaf culture and issues and are qualified in BSL to a minimum of level two. The service also recognises and provides for the wide range of communication methods other than BSL used by deaf people.

JackDawe
The JackDawe service provides specialist home care support to citizens with dementia. Staff are fully trained in the particular needs of both people with dementia and those closest to them and are able to provide a variety of support. For more information, see page 26.
Home care agency checklist

These questions may be useful when considering using the services of a home care (domiciliary) provider to help you build up a picture of how your care needs will be met in your own home.

| Agency 1 | £        |
| Agency 2 | £        |
| Agency 3 | £        |

### Agencies

What experience does the agency have in your particular field of need? Can they supply references for you to check?

1. 
2. 
3. 

Home care agencies providing personal care, must be registered and inspected by the Care Quality Commission. Ask to see a copy of their registration certificate and read CQC’s latest inspection report on the website [www.cqc.org.uk](http://www.cqc.org.uk)

1. 
2. 
3. 

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

1. 
2. 
3. 

How long has the agency been operating?

1. 
2. 
3. 

How many carer workers would the agency assign to care for you and would you see the same one every day? If not, how does the staff rota operate and what happens if your care worker goes on holiday or is sick, will you be notified in advance that a different care worker will be attending?

1. 
2. 
3. 

### Carer workers

You should expect your personal preferences, dignity and privacy to be respected. Discuss this with the agency and ask how the most suitable care workers for your particular care are chosen. Can you talk to them before deciding?

1. 
2. 
3. 

Care workers should be fully trained or be in on-going training. Ask the agency about their policies on this.

1. 
2. 
3. 

### Paying

If your care needs do not meet Adult Care Services’ eligibility criteria and have been arranged privately you should check carefully the fee rates charged and exactly what the payment you make covers.

1. 
2. 
3. 

If this is a private contract ask for a copy of the agency’s contract terms and read these carefully with someone you trust. Get as much help as you can going over it and ask any questions you may have before signing anything. The Citizens Advice Bureau or Age UK could help with this.

1. 
2. 
3. 

You will have a care plan drawn up by the agency which the carer workers will work to. Ask how often this plan will be reviewed by the agency.

1. 
2. 
3. 

Care workers must be checked with the Disclosure and Barring Service and have a criminal records disclosure – make sure this is the case.

1. 
2. 
3. 

Visit [www.nottinghamcity.gov.uk/supportingadults](http://www.nottinghamcity.gov.uk/supportingadults) for help to access care services
Are you happy with your home care provider?

You have a choice!

Right at Home is one of the UK’s most trusted care companies. Our local team of friendly, reliable carers specialise in assisting people who may need a helping hand with day-to-day tasks in their own home.

Our quality home care services include:

- Companionship
- Transportation and errands
- Meal preparation
- Light housekeeping
- Help with washing, dressing and personal care
- Medication reminders
- Post-operative support
- Holiday and respite cover
- Specialist dementia care
- Hospital to home

And much more...

To find out how we can help care for you or your family

Call 0115 8800 911
or visit rightathomeuk.com/nottingham

Making the difference to local people everyday

Award Winning Homecare Provider

Delivering expert care to the local Nottinghamshire community

We have been offering award winning services to the local Nottinghamshire communities over the past 4 years and provide support and assistance for people who want to live at home and maintain their independence, flexibility, dignity and choice.

We provide a full range of home care services including:

- Personal care
- Cleaning

- Palliative care
- Companionship

- Shopping
- Food preparation

- Dementia care
- Medication assistance

- Housework and domestic services
- Help around the house

To talk to us on how we can support you and design the care package that’s right for you, please call us on 0115 9821331 or visit www.whc.uk.com for more information.
Home care providers

**Service**
- **OP** Older people (65+)
- **D** Dementia
- **PD** Physical disability
- **LDA** Learning disability, autism

**User Bands**
- **MH** Mental health
- **SI** Sensory impairment
- **YA** Younger adults
- **AD** People who misuse alcohol or drugs

Please see the disclaimer on page 3 regarding NCC’s non-endorsement of services mentioned here.

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ACE CARE
Nottingham
Tel: 0115 970 5832

AGINCARE UK - WOODVALE EXTRA CARE SCHEME
Nottingham
Tel: 08000 121 247

AKA CASE MANAGEMENT LTD
Nottingham
Tel: 0115 954 0167

ALBANY HOUSE DOMICILIARY CARE SERVICE
Nottingham
Tel: 0116 257 6888

ALLIED HEALTHCARE - NOTTINGHAM
Nottingham
Tel: 0115 975 0855

ALWAYS THERE (NOTTINGHAM)
Nottingham
Tel: 0115 962 6212

APT CARE LTD
Nottingham
Tel: 0115 870 8867

ARCHANGEL HOME CARE
Nottingham
Tel: 0115 924 7116

AXIS RECRUITMENT LTD
Nottingham
Tel: 0115 841 4505

BESPOKE HEALTH & SOCIAL CARE
Nottingham
Tel: 07979 738439

BREAK BARRIERS (NOTTINGHAM) LTD
Nottingham
Tel: 0115 978 3742

CHOICE SUPPORT NOTTINGHAM
Nottingham
Tel: 0115 978 9557

**COMFORT CALL NOTTINGHAM**
Nottingham
Tel: 0115 975 5211

**CONTRACT CARE AGENCY LTD**
Nottingham
Tel: 0115 979 1403

**CROSSROADS CARE EAST MIDLANDS - NOTTINGHAM OFFICE**
Nottingham
Tel: 0115 962 8920

**CUMBERLAND HOUSE**
Nottingham
Tel: 0115 988 6121

Visit www.nottinghamcity.gov.uk/supportingadults for help to access care services
Live-in Care from £695 per week

The alternative to Care Home admission.
Live-in Care enables anyone with care needs to continue living in their own home with a round-the-clock care worker.

Agincare
Caring in Your Community
08000 121 247 | www.liveincare.info

Givecare Nottingham
Providers of quality care services throughout the whole of Nottinghamshire

Our high standard of domiciliary care is maintained and delivered to our clients by a committed, friendly and extremely well trained care team who have been vetted and chosen to ensure that the safety and best interests of our clients are being looked after at all times.

Givecare Nottingham provide care and support to people in their own homes for up to 24 hours a day, 7 days a week including:

- PERSONAL CARE
- MEAL PREPARATION
- DOMESTIC TASKS
- COMPANIONSHIP OUTINGS
- SLEEP & WAKING NIGHT SERVICE
- SHOPPING & PENSION COLLECTION

Givecare Nottingham
Jarodale House
7 Gregory Boulevard
Nottingham NG7 6LB
Tel: 0115 9626682 / 9220210

NEED HELP IN YOUR SEARCH FOR CARE?
www.carechoices.co.uk

developed by the publisher of this Directory

With so many providers to choose from, where do you start? www.carechoices.co.uk can help.

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- request a brochure
- checklists to take with you when you visit

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Supporting Independence
Providing a home support service with a difference. We offer a culturally appropriate and flexible care service tailored to individual needs.

Our diverse team of well trained support workers can assist you with:

- Personal Care - Help with washing, bathing, dressing etc.
- Social Care - Assisting with outdoor activities such as doctor/hospital appointments, shopping etc.
- Domestic Care - Assist with cleaning, laundry, ironing etc.
- Meal & Dietary Care - Food preparation in your own home, assistance with feeding etc.

