



Cambridgeshire Guide to Independent Living 2025

A guide to finding local information and support for older people, people with disabilities, and their carers

Getting out and about | Learning, employment, and volunteering
Looking after someone | Keeping healthy and well | Staying independent at home
Paying for your care | Your health, care and financial affairs | Housing options

In partnership with



Welcome to Waterbeach Lodge

A stunning, purpose built care home with views over the countryside, set in six acres of beautifully landscaped gardens.

The magnificent interior of Waterbeach Lodge offers visitors the ambiance of a top-star residential care home. The ground floor lounge is thoughtfully designed where residents can meet and converse, participate in daily activities, or simply enjoy views of the wildlife that frequent the extensive grounds. All bedroom suites are spacious and contemporary, each featuring full en-suite facilities. The top floor is dedicated to dementia care, providing specialised support.

-  **Passionate and experienced team**
-  **Long term and respite stay residence**
-  **Beautiful landscaped gardens**
-  **Delicious and varied meals, freshly prepared on site**
-  **Extensive programme of activities**
-  **On site hairdressing, chiropody and optician visits**
-  **A choice of several communal lounges and bistro**

Trust
 Act with integrity and fairness.





Respect
 Treat everyone with dignity, kindness, and compassion.

Quality
 Relentlessly pursue excellence in care and service.

Teamwork
 Uplift each other with positive energy and support.



We would love to talk to you to arrange a visit.

-  Ely Road, Waterbeach, CB25 9NW
-  01223 862 576  WaterbeachLodge@agecare.uk.com
-  agecare.uk.com

Scan here



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To obtain extra copies of this Guide, email carechoices@cambridgeshire.gov.uk

Welcome

Welcome to the **Cambridgeshire Guide to Independent Living 2025**, created in partnership with **Care Choices**.

This Guide is packed full of useful information and has a user-friendly design. It provides details on care and support to help you maintain the best possible quality of life. Regardless of your age or ability, there are steps you can take to stay independent, safe, and well. Small lifestyle changes can make a significant difference and positively impact your daily life. There are numerous people, places, and activities that can help you continue doing what matters to you without needing professional care.

Cambridgeshire offers a wealth of excellent support. This Guide will help you explore your options and make informed choices. Discover the various forms of assistance available at your fingertips, including local activities, transport, equipment and adaptations, home support, council services, and much more.

Keep this Guide handy, perhaps by the phone, or

start filling in your action plan on page 6.

Tip

To provide extra help, we have included handy tips throughout the Guide, so keep an eye out for them.



Tip

You might want to use this Guide on your own or ask a friend or family member to help you think things through:



- Browse the Guide to identify key areas of interest or support.
- Explore the suggestions to learn more about what matters to you.
- Use your action plan on page 6 to outline the steps you want to take and who to contact first.

Please be aware that the information in this Guide may be subject to change. For the latest updates on living independently in Cambridgeshire, please visit www.cambridgeshire.gov.uk/residents/adults



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Alternative formats

This Guide is available electronically at www.carechoices.co.uk/ The e-book is also Recite Me compatible for those requiring information in the spoken word.





Your care matters

with Barchester

**Everyone deserves uncompromising care.
That's the passionate belief of the experts
in our care homes.**

That's why you'll find our people are well-trained in a variety of skills. They're dedicated people who want to celebrate life and improve well-being. And it's why support is given with kindness, respect and dignity.

**These are the things that mean the most.
And because they matter to you, they matter to us.**



BARCHESTER
in Cambridgeshire
barchester.com/Cambs

Call to arrange a visit or to find out how we can help:

Hickathrift House Care Home

217 Smeeth Road,
Wisbech, PE14 8JB
01945 223 130

Hilton Park Care Home

Bottisham,
Cambridge, CB25 9BX
01223 633 505

Melbourn Springs Care Home

Hyacinth Drive,
Royston, SG8 6FY
01763 722 320

Oaklands Care Home

Bottisham,
Cambridge, CB25 9BX
01223 633 504

Rose Lodge Care Home

Walton Road,
Wisbech, PE13 3EP
01945 223 132

Residential care • Nursing care • Dementia care • Respite care and short breaks
Hair & beauty salon • En-suite bedrooms • Landscaped gardens • Café

My action plan

This Guide's purpose is to help support you to live independently and continue doing what you enjoy. Use your action plan to note down the steps you

want to take, including useful resources. Then, follow your plan to get support that is right for you and your family.

Things you would like to achieve

This could be one or many things – try to list everything that is important to you.

1. What would you like to be able to achieve? This could be making a change, doing more of what you enjoy, having more time to spend with friends and family, or giving back to your community.

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2. If achieved, what difference would this make to your life?

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Use the list that you have written to find some options

This could be one thing, or many things – try to list everything that is important to you.

3. Write down anything you already have in place to help, for example, family, other support networks, or solutions that you arrange for yourself.

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5. What other options have you identified from this Guide that you might want to talk through with other people and ask them to help arrange? Where can I get help? List websites, advice from friends and family, or page numbers of this Guide.

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4. Write down the help and support that friends, family members, or local community groups could give you.

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For more support to help you live independently, visit www.cambridgeshire.gov.uk/residents/adults

Getting out and about

Travelling

Staying active is not just about physical exercise; it is also about staying connected with people and places, feeling productive, and contributing to society. There are various transport and mobility services available to help you get out and about and doing things that matter to you.