To discuss our full services and your personal requirements call us on:
0115 9705832
or email acecare@live.co.uk

www.acecare.org.uk

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0115 9705832
or email acecare@live.co.uk

www.acecare.org.uk
### Home care providers continued

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<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
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<td>D</td>
<td>Dementia</td>
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<td>PD</td>
<td>Physical disability</td>
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<td>LDA</td>
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<td>AD</td>
<td>People who misuse alcohol or drugs</td>
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Please see the disclaimer on page 3 regarding NCC’s non-endorsement of services mentioned here.

**Visit** [www.nottinghamcity.gov.uk/supportingadults](http://www.nottinghamcity.gov.uk/supportingadults) **for help to access care services**

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<td><strong>FIRST CLASS CARE</strong></td>
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<td><strong>MENCAP (PORTLAND AND OXBOURGH SERVICES)</strong></td>
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<td><strong>GIVECARE (NOTTINGHAM)</strong></td>
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<td><strong>NOTTINGHAM CITY COUNCIL SHORT BREAKS TEAM</strong></td>
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<td><strong>NOTTINGHAM EMERGENCY HOME CARE SERVICE</strong></td>
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<td>Nottingham</td>
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We understand how confusing and emotionally taxing arranging care services for a loved one can be. A Care Directory can only take you so far on this journey so we have published a further information guide, Care Select.

Care Select has been written for the relatives of someone needing care. It provides additional guidance to the Directory and will delve into the practical and emotional issues facing families and carers when the time comes to find care.

**WHAT IF MUM DOESN'T AGREE?**

**CAN WE AFFORD IT?**

**WHAT ARE THE CARE OPTIONS?**

**HOW WILL I KNOW WHICH TO CHOOSE?**

**WHAT IF I MAKE THE WRONG CHOICE?**

**AS A READER OF THIS CARE CHOICES DIRECTORY YOU CAN CLAIM YOUR FREE COPY OF CARE SELECT (USUALLY £9.95), JUST CALL OUR HELPLINE ON 0800 389 2077**

*While stocks last*
Nottingham City Centre

Visit www.nottinghamcity.gov.uk/supportingadults for help to access care services
Services for carers

If someone relies on you for support on a regular basis, or is intending to rely on you, then you have the right to ask Adult Social Care Services and Health for a free confidential assessment of your own needs as a carer. Assessments are explained further on page 13.

Depending on the outcome of your assessment, a range of services may be provided or arranged for the person you care for, with their consent, to help you in your caring role. Please call Nottingham Health and Care Point on 0300 300 33 33, option 2 for further information.

Useful contacts

**Carers Direct**
A national one-stop information and advice service for carers who look after ill, frail or disabled friends and relatives.

Carers Direct includes:
- Details of assessments, benefits, Direct Payments, personal budgets and time off;
- Help to maintain, leave or return to employment;
- Help in education or training;
- Advice on how carers maintain or improve their social and emotional well-being and their physical and mental health;
- Access to health and social care for the person being cared for; and
- How to access information about, and support from, health and social care services for the person being cared for.

For further information, visit: [www.nhs.uk/carer sdf irect](http://www.nhs.uk/carer sdirect) or call the seven days a week helpline on freephone 0808 802 0202.

**Carers’ Federation, Nottingham**
The Carers Federation is dedicated to supporting carers of all ages and the people they look after. It is a diverse organisation offering a wide range of services to individuals and the wider community.

Christopher Cargill House
21-23 Pelham Road
Nottingham
NG5 1AP
Telephone: 01159 629310
Email: info@carersfederation.co.uk

Specialist care

**Dementia**

There are a range of services which may suit the needs of people with dementia. Nottingham care providers offering dementia services are coded with D on the home care list on page 21 and the residential care list on page 37.

For an informal chat about services run by the Council or to arrange to buy Council services privately, please ring 0115 876 3222 to speak to an adviser. Alternatively, visit [www.nottinghamcity.gov.uk/supportingadults](http://www.nottinghamcity.gov.uk/supportingadults). Council services include day, residential, home care and telecare services. If you would like an assessment to see if you may be eligible to receive Council services at a reduced rate, please ring Nottingham Health and Care Point on 0300 300 3333, option 2, for an assessment of your community care needs.

**JackDawe**
The JackDawe service provides specialist long term home care support to citizens with dementia. Staff are fully trained in the particular needs of both people with dementia and those closest to them and are able to provide a variety of support on a long term basis.

The JackDawe team, named for the first citizen who used the service, also offer two specialist teams within the service.

The Men’s team offers support to men who have been diagnosed with dementia and would benefit from having male carers support them in living independently. Whilst the Sahara team offers specialist support to South-Asian origin women, and their families, in living with dementia. Sahara offers culturally and religiously appropriate support and is able to provide bilingual carers where appropriate.

Additionally JackDawe has carers across the service who speak a range of languages including Polish, to meet the needs of people with dementia who may now be struggling with the demands of a second language.
Residential dementia care

For those who feel they would benefit from a more care-focused environment, or when living independently is no longer possible, a placement in a specialist residential home may be suitable. The Council’s Laura Chambers Lodge, The Oaks and Cherry Trees homes all offer supportive environments for people with dementia alongside those older persons who would benefit from a residential setting. They can offer specialist care for those in both earlier and later stages of dementia, and are able to provide support to those with working-age dementia as well as older people.

Questions to ask

Questions to ask of any home registered for someone with dementia would include: who is the senior clinician who can act as a single point of contact for people to approach for information and advice? What training programmes do staff participate in? Does the home offer a person-centred approach to their care planning? Is the home designed with the needs of its clients in mind, especially safety and accessibility? Is there plenty of natural light? Is moving around helped by easily-understood signage? How is technology employed to help alleviate falls and help orientation? Further important questions to consider can be found in the residential dementia care checklist below.

Differentiating one home from another can be difficult but the quality and quantity of staff training is especially important, along with the turnover of staff as continuity of relationships in this type of home is critical.

Residential dementia care checklist

Things to look for in care homes specialising in dementia. Please use in conjunction with the care homes checklist on page 32.

Residents
The best indication of a good home is that the residents appear happy and responsive.
• Are there rummage boxes around the home to stimulate residents?

Access
If the person with dementia needs or is likely to need equipment or adaptations you may want to check:
• There is adequate signage and cues for different parts of the home such as dining room and bathroom.
• The home’s policy about locking external doors.

Bedrooms
You may want to find out whether the person with dementia can have a single room and whether:
• Residents are encouraged to bring in some of their own furniture and possessions to increase familiarity.

Activities
Residents should be stimulated without feeling stressed.
• Are reminiscence activities available?
• Are residents able to compile memory boxes?
• Do staff compile life story books including photographs and mementoes?

Staff
It is important to note whether the staff seem friendly and caring towards residents and whether they treat residents with respect.
• Do they have any training and experience in dementia care?
• Will the person with dementia have a member of staff particularly responsible for their care?
• Is there a member of staff you can talk to about your own worries about the person with dementia?

Manager/head of home
A manager who is caring as well as efficient can make all the difference to a home.
• Does the manager have a broad knowledge of dementia and can they deal with difficulties that may arise in an understanding way?
• Is there a full assessment at home before a resident is admitted?

Notes........................................................................
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Physical and sensory disabilities

If you have a physical disability, sensory impairment or a long-term illness, Adult Social Care Services and other organisations in the independent and not-for-profit sectors can provide a range of services to help you live as independently as possible. There are also services available to support your carer.

As with all support from Adult Social Care Services, your needs must firstly be assessed (see page 13) to determine the best ways to support you; your carer can also have an assessment. You may wish to discuss your needs with your family doctor in the first instance.

Support from Adult Social Care Services includes: allocation of a personal budget if your needs are judged eligible (see page 14); occupational therapists; help with equipment and adaptations your home; activities within the community; help at home, and with leaving hospital; short breaks; help if required to move into residential or nursing home care; and help for carers.

If Adult Social Care Services arranges a care home placement for you, you should check a number of issues. What choices of home do you have and is this restricted by the amount of care you need? Is the provision in accordance with Care Quality Commission’s standards? Does the staff team in the home have good links with the local ASCS Care Management Team?

You can ring Nottingham Health and Care Point on 0300 300 33 33, option 2 for advice or an assessment or, for an informal chat on services run by the Council or to arrange to buy Council services privately, please ring 0115 876 3222 to speak to an adviser or go to www.nottinghamcity.gov.uk/supportingadults.

Learning disabilities

There are a range of services which you can access to support you to live independently, and also living in a supported environment if you choose. In the day services listed on page 15 there may be options you want to explore for social opportunities. Telecare and telehealth explained on page 6 can also be useful in maintaining your independence.

Shared Lives

Shared Lives, also known as Adult Placement, allows citizens over 18 with learning disabilities, mental health conditions, or sensory and physical impairments to be supported in another family’s home on either a long or short term basis.

Carers come from a range of backgrounds, but all are keen to support people in living in a supported and independent fashion. Citizens using the service are matched to a carer who will welcome them into their family home, either long-term, or for a short stay.

Shared Lives encourages carers to treat citizens like family and this gives the service a unique feel. Shared Lives is also ideal for respite care for citizens who would benefit from a family setting and one to one environment. Before citizens stay with their carers they meet with them several times to decide if they are the right carers for them. Carers are carefully selected and trained to support people with a range of needs in a family setting.

To enquire about using Shared Lives please call us on 0115 876 3222 or email adultsocialcare@nottinghamcity.gov.uk.

Mental health

If you are experiencing mental health issues it is important that you seek help from your GP in the first instance.

He or she will decide whether you need to see a specialist nurse based within the GP practice. These are known as primary care mental health services. There are a range of psychological therapies available within primary care.

If your GP feels you need a more specialist psychiatric assessment, he or she can refer you to the Community Mental Health Team which covers the area you live in. These are known as secondary mental health services.

In Nottingham City and Nottinghamshire, secondary mental health services are provided by Nottinghamshire Healthcare NHS Trust. Over 8,800 dedicated staff provide services in a variety of settings, ranging from the community through to acute wards, as well as secure settings.

Nottinghamshire Healthcare NHS Trust
Duncan Macmillan House, Porchester Road, Nottingham NG3 6AA
Telephone: 0115 969 1300
Safeguarding vulnerable adults

Everyone has the right to live their life free from violence, fear and abuse. All adults have the right to be protected from harm or exploitation. A vulnerable adult is a person who is in need of extra support because they are elderly or have a learning disability, physical or sensory impairment or mental health condition and who is or may be unable to take care of themselves or unable to protect themselves against harm.

Abuse can happen anywhere - in a care home, a hospital, in the workplace, at a day centre or educational establishment, in supported housing or in the street and can take many forms:

• Physical abuse such as hitting, pushing, pinching, shaking, misusing medication, scalding, restraint, hair pulling.
• Sexual abuse such as rape, sexual assault, or sexual acts to which the vulnerable adult has not or could not have consented, or to which they were pressurised into consenting.
• Psychological or emotional abuse such as threats of harm or abandonment, being deprived of social or any other form of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, being prevented from receiving services or support.
• Financial or material abuse such as theft, fraud or exploitation, pressure in connection with wills, property, or inheritance, misuse of property, possessions or benefits.
• Neglect such as ignoring medical or physical care needs and preventing access to health, social care or educational services or withholding the necessities of life such as food, drink and heating.
• Discriminatory abuse such as that based on race or sexuality or a person’s disability and other forms of harassment or slurs.

• Institutional abuse can sometimes happen in care homes, care homes with nursing or hospitals when people are mistreated because of poor or inadequate care, neglect and poor practice that affects the whole of that service.

If you are being abused, you don’t have to put up with it. If someone you know is being abused, or you have a concern that they may be, you should first make sure that they’re safe if it’s possible to do so.

Tell someone you trust or call Nottingham City Council on 0300 300 33 33, option 2 if the person you are concerned about lives within the City Council boundaries or call Nottinghamshire County Council on 0300 500 80 80 if the person lives within the County boundaries. If unsure where you are, call any one of the numbers and report what is happening to you, or the person you are concerned about.

Remember, if it’s an emergency, dial 999. You can report abuse to Adult Social Care Services in the strictest confidence and your identity can be kept private.

Residential care

Respite care and short stays
Carers sometimes need a break and this can be provided in several ways: you may wish to go into a care home yourself for a week or two to give your carer a short holiday; or arrange home-based respite care where another carer moves into your home; or family-based respite care where you move into another family’s home for a period. The best option for you will depend on your needs, the urgency of the situation and personal choice and cost.

Care homes
Residential care homes are able to offer 24 hour support for citizens who may need a more supportive environment on a long or short term basis. Residential homes are designed to feel like a home from home, and are able to meet a range of needs including those of people with dementia and the needs of citizens with learning disabilities.
Residential care continued

There are two types of care home:

Residential care homes
We will work with you to keep you as independent as possible for as long as possible, but there may come a time when you consider moving to a residential care home. They offer supervision and support throughout the day and night and personal care including bathing, assisting with meals, dressing and support with mobility but residency must be paid for if your capital/savings exceed £23,250. See page 33 for more information on paying for your care.

Care homes with nursing
If you think you may need nursing care in a home, you will need a nursing assessment to determine this. This visit might be in your own home, or in hospital if you’ve been ill. The cost of the nursing care part of your fees is paid by the NHS to the home directly; the current amount is £110.89 per week.

For an informal chat about services run by the Council or to arrange to buy Council services privately, please ring 0115 876 3222 to speak to an adviser. Alternatively, visit www.nottinghamcity.gov.uk/supportingadults.

Council services include day, residential, home care and telecare services. If you would like an assessment to see if you may be eligible to receive Council services at a reduced rate, please ring Nottingham Health and Care Point on 0300 300 33 33, option 2 for an assessment of your community care needs.

All care providers in the country must be registered with the Care Quality Commission (CQC). All services are inspected by the CQC, who report on their findings. These inspection reports are available at the home or from the CQC (www.cqc.org.uk).

Listings of all care homes and care homes with nursing in Nottingham City start on page 37.

Council residential care homes

Cherry Trees
Chippenham Road, Bestwood NG5 5TA
Designed specifically to support elderly and frail people, and to cater to the needs of those living with dementia, Cherry Trees offers a calm and supportive environment which enables people to maintain their independence as long as possible. A spacious and airy café offers family and friends the chance to enjoy a snack whilst visiting. Whilst the large garden, gives residents the opportunity to maintain, or develop, their interest in gardening. There is a reminiscence space and hairdressing facilities. All rooms are single and en-suite, and it is possible to bring pets into Cherry Trees.