Cycling

Cambridgeshire is one of the best places in the country for cycling. It is relatively flat and boasts an extensive cycling network suitable for all ages and abilities. For more information and cycling route maps, visit www.cambridgeshire.gov.uk (search 'Cycling').

Cycling can be a practical means of transport as well as a fun way to exercise and socialise. There are many different bikes, including options for people with disabilities.

Wheels for Wellbeing has created a 'Guide to Inclusive Cycling' available at www.wheelsforwellbeing.org.uk/our-campaigns/campaigning/guide

Learning to drive

Many people with disabilities drive, and there are various modifications available to make your driving or travelling experience as comfortable as possible.

If you want to learn to drive, the **Disability Driving Instructors'** website has an online register of specialist driving instructors. Visit disabilitydrivinginstructors.com

Check if a health condition affects your driving

Certain medical conditions can impact your ability to drive and you need to inform DVLA about them. You can find a list of these conditions at www.gov.uk/health-conditions-and-driving

You can voluntarily surrender your licence to DVLA if:

- Your doctor advises you to stop driving for three months or more.
- Your medical condition affects your ability to drive safely for three months or more.

- You do not meet the required medical standards for safe driving due to your medical condition.

You may be able to regain your driving licence if you meet the necessary medical standards of fitness.

Having your own transport

Having your own vehicle is essential for many individuals seeking independence. The Motability Scheme offers a cost-effective and hassle-free solution to lease a car or accessible vehicle.

Motability Scheme

Web: www.motability.co.uk

Tel: **0300 456 4566**

Parking

A Blue Badge is a parking permit for individuals who are registered blind, severely sight impaired, have a 'hidden' disability, or severe mobility issues. While Blue Badges cannot be issued to relatives or carers, you can use it in any car you are travelling in, whether you are the driver or passenger.

If you hold a Blue Badge, you may be eligible for a Disabled Parking Bay. For more details, visit www.cambridgeshire.gov.uk and search 'Disabled parking bay'.

Visit www.cambridgeshire.gov.uk (search 'Blue badges') or call **0345 045 5204**.

Travelling by bus

Depending on your age and circumstances, you might be eligible for an older or disabled person's bus pass.

Both passes allow for free off-peak travel on any local bus in England, including London. In Cambridgeshire, this means free travel from Monday to Friday after 9:30am until the last bus, and all day on weekends and bank holidays.

For more information, visit www.transport.cambridgeshirepeterborough-ca.gov.uk or call **01223 740149**.

→ Tip

Stagecoach offers 'Journey Assistance Cards' to help you communicate your needs to the bus driver. These cards make it easier for you to get the extra help you need. Visit www.stagecoachbus.com/promos-and-offers/national/journey-assistance-cards



Travelling by train

A railcard offers discounts on rail fares. To find out about the available railcards, including the Disabled Person's or Senior Railcard for people aged 60 and above, visit www.railcard.co.uk

If you are travelling by **National Rail**, you can plan your journey using the information provided for disabled passengers at www.nationalrail.co.uk and search 'Accessible Train Travel'.

To book passenger assistance, you only need to contact one train company. It will arrange assistance for your entire journey.

Tip

There are many ways to request assistance:



- Use the **Passenger Assistance** app. It helps you make assistance requests. Visit www.nationalrail.co.uk/help-and-assistance/passenger-assistance-app
- Contact **Passenger Assistance** on **0800 022 3720** (select option 1) or text **60083** (Monday to Friday, 9:00am to 5:00pm).
- Textphone or minicom is available for deaf or hard of hearing individuals at **0845 60 50 600**.
- Visit www.passengerassistance.com for more information.

Community transport

Provides journeys for people who have difficulty using public transport. Most community transport schemes are for people who:

- Do not have access to public transport or their own car.
- Find using public transport difficult. For example, because of a disability or age.
- Are socially or rurally isolated from accessing basic public services and facilities, such as healthcare.

For information about local schemes, contact the Community Transport team.

Email: community.transport@cambridgeshirepeterborough-ca.gov.uk

Web:

www.transport.cambridgeshirepeterborough-ca.gov.uk/community-transport

Tel: **07874 861259**

Obtaining a wheelchair

Mobility shops offer a variety of manual and electric wheelchairs. Alternatively, your GP or health worker can refer you to the local NHS wheelchair service to determine if you qualify for an NHS wheelchair. Current users of the NHS wheelchair service should contact AJM Healthcare Ltd for re-assessment, reviews, appointments, or general enquiries.

AJM HealthCare

Email:

cambridgeandpeterborough@ajmhealthcare.org

Web: www.cambridgeshireandpeterborough.wheelchair.services

Tel: **0808 169 9633**

Shopmobility

Shopmobility can lend you a wheelchair or scooter to assist with shopping and using local facilities. Most major shopping areas in Cambridgeshire have a Shopmobility scheme.

Cambridge City Centre Shopmobility

Email: carparks@cambridge.gov.uk

Web: www.cambridge.gov.uk/shopmobility

Tel: **01223 461858** (Grafton East car park).

Tel: **01223 457452** (Grand Arcade car park).

Huntingdonshire Shopmobility

Email: shopmobility@huntsforum.org.uk

Web: <https://huntingdonshire.gov.uk>

(search 'Shopmobility').