Laura Chambers Lodge
Swansdowne Drive, Clifton NG11 8HW
With a spacious, colourful garden, and situated opposite a large park, Laura Chambers Lodge is ideal for older citizens with dementia who enjoy a peaceful and pastoral experience. There are a range of activities as part of a caring but vibrant community, designed to support citizens in maintaining independence safely, alongside care tailored to the needs of the individual. All citizens have a private room, with washing facilities. A regular hairdresser and memory room help maintain the home from home atmosphere. Pets are welcome with prior agreement.

Oakdene
Woodborough Road NG3 1AZ
Oakdene is a small, supportive residential care home for citizens with learning disabilities. The family atmosphere is supported by many of the current residents having happily lived at Oakdene for a number of years. Citizens are encouraged to develop and maintain skills of independence with one to one trips to the shops and places of interest. Oakdene offers single rooms with washing facilities, and welcomes pets by arrangement.

The Oaks
Campbell Street, St Ann’s NG3 1GZ
The Oaks offers a supportive and active home for older citizens with a range of needs. All citizens have their own en-suite room, and staff are trained in specialist dementia care as well as generalist support. The Oaks boasts a vegetable and flower garden, which provides the kitchen with fresh produce and opportunities to relax in a peaceful outdoor space.
Nottinghamshire Care Association

Nottinghamshire Care Association (NCA) is a not-for-profit organisation that represents a wide range of independent care homes throughout Nottinghamshire and Nottingham City.

What do independent homes have to offer a resident?

Choice
Independent homes range from small, comfortable and homely through to five star hotel style luxury, with a vast range in between. Our members’ homes come in all shapes and sizes and locations, nearly every town has an independent care home. Although in Nottinghamshire all nursing homes are provided by the independent sector.

Uniqueness
Our members’ homes each provide their own unique service, but all enable older people to enjoy what is best for them. For example, those who felt isolated in their own home gain companionship; people who were struggling to cope alone receive 24-hour help; and others who may have felt like they were a burden can find themselves much more independent.

Caring staff
However it is our staff who make the difference: that smile on their face that makes those around them smile and feel valued; being dependable and sensitive to the needs of others also brings renewed confidence. Offering help with the things that are hard to do which makes a difference to residents’ lives and results in an important and highly fulfilling role. Being on hand 24/7.

High standards
Independent care homes provide care that is over and above the ‘National Standards for Care Homes for Older People’ - caring about every aspect of residents’ lives including health, diet, exercise, hobbies and social activities. They aim to ensure that all residents continue to enjoy life whilst receiving the very highest standard of care.

All homes provide personal services and registered nursing homes also provide 24/7 qualified nursing care. Some homes also provide dementia care, learning disability support and other more specialist care.

Quality
Our members are passionate about providing good quality care. All independent homes are registered with the Care Quality Commission (CQC) and are subject to stringent inspections by the CQC, the local councils, fire officers, the health and safety executive, environmental health officers and, for nursing homes, by the NHS-CCG.

Unsurprisingly our members have a vested interest in providing a high quality service to their residents. Independent government quality reports on every home can be found on the CQC website: www.cqc.org.uk.

Good value
Accommodation and care charges vary according to the service offered and required - but all homes aim to provide good value for money. You may be surprised how little high standards of care cost. Although higher quality care often does cost more.

Details of the financial support available can be found elsewhere in this Directory starting on page 33. However specialist independent financial advice should always be considered.

If you are looking for a care home in Nottinghamshire why not visit one of our members’ care homes? Our website provides some useful information to assist you in choosing an independent care home:

www.nottinghamshirecare.org.uk

If you go to the ‘Looking for Care’ section of the website there is a database of all homes to search.

Activities of the NCA
Nottinghamshire Care Association represents individual companies, groups of homes, individuals and charities in the independent care home sector.

The NCA is committed to helping care providers to give the best possible service to the vulnerable people they care for - working in partnership with others to make this a reality. The NCA promotes the care sector by lobbying politicians for the benefit of residents, members and staff. We lobby for equal, fair and consistent support of residents whether they are independent or publicly-owned care homes. The NCA works with the statutory authorities to negotiate economic levels of fees from the Government and local authorities.

We also work with the CQC, local councils and the NHS to raise standards and encourage training and development of staff.

Alan Pearce, Chairman
Nottinghamshire Care Association Ltd
Telephone or fax: 0115 824 2322
Email: info@nottinghamshirecare.org.uk
Web: www.nottinghamshirecare.org.uk

Visit www.nottinghamcity.gov.uk/supportingadults for help to access care services
## First impressions

- Were you met when you first arrived?
- Do staff seem warm, friendly and polite?
- Do the residents seem happy, active and sociable?
- Does the home feel homely and welcoming?
- Is the home fresh, clean and comfortably furnished?

## Fees

- How much are the fees?
- Do the fees cover all the services available?
- Under what circumstances will the fees alter – e.g. annually or according to increasing needs?
- Is the notice to terminate reasonable?

## Transport

- Is the home easy to get to for relatives and friends?
- Does the home provide its own transport?

## Accommodation

- Are bedrooms single or shared? Is there a choice?
- Can you decorate and re-arrange your room to suit yourself?
- Can you bring your own furniture and TV?
- Is there a call system for emergencies?
- Are there enough sockets in your room?
- Can you control the heating in your room?
- Can you lock your room and is there a secure place for valuables?
- Is there a separate dining room? Bar?
- Are there toilet facilities within easy reach of the communal facilities?
- Are there both showers and baths?
- Are bathrooms adapted to help people in and out of the bath?

## Accessibility

- Does the home have the right adaptations and equipment to meet your needs?
- Are all areas accessible for wheelchair users?
- Does the home have extra wheelchairs and walking aids?
- Is there adequate provision for people with sight or hearing difficulties?

## Life within the home

- Are there any rules and restrictions (e.g. going out, time of return etc.)?
- Can you choose when to get up and retire every day?
- How are residents involved in decisions about life in the home?
- Is there a telephone where you can make and take calls in private and comfort?
- Is alcohol served or permitted?
- Are there smoking and non-smoking areas?
- What arrangements are there for religious observance?
- Can you handle your own money?
- If not, what arrangements are in place?
- Does a hairdresser/chiropodist visit?
- Are residents accompanied on visits to the GP or hospital?
- Do the staff appear clean, cheerful and respectful?
- Do the staff talk to residents and how do they talk to them?
- Are the staff formally trained?
- Is there an adequate number of staff on day and night?

## Visitors

- Are visitors welcome at all times?
- Is there somewhere to see them in private?
- May your visitors join you at meals?
- Can your visitors stay overnight?

## Catering

- How much choice do you get about meals?
- Is the food varied and interesting?
- Can the home cater for your dietary needs?
- Can you have snacks or drinks any time of the day or night?
- Can you eat in your room?

## Activities

- Can you continue to pursue your hobbies and interests?
- What sorts of activities and entertainment are organised?
- Are outings and holidays arranged?
- How much do they cost?
- Are escorts available if necessary?
- Is a library service available?
- Can you have your own flower bed or help in the garden?
- Can you stay in your own room if you want to?

## Gardens

- Are the grounds/gardens attractive?
- Are all areas safe and accessible?
- Is there somewhere to sit?
- Are they quiet?

## Contract terms

- Can you retain your own room if away?
- Can you have a short-stay or trial period?
- Will you be given a statement of terms on admission?
- Are all procedures, such as complaints, clearly spelt-out?

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**Call Nottingham Health & Care Point 0300 300 33 33, option 2 for help to access care services**
Paying for care

In your own home

Citizens who have been assessed as eligible to receive adult social care will have a package set up and funded by us (Nottingham City Council). You will have received a care needs assessment, typically by a social worker, to confirm that you qualify for funding from us for your care package. Fairer Charging will receive a referral from our Adult Social Care Services colleagues to carry out a financial assessment to determine if you are able to make a contribution to the cost of your package.

What is Fairer Charging?
Fairer Charging is a financial assessment system created by central Government policy. It ensures that people who receive non-residential social care and support are not asked to contribute more than they can afford to pay for the services they receive. A financial assessment is not compulsory, but if you choose to decline the assessment you will be expected to pay the full cost of any social care services you receive.

Where is the assessment conducted?
Usually at the home of the citizen or a relative, due to the location of their paperwork. It is highly recommended that you have support from a friend, relative or representative at the assessment if you do not deal with your own finances.

What information will I need to provide?
A financial assessment officer will look at:
- your income;
- any savings and investments you may have;
- additional property;
- essential expenditure, i.e. rent or mortgage, Council Tax; and
- disability-related expenditure (any expenditure due to your disability).

How is my assessment calculated?
We will look at your savings, income, housing-related expenditure and disability-related expenditure, and also deduct an amount set by the Government for living costs. What remains is what we call your ‘Total Chargeable Income’. Your Total Chargeable Income is the amount of money we have calculated that you have available each week to contribute towards the cost of your social care service.

A full benefits check is conducted even if you are not expected to make a contribution.
After an assessment has been completed you will be sent a letter explaining the outcome of your assessment. If you’ve been assessed as able to make a contribution, you will receive an invoice every four weeks.

Contact details
The Fairer Charging Team, Nottingham City Council, Loxley House, Station Street, Nottingham NG2 3NG
Telephone: 0115 876 2525
Email: fairercharging@nottinghamcity.gov.uk
Website: www.mynottingham.gov.uk/fairercharging

Paying for residential and nursing care

If you have been assessed as needing a place in a care home, we must carry out a means-tested financial assessment to work out how much you need to pay.

If eligible, the cost of the care home is paid by us directly to the home, and the amount we can pay up to will depend on the type of care you have been assessed as needing, but you will still need to make a contribution towards the cost to us.

For example, if you have been advised that the residential home you have chosen is within our weekly funding limit, say, for example, £450 per week, for a particular type of care need, it does not mean that the care will be free; you will still have to pay a contribution towards this. Any income and capital that you have will be taken into account, including any property that you own.

Third party payments

Any difference between the amount paid by us and the home’s fee must be met by means of a third party payment. The service user cannot be his or her own third party.

Third party payments should be agreed with the person paying the third party payment at the time of the placement and should not be subsequently introduced by the home.
Third party payments continued

We pay the gross cost of placements and it is our responsibility to recoup the agreed money from the third party. Providers should not collect third party payments directly from service users’ relatives or representatives.

The third party needs to be sure they can keep up with these payments for as long as the service user is in the home. If the third party defaults on the agreed level of payment, there is no obligation on us to continue to pay the third party cost.

Any increase in the third party amount requested by the care home will not be paid unless the care home has gained the written consent of the third party and forwarded this consent to Adult Residential Services.

Third party payments should not be negotiated without our knowledge and consent.

How much you will have to pay for your care?

Your charges will start from the day you are admitted to care, so your first bill will always be backdated to this day.

If your savings are less than £14,250 and you do not own a property
Your charge will be means tested based on the income you receive each week. This will usually include any benefits and works pensions being taken into account, and you will be left with an amount of personal allowance. From April 2014, personal allowance is set at a national level of £24.40 a week.

If you have savings of between £14,250 and £23,250
You will be expected to contribute an additional £1 per week for every part of £250 you have above £14,250.

If your savings are less than £23,250 and you own a property
We will help with your care costs for the first 12 weeks. This is called a 12 week disregard. It means that your property is not taken into account as an asset for the first 12 weeks that you are in permanent care.

After this we will continue to pay the care home, but it will be as a loan until your property is sold. During the time your property is up for sale, you will still be expected to pay the means-tested contribution to us for your care charges (including the first 12 weeks when your property is not taken into account).

When the property is sold, you will need to pay the money back to us that we have paid to the home in full for your care (less the means-tested contributions that you have made in the meantime).

There are some times when your property will not be taken into account (for example) -
- if your partner or - a relative who is over 60 or incapacitated or - a child under 16 who you or your partner still maintain lives there.

If your savings are above £23,250
You will not qualify for financial assistance from us and will need to make arrangements to pay the care home direct. However, you can register a claim for Attendance Allowance by telephoning 0800 88 22 00, and may want to seek independent specialist financial advice.

Paying your care charge bills
After we have completed your financial assessment visit, we will notify you of your weekly charge and explain how we have worked this out. You will receive a bill every four weeks if in permanent care and weekly if not.

Keeping us informed
Every year we carry out a financial review to make sure we are charging you the correct amount, and will ask you for savings details, including any stocks and shares that you may have, as well as your usual income amounts.

The Department for Work and Pensions makes changes to benefit amounts every April, and we amend your weekly charges to reflect this.

If at any time your financial circumstances change, or the person responsible for paying the bills changes, you must let us know as soon as this happens.
Help with managing your benefits when you go into care

Adult Residential Services can help when someone goes into care by becoming the appointee, but this doesn’t give us the authority to access any personal bank accounts or works pension(s) (superannuation(s)).

This means that benefits will be paid directly to us, so there will be no need to issue you with a bill. We will pay out the weekly personal allowance to a nominated person and make sure that all communication with the Department for Work and Pensions is dealt with directly through Adult Residential Services. If you choose not to spend the personal allowance each week, we can open a savings account for you, so you can use the money as and when you need it. Please contact us on 0115 876 3672 if you would like more information.

Usually, if someone has savings and a property, they will have appointed someone to formally manage their affairs through the Court of Protection or Power of Attorney. As appointee, we would not be able to do anything other than deal with your state benefits.

Important things to remember about your finances when you go into care

Your care charges

• You may have to pay for your care – it is means tested.
• Unless you have specifically been told by your social worker that your care is called ‘Intermediate or Interim Care’ for a short period of time, your care will not be free.
• Third party payments (or top-ups) cannot be paid for by the person who lives in care, and whoever is responsible will have to sign an agreement to say they are accepting responsibility for keeping up the payments.
• Care bills (invoices) are issued weekly or four weekly depending on your care type, to be paid by the due date on the invoice.
• Once you are in care, your weekly income must be used to pay your care bills – if you have outstanding bills still to pay from before you went into care, such as catalogue or credit cards, you must contact the companies and advise them that the person has now gone into care and their financial circumstances have changed, we cannot take these into account to reduce your weekly charge.

Your benefits

• If you are receiving Pension Credit as part of a couple, and one person is going into permanent care, you must both put a claim into the Department for Work and Pensions (DWP) to claim Pension Credit as single people, because you will be living at separate addresses. The person in care will be assessed on single person’s Pension Credit.
• The DWP should be advised of the new address of the person who has gone into care.
• Attendance Allowance and Personal Independence Payment will stop being paid after four weeks of being in care or hospital. They will be included as part of your assessed income whilst you are receiving them when you are in permanent care. The Government office that deals with these benefits can be contacted on 08457 123456, and you should notify them of the date of admission to the care home.
• Disability Living Allowance (Mobility) continues to be paid whilst you are in care, and will not be counted as part of your assessed income.