Tel: **01480 432793**

Peterborough Shopmobility

Email: info@disabilitypeterborough.org

Web:

www.queensgate-shopping.co.uk/shopmobility

Tel: **01733 265551** (Queensgate).

Local activities and groups you can join

Engaging in your favourite activities and getting to know others in your community can significantly enhance your wellbeing, regardless of ability. To find events, activities, groups, clubs, and organisations near you, visit **www.cambridgeshire.gov.uk** (search 'Connect with your local community').

The Cambridgeshire Directory offers online listings of events, groups, organisations, and clubs across the county. Visit **www.cambridgeshire.gov.uk** (select 'Local directory').

Tip

To help you get started, here are some questions to consider when thinking about the types of activities that might interest you:



- Do you have any hobbies that you want to do more of?
- Would you like to try something new?
- Would you like to meet people who have similar experiences and interests?
- How regularly do you want to participate in activities?

Cambridgeshire Libraries



Cambridgeshire Libraries

are open to everyone and free to join. Libraries can provide information about public services and local support. They are a carer-friendly organisation and can signpost people in need to where they can find assistance.

Libraries provide many resources, including large print and audiobooks for people with visual impairments. They also offer dementia resources and hold free or inexpensive events and activities. With your library membership, you can access a wide range of eBooks, eAudiobooks, eMagazines,

eNewspapers, and online references.

Some libraries offer one-to-one basic computer skills sessions with a Digital Buddy. You can also borrow a laptop or tablet to use at home.

If you have difficulty visiting a library, use the Mobile Library Service or apply for the Library at Home Service. Contact Cambridgeshire Libraries for more information.

Email: **your.library@cambridgeshire.gov.uk**

Web: **www.cambridgeshire.gov.uk**

(select 'Libraries'). • Tel: **0345 045 5225**

Social Connections

Age UK Cambridgeshire and Peterborough

provides a weekly volunteer visiting service called Sharing Time which offers friendship and support to isolated older people who are at risk of feeling lonely.

There are day centres across the county which offer further opportunities to socialise with others who may be isolated or to give their carer time to themselves. Hot meals, entertainment, and access to transport can be provided.

Community Wardens, available in various parts of the county, can offer support in the form of regular

visits and phone calls to check on wellbeing and carry out small tasks in the homes of older people, helping them remain independent.

Email **infoandadvice@ageukcap.org.uk**, visit **www.ageuk.org.uk/**

cambridgeshireandpeterborough

or call **0300 666 9860** for more information.

The Silver Line is a national, free, and confidential helpline providing information, friendship, and advice to people aged 55 and over. Available all day, every day. • Web: **www.thesilverline.org.uk**
Tel: **0800 470 8090** →

→ Setting up a new group

If you are interested in starting a group, the organisations below can provide information and support to help set up a new group.

CCVS – covering Cambridge City, South Cambridgeshire, and Fenland.

Email: enquiries@cambridgecvcs.org.uk

Web: <https://cambridgecvcs.org.uk>

Tel: **07935 649805**

Hunts Forum of Voluntary Organisations

Email: info@huntsforum.org.uk

Web: <https://huntsforum.org.uk>

Tel: **01480 420601**

Voluntary Community Action East Cambs (VCAEC)

Email: volunteers@vcaec.org.uk

Web: <https://vcaec.org.uk> • Tel: **01353 666166**



Tip

If you cannot go online, local library staff can help. Pop into your local library to use a computer, and library staff can help you. Libraries also offer free internet that you can access using your devices. For more information see page 9.



Community Navigators

A gateway to information and services in your local area, Care Network's local experts work alongside you, providing information and guidance to help you consider your options and live well. Whether you're looking for some help at home, access to shopping, transport, or information on social groups or local activities you'd like to try, Community Navigators know what is available in your area.

They work with all adults over 18 in Cambridgeshire, in lots of different circumstances – sharing free and independent information about your options.

Community Navigators work closely with health and social care professionals, along with other local organisations, to help you find a clear path to information and support when you need it.

Cambridge City

Email: city.navigators@care-network.org.uk

Tel: **01223 300460**

East Cambridgeshire

Email:

eastcambs.navigators@care-network.org.uk

Tel: **01353 659639**

Fenland

Email: fens.navigators@care-network.org.uk

Tel: **01354 695208**

Huntingdonshire

Email: hunts.navigators@care-network.org.uk

Tel: **01480 775493**

South Cambridgeshire

Email:

southcambs.navigators@care-network.org.uk

Tel: **01954 212100**

The **Care Network Wellbeing** service provides one-to-one support to help improve your mood and manage stress, enable you to handle concerns, and build your confidence and independence. To discuss how you can be supported, call **03300 945750** or email wellbeing@care-network.org.uk

Search for care

in your area

- Find care providers quickly and easily
- Search by location and care need

 CareChoices

www.carechoices.co.uk



Learning, employment, and volunteering

Adults aged 19+ can enrol on both tailored learning and accredited courses. Delivered throughout Cambridgeshire and online, you

will find a wide range of opportunities available to help you develop your skills and support you in employment.

Cambridgeshire Skills

**CAMBRIDGESHIRE
SKILLS**

A countywide adult learning service that can help you

develop the employment skills and knowledge you need. It also offers a free careers advice service. Cambridgeshire Skills runs courses designed to improve your wellbeing and mental health.