If you have a works pension

This will be counted as income and will go towards your care charges. If we become your appointee, remember to tell your pension company to re-direct it to us so that we don’t have to send a bill for this amount.
Call Nottingham Health & Care Point 0300 300 33 33, option 2 for help to access care services
Older people (65+)
Dementia
Physical disability
Learning disability, autism
Mental health
Sensory impairment
Younger adults
People who misuse alcohol or drugs

ACORN HOUSE
1 Oak Street, Carrington, Nottingham NG5 2AT
Tel: 0115 960 5981
Advert page 44

ALEXANDRA LODGE CARE HOME
2 Lucknow Drive, Mapperley Park, Nottingham NG3 5EU
Tel: 0115 962 6580

ALFRED MINTO HOUSE CARE HOME
26-28 Zulu Road, New Basford, Nottingham NG7 7DR
Tel: 0115 978 3826

ARNOLD HOUSE
168a Oxclose Lane, Arnold, Nottingham NG5 6FD
Tel: 0115 920 8170

ARNOLD ROAD, 514
Bestwood, Nottingham NG5 5HN
Tel: 0115 960 8091

ASCOT HOUSE
30-40 Percival Road, Sherwood, Nottingham NG5 2EY
Tel: 0115 960 6506

ASHLEIGH HOUSE
18-20 Devon Drive, Sherwood, Nottingham NG5 2EN
Tel: 0115 969 1165

BEECHDALE HOUSE CARE HOME
Beechdale Road, Aspley, Nottingham NG8 3EZ
Tel: 0115 929 2792

BEECHES CARE HOME
Darnhall Crescent, Bilborough, Nottingham NG8 4QA
Tel: 0115 929 4483

BEECHWOOD
60 Burlington Road, Sherwood, Nottingham NG5 2GS
Tel: 0115 924 5893

BELVOIR LODGE
243 Edwards Lane, Nottingham NG5 6EQ
Tel: 0115 967 9287

BENTINCK ROAD, 32
Hyson Green, Nottingham NG7 4AF
Tel: 0115 850 4002

BURLINGTON VILLA
15 Burlington Villa, Sherwood, Nottingham NG5 2GR
Tel: 0115 960 2738

CHERRY TREES RESOURCE CENTRE
Chippenham Road, Bestwood Park Estate, Nottingham NG5 5TA
Tel: 0115 915 9193

CLAREMONT ROAD, 4
Sherwood Rise, Nottingham NG5 1BH
Tel: 0115 960 4618

CLIFTON MANOR RESIDENTIAL HOME
Rivergreen, Clifton, Nottingham NG11 8AW
Tel: 0115 984 5859

COCKINGTON HOUSE
38 Cockington Road, Bilborough, Nottingham NG8 4BZ
Tel: 0115 928 8013

CONIFERS REST HOME, THE
15 Bakerdale Road, Nottingham NG3 7GJ
Tel: 0115 911 0024

Visit www.nottinghamcity.gov.uk/supportingadults for help to access care services
For more than half a century The Abbeyfield Society has been helping older people get the best out of life. Our network of care homes across the country offer the perfect blend of comfort, care and support, including specialist dementia and nursing care. We have several care homes in the Nottingham area, each with its own unique style, and all providing the highest quality of care you would expect from Abbeyfield.

Millbeck House
Oakdale Road, Arnold
T: 0115 956 9790

The Firs Nursing Home
Mansfield Road, Sherwood
T: 0115 953 1123

Sycamore House
Mansfield Road, Sherwood
T: 0115 956 5205

Katherine House
Ebony Road, Sherwood Rise
T: 0115 912 3554

Acer Court and its sister home Alder House are owned by Avery Healthcare one of the UK’s leading providers of elder care, with a fast expanding national portfolio of homes. Avery has a reputation earned through the leading edge design of its homes, its family support programmes and the thriving communities that typify all of its homes.

Avery employees are encouraged to undertake Dementia Friends training and to promote the initiative in the home and community. Why not pop in and see for yourself how we are setting the standards in modern care home provision?
Nottingham City care homes continued

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

Please see the disclaimer on page 3 regarding NCC’s non-endorsement of services mentioned here.

DERBYSHIRE HAVEN
2 Brendon Road, Wollaton, Nottingham NG8 1HW
Tel: 0115 928 2110

DEVONSHIRE MANOR
2 Devonshire Road, Sherwood, Nottingham NG5 2EW
Tel: 0115 962 2538

EDENHURST REST HOME
5-11 Denmark Grove, Alexandra Park, Nottingham NG3 4JG
Tel: 0115 960 6595

FAIRWAY VIEW CARE HOME
Swale Close, Bulwell, Nottingham NG6 9LZ
Tel: 0115 975 8770 Advert inside back cover

FOREST LODGE REST HOME
20 Forest Road East, Arboretum, Nottingham NG1 4HH
Tel: 0115 978 0617

GREGORY COURT
Noel Street, Hyson Green, Nottingham NG7 6AJ
Tel: 0115 979 0750

GREGORY HOUSE II
391/393 Mansfield Road, Carrington, Nottingham NG5 2DG
Tel: 0115 969 2320

HALL PARK CARE HOME
Squires Avenue, Bulwell, Nottingham NG6 8GH
Tel: 0115 975 8750

HAVEN LODGE
2 Alexandra Street, Sherwood Rise, Nottingham NG5 1AY
Tel: 0115 962 1675

HAWTHORN LODGE CARE HOME
Beckhampton Road, Bestwood Park, Nottingham NG5 5LF
Tel: 0115 967 6735 Advert page 36

HEATHCOTES (ARNOLD)
Redhill Farm, Bestwood Lodge Drive, Arnold NG5 8NE
Tel: 0115 967 9619

HEATHCOTES (BASFORD)
55A Hadbury Road, Nottingham NG5 1JZ
Tel: 0115 970 4850

HEATHCOTES (CARRINGTON PARK)
2 Clinton Avenue, Mapperley Park, Nottingham NG5 1AW
Tel: 01246 545633

HEATHCOTES (MAPPERLEY LODGE)
24 Ebers Road, Mapperley Park, Nottingham NG5 3DY
Tel: 01246 556453

HEATHCOTES (WOODBOROUGH)
24 Ebers Road, 2 Corporation Oaks, Nottingham NG3 4JY

KATHERINE HOUSE
10-12 Ebury Road, Sherwood Rise, Nottingham NG5 1BB
Tel: 0115 912 3554 Advert page 38

KINGFISHER COURT CARE CENTRE
Sturgeon Avenue, Clifton, Nottingham NG11 8HE
Tel: 0115 940 5031

KINGSBURY HOUSE
103-105 Mansfield Street, Sherwood, Nottingham NG5 4BH
Tel: 0115 955 2917

With so many providers to choose from, where do you start? www.carechoices.co.uk can help.

- search care providers quickly and easily
- search by postcode/town and care type
- information on standards of care
- links to the latest inspection reports
- extra information, photos and direct website links for hundreds of providers
- request a brochure
- checklists to take with you when you visit

Alternatively, call our friendly helpline team on 0800 389 2077 to talk to someone directly.
Nottingham City care homes continued

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

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**LANGDALE COURT CARE HOME**
1 Colville Street, Nottingham NG1 4HQ
Tel: 0115 947 2167

**LANGDALE HOUSE CARE HOME**
Grove Avenue, Southey Street, Nottingham NG7 4BP
Tel: 0115 978 3822

**LAURA CHAMBERS LODGE RESIDENTIAL UNIT**
37 Swansdowne Drive, Clifton, Nottingham NG1 8HW
Tel: 0115 915 7909

**LEVINA HOUSE**
17 Victoria Embankment, Nottingham NG2 2JY
Tel: 0115 986 1555

**LIME LODGE**
575 Nuthall Road, Nottingham NG8 6AD
Tel: 0115 875 8349

**LINBY DRIVE, 14**
Strelley, Nottingham NG8 6QH
Tel: 0115 976 4652

**LINWOOD HOUSE**
1 Mount Hooton Road, Nottingham NG7 4AY
Tel: 0115 978 6736

**LORETO COTTAGE**
Mapperley Plains, Nottingham NG3 5RT
Tel: 0115 926 9357

**MAPPLETON HOUSE**
9b Chestnut Grove, Mapperley Park, Nottingham NG3 5AD
Tel: 0115 962 3714

**MILVERTON ROAD CARE HOME**
72-74 Milerton Road, Bestwood Park, Nottingham NG5 5RH
Tel: 0115 966 1072

**MOUNT VERNON TERRACE**
23-25 Waverley Street, Arboretum, Nottingham NG7 4DX
Tel: 0115 978 4345

**NOTINTONE HOUSE**
Sneinton Road, Nottingham NG2 4QL
Tel: 0115 950 3788

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**Specialising in RESIDENTIAL and DEMENTIA care**

*Where care comes first*

**Gedling Village Care Home**
Tel: 01159 877 330
73 Arnold Lane, Gedling, Nottingham, NG4 4HA
email: info@gedlingvillagecare.com
www.gedlingvillagecare.com

- Specialist dementia care
- Purpose built residential home
- 54 beds in generous sized rooms, all with ensuite shower rooms.
- 13 one bed extra care apartments for the elderly
- 2 modern lifts
- 3 lounges
- Situated close to local amenities and bus stops.
- Friendly and dedicated staff who are fully trained to meet residents’ needs
- Weekly hairdresser visits
- Regular doctor visits
- Modern call system, TV / telephone point in every room
- Dentist and chiropodist are available
- CCTV coverage throughout

**Wollaton Park Care Home**
Tel: 01159 283 030
2A Lambourne Drive, Wollaton, Nottingham NG8 1GR
email: info@wollatonparkcarehome.com
www.wollatonparkcarehome.com

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

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Call Nottingham Health & Care Point 0300 300 33 33, option 2 for help to access care services
Eastgate Care

- All our homes offer Nursing, Convalescence, Respite, Dementia, Personal/Residential care services and have modern facilities
- Our spacious en-suite rooms are tastefully decorated and furnished to a very high standard
- We have plenty of fully qualified nursing staff, with 24 hour care & specialist nurse call systems
- The comfortable welcoming lounges overlook well- tended gardens or picturesque waterway
- We host regular visits from local GP, chiropodist, optician, dentist, physiotherapist, hairdresser and churches/ministers
  - Dedicated Activities Co-ordinators & regularly organised trips and outings
  - Our meals are home cooked and we cater for special diets

ALEXANDRA HOUSE
Eastwood, Notts NG16 3GP

BELLE VUE LODGE
Mapperley, Notts NG3 5FS

MELBOURNE HOUSE
Aspley, Notts NG8 5RU

“Thankfully the care from you all gave me so much more time with Mum than I ever hoped for. She called her room her flat and made it her home, she loved it. She was so fond of all of you, I can’t thank you enough”
Pat & Family

PARK HOUSE
Bulwell, Notts NG6 8SB

Our latest home is
Canal Vue
at Awsworth Road, Ilkeston, Derby DE7 8JF

Tel: 0115 979 1234

The White Swan, Head Office & Training Centre, Notts NG6 0GD
Email: enquiries@eastgatecare.co.uk - www.eastgatecare.co.uk
Radiant Home is a registered family residential home for 18 elderly people. Our Home provides a high standard of accommodation, food and service, where the well being and dignity of the residents is of paramount importance.

At Radiant Home we encourage our residents to maintain their independence by allowing and encouraging them to undertake for themselves, all the normal activities they are capable of.

Residents are also encouraged to continue their own social events and to participate in indoor and outdoor activities, regular outings and annual holidays which we organise in consultation with our residents. A full and active social program is available to all residents with many occupational, social and recreational facilities both in the home and within the community.

Radiant Home Management works closely with various organisations and Government bodies including Social Worker’s, GP’s, Discharge and Liaison Officers, to assist our residents in any way to enhance their care or needs.

Experienced and skilled staff are available at all times throughout the day and night.

Our home is fully central heated, with a passenger lift to the first floor. There are three Lounges and a separate Dining Room, all of which are beautifully decorated and furnished to create a homely ambiance. Meals are prepared in-house by our dedicated & experienced cooking team.

Radiant Home has fifteen single bedrooms and two double bedrooms, all are equipped with a smoke detector and a nurse call system offering 24 hour assistance, essential in creating a positive sense of security. We are very aware of the confusion that may result from a major change of environment. In order to minimise the upheaval we encourage our residents to bring a few familiar items of furniture if desired. Transport of these items can be arranged complements of the management.

If you would like more information or to view our home for yourself, a family member or loved one, please do not hesitate to contact us or call in for a friendly chat, Call us now on: 0115-975-3999 ..we are always happy to help.

Radiant Home. Highbury Road, Bulwell, Nottingham NG6 9DD
Telephone: 0115-975-3999 E-mail: lota@radianthome.co.uk
Visit our website at: www.radianthome.co.uk
Nottingham City care homes continued

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

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OAKDENE RESIDENTIAL CARE HOME
10 Woodborough Road, St Ann’s, Nottingham NG3 1AZ
Tel: 0115 958 0172

OAKS RESIDENTIAL UNIT, THE
Campbell Street, St Ann’s, Nottingham NG3 1GZ
Tel: 0115 915 9013

ORLA HOUSE
317 Mapperley Plains, Nottingham NG3 5RG
Tel: 0115 920 3754

OXCLOSE LANE CARE HOME
154-156 Oxclose Lane, Arnold, Nottingham NG5 6FF
Tel: 0115 967 0657

OXCLOSE LODGE
231 Edwards Lane, Nottingham NG5 6EQ
Tel: 0207 619 7100

PALMWOOD COURT, 14-17
The Woodlands, Highbury Road, Nottingham NG6 9BZ
Tel: 0115 933 8166

PARK VIEW NURSING HOME
13 Gedling Grove, Radford, Nottingham NG7 4DU
Tel: 0115 979 0776

PEACEMILLS CARE HOME
132 Perry Road, Sherwood, Nottingham NG5 3AH
Tel: 0115 960 2539 Advert page 36

PORTLAND HOUSE AND HELMSLEY HOUSE
113 & 146 Portland Road, Nottingham NG7 4HE
Tel: 0115 978 7840

RADIANT HOME
Highbury Road, Bulwell, Nottingham NG6 9DD
Tel: 0115 975 3999 Advert page 42

SEELY HIRST HOUSE
62-68 Mapperley Road, Nottingham NG3 5AS
Tel: 0115 960 6610

SPRINGFIELD CARE HOME
Lawton Drive, Bulwell, Nottingham NG6 8BL
Tel: 0115 927 9111

SPRINGFIELD LODGE CARE HOME
45 Watcombe Circus, Carrington, Nottingham NG5 2DU
Tel: 0115 962 0745

ST MARTIN’S
42 St Martin’s Road, Bilborough, Nottingham NG8 3AR
Tel: 0115 929 7325

UNIVERSITY CARE
201 University Boulevard, Nottingham NG9 2GJ
Tel: 0115 875 8568

VALLEY ROAD CARE HOME
1-7 Valley Road, Carlton, Nottingham NG4 1LS
Tel: 0115 956 2309

WATCOMBE CIRCUS, 2-4
Carrington, Nottingham NG5 2DT
Tel: 0115 933 8208

WELLS ROAD, 280-282
St Anns, Nottingham NG3 3AA
Tel: 0115 941 2743

WYCAR LEYS (BULWELL)
Snape Wood Road, Bulwell, Nottingham NG6 7GH
Tel: 0115 976 2111

YOLANTA HOUSE RESIDENTIAL HOME
1/3/5 Herbert Road, Sherwood Rise, Nottingham NG5 1BS
Tel: 0115 962 6316

Visit www.nottinghamcity.gov.uk/supportingadults for help to access care services
Acorn House offers...

the highest quality of personalised care in contemporary and well equipped surroundings.