At Cambridgeshire Skills we understand that adult learners have unique needs and circumstances. We are committed to providing a supportive and

inclusive learning environment that caters to your specific needs.

Email: cambsales@cambridgeshire.gov.uk
Web: www.cambridgeshire.gov.uk/residents/adults/cambridgeshire-skills-adult-learning
Tel: **01353 613013**



Scan the following QR code to access more information about Cambridgeshire Skills.

Employment

If you are over 18 and have a disability, your local Jobcentre Plus can provide advice and information on finding a job, as well as details on various programmes and funding that may be available. An Access to Work grant can cover practical support if you have a disability, physical health condition, or mental health condition. This grant can help you start and stay in work or even start a business. For more information, visit www.gov.uk/access-to-work

The Individual Placement and Support (IPS) service assists people with mental health conditions in finding and maintaining paid employment. IPS can help you write a CV, cover letter and fill out applications. It can also help you prepare for job interviews and access benefits advice. The service ensures that your health and work goals are aligned and that plans are made to support you at work.

Email: ipsreferrals@cpft.nhs.uk
Web: www.cpft.nhs.uk/service-detail/service/individual-placement-and-support-ips-18
Tel: **01733 748484**

For more support and advice to help disabled people find and stay in work, visit www.gov.uk and search 'Help and support for young disabled people'.



Volunteering

There are five volunteer centres in Cambridgeshire that can answer your questions and help you find a variety of opportunities.

CCVS

Web: <https://cambridgecvcs.org.uk>

Voluntary and Community Action for East Cambridgeshire

Web: <https://vcaec.org.uk>

Volunteer Centre Fenland

Web: <https://fenlandvc.org.uk>

Volunteer Centre Huntingdonshire

Web: <https://huntsvc.org.uk>

Volunteer Centre Peterborough

Web: www.pcvcs.co.uk/volunteering-centre

Tip

Timebanking is a way for local people to come together and volunteer by exchanging knowledge, help, and skills. For more information, visit <https://supportcambridgeshire.org.uk/volunteering/timebanking>



Social training enterprises

Provide vocational training activities for people with disabilities or complex needs. These learning opportunities include social skills, personal development, independent living, careers advice, and nationally recognised qualifications. Research the following services to find out more about what they offer.

Branching Out

Web: <https://branchingoutuk.com>

Tel: **01353 863221**

Burwell Print Centre

Email: info@burwellprint.co.uk

Web: www.burwellprint.co.uk

Tel: **01638 613102**

Camtrust

Email: info@camtrust.co.uk

Web: <https://camtrust.co.uk>

Tel: **01223 236786**

Darwin Nurseries

Email: darwin.nurseries@cpft.nhs.uk

Web: www.cpft.nhs.uk/darwinnurseries

Tel: **01223 293911**

Eddie's

Email: info@eddies.org.uk

Web: <https://eddies.org.uk>

Tel: **01223 883130**

Footprints Café

Web: www.facebook.com/footprintscafesawston

Tel: **01223 839323**

OWL Bikes Papworth Trust

Email: owlbikes@papworthtrust.org.uk

Web: www.papworthtrust.org.uk/owl-bikes

Tel: **01223 839580**

Prospects Trust

Email: enquiries@prospectstrust.org.uk

Web: <https://prospectstrust.org.uk>

Tel: **01638 741551**

Red2Green

Email: info@red2green.org

Web: <https://red2green.org>

Tel: **01223 811662** • SMS: **07451 283333**

Rowan Humberstone

Email: info@rowanhumberstone.co.uk

Web: www.rowanhumberstone.co.uk

Tel: **01223 566027**

Social Training Enterprise Group

Web: www.steng.org.uk



www.myfamilyourneeds.co.uk

For parents and carers of children with additional needs and those who support them.

Looking after someone who could not manage without your help and support

You may be reading this Guide because you are a carer, or you know someone who is. Being a carer can be rewarding – but it is also very hard work. Caring is a stressful role, and it is important to think about your own mental and physical health and emotional wellbeing as well as the person you care for.

Support is available for anyone who cares for someone else, whether you would call yourself a

carer or not. This support can help make your caring role easier, and it can free up more time for you to take care of yourself so that you can continue caring.

Tip

If you are a carer, you can use the action plan on page 6 to help you and the person you care for understand how you can best support yourselves.



Information and support for adult carers

In this Guide, there is a lot of advice on how to get out and about in the community on page 7. Page 22 is full of tips about how to adapt the home of the person you are caring for to support them to stay independent, safe, and well.

Support available for carers includes practical help, such as equipment, modifications, or alterations to the home. It can also include emotional support, access to exercise, learning opportunities or social activities, advocacy, and even short breaks.

There is also lots of support in Cambridgeshire for adult carers themselves, including local organisations and voluntary groups.

Caring for a family member, friend, or neighbour can be tough and it's difficult to find help when you are busy. It's easy to feel lost and a little alone as a carer. Signing up to Bridgit Care's self-help platform could offer you help and support in your caring role.



It brings together all the information you may need into one place, providing you with tools and resources to create personalised self-care plans, access local events and find support tailored to you. You can also access NHS Health Advice, Financial Support and other important information.

For more information visit <https://bridgit.care/support/> or scan the QR code. If you cannot go online, call **Caring Together** on the number below.



Caring Together

Provides information, advice, and guidance for adult carers. It also offers a vast range of support including flexible breaks, carers' emergency planning, training, and peer support groups.

Email: hello@caringtogether.org

Web: www.caringtogether.org

Tel: **0345 241 0954**

Making Space

Supports people who care for someone aged 18-65 with a mental health condition. It offers someone for you to talk to, someone who can speak on your behalf, and help with the complex needs of the person you care for.

Email: enquiries@makingspace.co.uk

Web: <https://makingspace.co.uk>

Tel: **01480 211006**



→ If you need additional support to continue your caring role, you may be eligible for support from Cambridgeshire County Council. The council will offer advice and guidance to help you with your caring responsibilities and help you look after your own wellbeing.

The council may also do a more in-depth carers' assessment to understand what is important to you,

and your needs. This will focus on the outcomes you want to achieve to help maintain your wellbeing. Carers' assessments are available even if the person you care for does not get any help from the council.

Visit www.cambridgeshire.gov.uk/residents/adults/looking-after-someone

If the person that you care for requires care and support to meet their needs, see page 56.

Planning for an emergency

It is important to make sure that the person you care for is kept safe even if you are not able to be there for them. The What If? Plan provides emergency support to the person you care for, should you be unable to because of a sudden illness, accident, or other unplanned event.

It is a free service funded by Cambridgeshire County Council to look after adults with care needs during an emergency involving their family

carer. As a carer, you can register a What If? Plan and apply for an emergency card.

Emergency support is provided by contacting your nominated contacts for you, with essential back-up support from professional carers available, if required. It operates 24 hours a day, 365 days a year. You can register for this service at www.cambridgeshire.gov.uk/residents/adults/looking-after-someone

Information and support for young carers

Some young people help to look after someone in their family. It could be someone with a disability or a long-term physical or mental health condition, or regular drug or alcohol use. Taking on levels of responsibility that may not be appropriate for your age can have a significant impact on your physical health and wellbeing, your access to education, and your future opportunities.

There are lots of people you can ask for help including your school's Young Carers Champion or a teacher you trust. To find out more, visit www.cambridgeshire.gov.uk (search 'Young carers').

Centre 33 provides specialist support and advice to young carers. It helps young carers meet each other, supports them in their education settings, and helps with the transition to adult services. Centre 33 assesses individual needs to identify additional support you may be eligible for and can help you to access this support.

Email: hello@centre33.org.uk

Web: <https://centre33.org.uk>

Tel: **0333 414 1809**





FIRST CARE HOMES
WHERE CARE COMES FIRST

THE CAMBRIDGESHIRE CARE HOME

Dementia, Residential and Nursing Care

The Cambridgeshire Care Home situated in Great Shelford is the premier choice for a boutique care home in historic Cambridge.

With a dedication to providing unrivalled care for each of our Residents. We have dedicated Hospitality Staff at every meal service, Activities and Wellbeing Team 7 days a week, Housekeeping and Laundry service daily, classically trained Chefs and kitchen brigade on site, Registered Nurses in the home 24 hours a day, 7 days a week, and because our highly trained staff have many skills and dual roles we never use agency staff.

We offer the latest technology with our large screen Yeti Tablet and OMI an interactive dementia table, I-Pads for Zoom meetings and mobile phones for MYO video calls, photos and messaging. Complimenting our PIR lighting sensory falls reduction equipment and person-centered electronic care plan system linked to every team members smart phone. With this in place, alongside our long-standing devoted care team, we aim to provide the highest standards of wellbeing available.

From Residents living environment to their care and from everyday activity, we tailor every detail no matter how big or small with a personal touch to help them live a quality of life they want.

Freephone 0808 1969750

To find out more about The Cambridgeshire Care Home, contact Yvonne Quigley, Customer Relations Manager

- Dementia, Residential & Nursing Care
- State of the Art Facilities
- Boutique Premium Rooms
- Beautifully Landscaped Gardens with Scenic Lift
- Hospitality Service with Every Meal
- Bistro & Private Dining
- Fine Dining and Afternoon Tea Available
- All Inclusive Package Featuring;
 - Internet / Wi-Fi / SKY+
 - Telephone Calls
 - Communal Newspapers
 - Hairdressing, Nail Treatments & Chiropody
 - Strengthening and Conditioning Coach – offering each Resident an Assessment, Live Exercise Classes and One-to-One Time
 - Regular Residents and Relatives Catch-Up Meetings
- Regular Themed Events
- Daily Wellbeing Activities, One-to-One Support, Live Entertainment, Regular Trips Out and Film Screenings in our Cinema

THE BEST CARE HOME IN GREAT SHELFORD, VOTED THE BEST VILLAGE IN CAMBRIDGE 2024

176-178 CAMBRIDGE ROAD, GREAT SHELFORD, CAMBRIDGE CB22 5JU
ENQUIRIES@CAMBRIDGESHIRECAREHOME.CO.UK

Parent carers

For parents or carers looking after children and young people with Special Educational Needs or Disabilities (SEND), the

Cambridgeshire SEND Information

Hub contains a wealth of

information, advice, and support.

Visit send.cambridgeshire.gov.uk



Cambridgeshire County Council's Child and Family Centres offer events, activities, parenting courses, help, and support for families. They also offer outreach events and activities. Visit www.cambridgeshire.gov.uk (search 'Child and family centres').