Our professional, highly trained staff are dedicated carers who take the time to get to know the people who live with us enabling them to provide the very best care.

The home features

• Residential and Dementia Care
• 64 state-of-the-art bedrooms equipped with en-suite facilities, including showers
• Flat screen TV, Freeview, DVD player, mini fridge, telephone and wi-fi in all bedrooms
• Delightful landscaped sensory gardens
• Contemporary on-site hairdressing facilities

Kindness and Compassion

The kindness of the Manager and her staff in their care for our aunt was outstanding. We really couldn’t have asked for more from the staff.

Tony D (nephew)

Arrange a visit

Acorn House is located on Oak Street off the A611 Hucknall Road. We are opposite Carrington Primary School and behind Lidl Supermarket.

Contact us

For more information or to arrange a visit please call:

enquiries@acornhousecare.co.uk
0115 960 5981

Welcoming

We were so grateful to the staff for the loving way they cared for my mother. We were always made to feel most welcome by all the staff whenever we visit.

Florence Willet (daughter)
ACACIA CARE CENTRE
12 Sherwood Rise, Sherwood, Nottingham NG7 6JE
Tel: 0115 962 1186

BEECHDALE HOUSE CARE HOME
Beechdale Road, Aspley, Nottingham NG8 3EZ
Tel: 0115 929 2792

BEECHDALE MANOR CARE HOME
40 Beechdale Road, Bilborough, Nottingham NG8 3AJ
Tel: 0115 849 6400

BELLE VUE LODGE
680 Woodborough Road, Nottingham NG3 5FS
Tel: 0115 979 1234

CARISBROOKE NURSING HOME
22 Carisbrooke Drive, Mapperley Park, Nottingham NG3 5DS
Tel: 0115 960 5724

CARRINGTON HOUSE NURSING HOME
25 Mayo Road, Sherwood, Nottingham NG5 1BL
Tel: 0115 962 1100

CHURCH FARM AT SKYLARKS
Adbolton Lane, West Bridgford, Nottingham NG2 5AS
Tel: 0115 982 5568

CHURCH FARM NURSING HOME
Church Lane, Cotgrave, Nottingham NG12 3HR
Tel: 0115 989 4595

CHURCHFIELDS
Millers Court, Hartley Road, Radford, Nottingham NG7 3DP
Tel: 0115 942 4051

CLIFTON MANOR NURSING HOME
Rivergreen, Clifton, Nottingham NG11 8AW
Tel: 0115 984 8485

FIELD HOUSE
127 Foxhall Road, Forest Fields, Nottingham NG7 6LH
Tel: 0115 960 3509

FIRS NURSING HOME, THE
700 Mansfield Road, Sherwood, Nottingham NG5 3FS
Tel: 0115 953 1123

HIGHFIELDS NURSING HOME
330 Highbury Road, Bulwell, Nottingham NG6 9AF
Tel: 0115 927 8847

HUWS
93 Harlaxton Drive, Nottingham NG7 1JD
Tel: 0115 908 1560

KINGSTORPE VIEW CARE HOME
Kildare Road, off The Wells Road, St Ann’s, Nottingham NG3 3AF
Tel: 0115 950 7896

MELBOURNE HOUSE
Grannis Drive, Aspley, Nottingham NG8 5RU
Tel: 0115 979 1234

NOTTINGHAM NEURODISABILITY SERVICE – ASPLEY
Robins Wood Road, Aspley, Nottingham NG8 3LD
Tel: 0115 942 5153

PARK HOUSE
Cinderhill Road, Bulwell, Nottingham NG6 8SB
Tel: 0115 979 1234

PARK VIEW NURSING HOME
13 Gedling Grove, Radford, Nottingham NG7 4DU
Tel: 0115 979 0776

ST AUGUSTINE’S COURT CARE HOME
105-113 The Wells Road, St Ann’s, Nottingham NG3 3AP
Tel: 0115 959 0473

SYCAMORE LODGE NURSING HOME
3-5 Hardy Street, Nottingham NG7 4BB
Tel: 0115 978 4299

WESTLODGE CARE HOME
238 Hucknall Road, Sherwood, Nottingham NG5 1FB
Tel: 0115 960 6075

WOLLATON PARK CARE HOME
2A Lambourne Drive, Wollaton, Nottingham NG8 1GR
Tel: 0115 928 3030

Visit www.nottinghamcity.gov.uk/supportingadults for help to access care services
Call Nottingham Health & Care Point 0300 300 33 33, option 2 for help to access care services
Fairway View Residential Care Home offers the highest quality of personalised care in a contemporary and relaxed setting.

Our professional, highly trained staff are dedicated carers who take the time to listen and get to know the people who live with us, enabling them to provide individualised care in an environment that promotes personal choice and independence.

Fairway View offers:

- Residential Dementia Care
- 41 state-of-the art bedrooms equipped with en-suite facilities
- Flat screen TV, Freeview, DVD player, mini fridge, telephone and internet facilities in all bedrooms
- Dining room, TV lounge and quiet lounge facilities
- Delightful landscaped sensory gardens
- Contemporary on-site hairdressing facilities

For more information or to arrange a visit please call 0115 9758 770

Or email: customer.services@idealcarehomes.co.uk

Homes Nearby:

Coppice Lodge Care Home
a: 117 Coppice Road, Arnold, Nottingham, NG5 7GS
t: 01159 205 906

idealcarehomes.co.uk
a: Swale Close (Off St Albans Road), Bulwell, Nottingham, NG6 9LZ (For sat nav purposes use NG6 9FT)
Do you need a Helping Hand?

Live-in Care... an alternative to residential care

At Helping Hands we have been providing award winning quality home care since 1989. Still family run, we apply our local knowledge and 25 years of home care experience to offer one to one care that enables you or your loved one to remain at home with compassion and dignity.

Our locally based Carers are able to balance independent living with bespoke care needs by assisting with housekeeping, companionship, providing a break for an existing care giver, personal care, support with continence and hospital discharge.

So if you are looking for an alternative to residential care or extra support for those everyday tasks that are becoming a little more difficult, then we’re here to help - 24 hours per day, 7 days per week.

To find out how we can help you, call:

0115 828 1820

or visit: www.helpinghands.co.uk

“We are incredibly fortunate to have such dedicated people, like the staff at Helping Hands, caring for the vulnerable and the elderly members of the communities.”

Lisa Carr, Director of The Great British Care Awards