The council's Family Hubs provide access to services and support families including Child and Family Centres, Start for Life, Early Help, and Family Information services. Visit www.cambridgeshire.gov.uk (search 'Family hubs').

Caring Together supports all different types of carers, including parent carers. For more information, visit its dedicated parent carer webpage.

Email: hello@caringtogether.org

Web: www.caringtogether.org/support-for-carers/parent-carers

Tel: **0345 241 0954**

Making Space offers support to carers (including parent carers) of adults (18-64) who have a mental health need living in Cambridgeshire.

Cambridgeshire and Peterborough Carer Support Service

Suite 4 The Stables, The Shrubby, Church Street, St. Neots PE19 2BU

Email: enquiries@makingspace.co.uk

Web:

<https://www.makingspace.co.uk/carers/carers>

Tel: **01480 211006**

Pinpoint is Cambridgeshire's Parent Carer Forum and offers information and support to parent carers of children and young people from birth to age 25 with SEND and/or additional needs. It offers parent carers opportunities to have a say and get involved in improving local services.

Email: information@pinpoint-cambs.org.uk

Web: <https://pinpoint-cambs.org.uk>

Tel: **01480 877333**

SEND Information, Advice and Support Service (SENDIASS)

offers impartial and confidential information, advice, and support to parents and carers who have a child with Special Educational Needs and/or a disability (SEND) or have concerns that their child has SEND. Visit

send.cambridgeshire.gov.uk (search 'SENDIASS').

Financial support for carers

Carer's Allowance is paid at a standard rate.

You might be eligible if you:

- Are aged 16 or over.
- Spend at least 35 hours a week caring for someone.
- Have lived in England, Scotland, or Wales for at least two of the last three years.
- Aren't either in full-time education or earning more than £151 a week after tax and expenses.

Before an application for Carer's Allowance is made, it is a good idea for you to check with the person you are caring for, as it might affect

their benefit payments.

Carer's Premium is an extra payment per week that can sometimes be added into the calculation of other means-tested benefits you might get on top of Carer's Allowance.

Tip

If you are a carer and are not in receipt of these benefits, but think you may be eligible, visit

www.gov.uk/browse/benefits/help-for-carers



To check your eligibility for benefits, visit www.gov.uk/benefits-calculators or call **Citizens Advice** on **0800 144 8848**.

Keeping healthy and well

Staying healthy is crucial for living an active and independent life. Regardless of your abilities and circumstances, there are many ways to improve your health, such as changing your diet, exercising more, or giving up harmful habits like smoking.

Be Well in Cambridgeshire offers advice to help you maintain a healthy lifestyle and keep well. Visit www.bewellcambridgeshire.co.uk

How Are You (H.A.Y) Cambridgeshire and Peterborough is a group of websites developed and managed by Cambridgeshire and Peterborough NHS Foundation Trust (CPFT), bringing together everything in the local community that boosts wellbeing. Visit <https://haycambspboro.co.uk>

The **NHS Live Well** website contains advice about healthy living, including eating a balanced diet, exercising, quitting smoking, and drinking less alcohol. Visit www.nhs.uk/live-well

Healthy You

The service provides local, friendly, and low-cost physical activity sessions across Cambridgeshire and Peterborough to support you to improve your health. It offers a range of sessions including wellbeing walks, seated activities, walking sports, strength and balance classes, online sessions, and healthy eating advice. You can find out more from the **Healthy You** website, speak to your GP to get referred, or contact your local Healthy You Coordinator. Visit

<https://healthyyou.org.uk>

Healthy You offers free and local stop smoking and alcohol reduction services. Stop smoking specialists can help you achieve your goal of giving up smoking through a combination of one-to-one support and medication. Alcohol Health Trainers can support you to understand

and start fixing your relationship with alcohol. An Eastern European Health Trainer Service is available for anyone with an Eastern European background wanting to make healthy lifestyle changes. The service endeavours to be in your native language and if our Health Trainers do not speak your language, translator services will be used.

Drugs and alcohol support

Change Grow Live (CGL) provides a range of support options for adults living in Cambridgeshire who are struggling with drug and alcohol issues. CGL Cambridgeshire has three fixed sites which offer advice, support, and specialist treatment. Satellite clinics are available across Cambridgeshire.

Cambridge

Mill House, Mill Road CB1 3DF

Email: cambridgeshirereferrals@cgl.org.uk

Tel: **0300 555 0101** (option one).

Huntingdon

Hartford House, 2 Hartford Road PE29 3PB

Email: cambridgeshirereferrals@cgl.org.uk

Tel: **0300 555 0101** (option two).

Wisbech

Inspiration House, Church Terrace PE13 1BW

Email: cambridgeshirereferrals@cgl.org.uk

Tel: **0300 555 0101** (option three).

For more information, visit

<https://changegrowlive.org/drug-alcohol-service-cambridgeshire>

Cambridgeshire Recovery Service

This is a community-based hub of support groups, creative workshops, and wellbeing classes throughout Cambridgeshire supporting individuals recovering from drug and/or alcohol addiction. For more information, visit www.cambsrecoveryservice.co.uk

Your mental health and wellbeing

Everyone experiences challenging times, and sometimes these difficulties impact our daily lives, making it hard to cope. Your GP should be your initial

point of contact for mental health and wellbeing concerns. They can discuss your issues and recommend the appropriate treatment for you. →

For information on local services and support, go to www.cambridgeshire.gov.uk/directory

→ If your low mood is affecting your wellbeing, you can talk to a Mental Health Trainer from **Healthy You**. Freephone **0333 005 0093** or text 'Healthy' to **60777**. If you are in a mental health crisis, call **111** (select option two). Specially trained mental health staff are available all day, every day.

The **Psychological Wellbeing Service** is a self-referral service, part of the Improving Access to Psychological Therapies (IAPT) initiative by the NHS. This service aims to make psychological or talking therapies more accessible to people experiencing common mental health conditions. To self-refer, visit **www.cpft.nhs.uk/self-refer-here** or call **0300 300 0055**.

Other services available in Cambridgeshire Cambridgeshire, Peterborough, and South Lincolnshire Mind

Email: **enquiries@cpslmind.org.uk**
Web: **www.cpslmind.org.uk**
Tel: **0300 303 4363**

Cruse Bereavement Support

Web: **www.cruse.org.uk**
Tel: **0808 808 1677**

Keep Your Head

Web: **https://keep-your-head.com**

Lifecraft

Web: **https://lifecraft.org.uk**
Tel: **01223 566957** or **0808 808 2121** (helpline).

Making Space

Email: **enquiries@makingspace.co.uk**
Web:
https://www.makingspace.co.uk/carers/carers
Tel: **01480 211006**

MindEd for Families

Web:
https://mindedforfamilies.org.uk/older-people

Rethink

Email: **info@rethink.org**
Web: **https://rethink.org**
Tel: **0808 801 0525**

Wellbeing – Care Network

Email: **wellbeing@care-network.org.uk**

Web: **https://care-network.org.uk/wellbeing/**

Tel: **0330 094 5750**

Help for the Armed Forces Community

Defined as Serving (Regular and Reserve), Veterans, their Families and the Bereaved.

Forces Connect

The Forces Connect app and website (**www.forcesconnect.co.uk**) contain information to support the aims of the Armed Forces Covenant and promote a greater understanding and awareness of the issues affecting the Armed Forces Community within public services across Cambridgeshire. The app provides an easy-to-use and comprehensive directory of valuable contacts and information, for those seeking help. The app and website are free to use, and registration is not required.

Cambridgeshire & Peterborough Armed Forces Covenant Partnership website

The C&P Covenant Partnership website (**https://cambridgeshireinsight.org.uk/afc**), developed by the Cambridgeshire Armed Forces Covenant Partnership, provides support, signposting and information for the Armed Forces Community in Cambridgeshire & Peterborough.

Within the site, you will be able to find;

- Links to local and national support.
- Information on how different organisations can become involved.
- Information about what we are doing to support the Armed Forces Community.
- Information about the C&P Armed Forces Covenant Partnership Board.
- News articles about events and support for the Armed Forces Community.
- Toolkits and document library to provide further support and information.

Veteran Support

All veterans, service leavers, non-mobilised reservists, and their family members and carers can access a range of specialist healthcare and support created to provide

treatment and care for many different problems, these include:

- Op COURAGE: The Veterans Mental Health and Wellbeing Service.

- Op RESTORE: The Veterans Physical Health and Wellbeing Service.

For further information and additional services, visit **nhs.uk** and search ‘Veterans’.

Social Prescribers

Working alongside GPs and other members of the primary health team. You can ask your GP to refer you to a Social Prescriber or NHS Link Worker if you would like to have a conversation about ‘what matters to you’.

Social Prescribers can help you find community support and services to improve your wealth and wellbeing; including volunteering, group activities,

healthy lifestyles information, legal advice, and debt counselling.

Social Prescribing can help you to have more control over your health and find ways to improve how you feel in a way that suits you. Visit **www.england.nhs.uk/personalisedcare/social-prescribing** or contact your GP practice.

Health And Wellbeing Coaches

This service supports people to increase their motivation levels, ability to self-manage, and commitment to change their lifestyle. The coaches are experts in behaviour change and focus on improving health-related outcomes by working with people to set personalised goals. They help people with physical and/or mental health conditions and those at risk of developing them.

Health and Wellbeing Coaches can be an

effective intervention for people experiencing a range of long-term conditions, including respiratory, cardiovascular (including type 2 diabetes and hypertension), and stress/low mood. They can also support people with weight management, diet, and increasing activity levels. Health and Wellbeing Coaches work as part of the Primary Care Team at your local GP practice. Health coaching can be on a one-to-one basis or part of a group session.

Regular health checks

Routine health checks can help identify health problems early when they are easier to treat, enabling you to make the best choices for your health and wellbeing. People with learning disabilities often experience poorer physical and mental health than others.

A Learning Disability Annual Health Check can help address this by discussing your health and identifying any issues early, ensuring you receive the right care. To arrange a health check, contact your GP. For more information, visit

www.nhs.uk/conditions/nhs-health-check

Vaccinations

It is important to stay up to date with all your vaccinations. If you are eligible for a free flu vaccination, you can book an appointment at your GP surgery or a pharmacy that offers it on the NHS. Some people may be eligible for both the flu and COVID-19 booster vaccinations, and it is safe to receive them at the same time. For more information on vaccinations, visit **www.nhs.uk/vaccinations**

NHS Cambridgeshire and Peterborough

The Cambridgeshire and Peterborough ICS (Integrated Care System) brings together NHS organisations and other local providers to promote,

support, and improve the health and wellbeing of local people and communities. For more information, visit **cpics.org.uk**

For information on local services and support, go to **www.cambridgeshire.gov.uk/directory**



→ Choosing the right treatment for your health and medical needs

Self-care

Cough, cold, small cuts, sore throat

Many common illnesses and injuries can be managed at home. For health advice, you can visit **nhs.uk** or call NHS **111**.

Pharmacy

Aches and pains, rashes, teething, medicine issues

Pharmacists can advise and treat a wide range of symptoms.

GP surgery

Vomiting, arthritis, asthma, low mood

General Practitioners (GPs) and nurses are available to assist with a variety of health concerns. To access their services, you must be registered with a GP surgery and schedule an appointment.

For more information about your local pharmacy and GP surgery, visit **www.nhs.uk**

Minor injuries

Small fractures, minor burns, cuts, fever

Visit one of the following Minor Injuries Units (MIU).

Ely MIU

Princess of Wales Hospital, Lynn Road, Ely CB6 1DN
Opening hours: 8.30am to 6.00pm, Monday to Sunday, including bank holidays (closed on Christmas Day).
Tel: **01353 772500**

Doddington MIU

Doddington Hospital, Benwick Road, March PE15 0UG
Opening hours: 8.30am to 6.00pm, Monday to Friday.
9.00am to 5.00pm, weekends and bank holidays (closed on Christmas Day).
Tel: **01354 637078**

Wisbech (MIU)

North Cambridgeshire Hospital, Wisbech PE13 3AB
Opening hours: 8.30am to 6.00pm, Monday to Friday (closed on weekends and bank holidays, including Christmas Day).
Tel: **01945 468787**

St. Neots Walk-in Centre

24 Moore's Walk, St. Neots PE19 1AG
Opening hours: 8.00am to 9.00am and 6.00pm to 8.00pm, Monday to Friday. Weekends, 9.00am to 4.00pm (Closed Christmas Day and Easter Sunday).
Tel: **01480 219317**

A&E/999

Severe bleeding, loss of consciousness, severe chest pain, major trauma

A&E and **999** should be used for serious or life-threatening emergencies only. If you are unsure whether to visit A&E, NHS **111** can offer expert advice and guidance for non-life-threatening injuries.

NHS App

The **NHS App** is a simple and secure way to access a range of NHS services on your smartphone or tablet. To use it, you must be aged 13 or over and registered with a GP surgery in England. With the NHS App, you

can order repeat prescriptions, book appointments, check your symptoms, view your medical record, and more. For more information, visit <https://www.nhs.uk/nhs-app>

Staying independent at home

As people's abilities and situations change, most prefer to continue living in their own homes. There are many ways to maintain your independence and

stay in your home for as long as possible. This might involve changing how you do certain tasks or trying new approaches.

South Cambridgeshire Mobile and Community Wardens

Mobile and Community Warden schemes can benefit anyone in need of social contact, companionship, and a little bit of extra support at home. Wardens provide a familiar face, offering a listening ear and supporting you to stay in your community for longer. They are also valuable support if you are returning from a stay in hospital and can offer reassurance to families who are not able to visit regularly.

Regular, weekly visits are provided as well as short-term support, all for a relatively low cost. Help provided could include picking up prescriptions, going to the Post Office, reading post, filling in forms, and making phone calls.

Mobile warden schemes operating within South Cambridgeshire

Age UK Cambridgeshire and Peterborough Community covering:

- Fen Drayton and Lolworth, Girton, Histon and Impington, Linton, Longstanton.
- Papworth Everard including Bourn, Caldecote, Comberton, Hardwick, Toft and Wimpole.
- Sawston including Whittlesford, Pampisford, Duxford, Hinxton and Ickleton.
- Small Villages (consisting of Balsham, Castle Camps, Horseheath, Shudy Camps, West Wickham, West Wrating and Weston Colville).

- Stapleford, Swavesey, Waterbeach (covering Chittering and Landbeach), Willingham and Over.

Email: wardens@ageukcap.org.uk

Web: [www.ageuk.org.uk/](http://www.ageuk.org.uk/cambridgeshireandpeterborough)

cambridgeshireandpeterborough

and search 'Community Wardens'.

Tel: **07812 496004 / 07944 181307**

Cottenham

Email: patnpete.robertson@ntlworld.com

Tel: **01954 200080**

Great Shelford

Web: www.shelfordwardenscheme.org

Tel: **01223 845367**

Melbourn and District covering Barrington, Grantchester, Harston, Haslingfield, Hauxton, Melbourn, Meldreth, Shepreth and Orwell.

Email: secretary@mmws.org.uk

Tel: **07808 735066**

Milton

Email: miltoncarewarden@outlook.com

Web: [www.facebook.com/](http://www.facebook.com/miltoncommunitycarescheme)

miltoncommunitycarescheme

Tel: **07518 026870**

Litlington, The Mordens, covering Guilden Morden and Steeple Morden, and Bassingbourn.

Email: geoffkharper@gmail.com

Tel: **01763 853845**

Staying steady on your feet

Falls are not an inevitable part of getting older – much can be done to keep you stronger for longer. Remaining active and doing simple strength and balance exercises at least twice a week is one of the most effective ways of keeping you strong and steady. Visit

www.bewellcambridgeshire.co.uk/your-health-and-wellbeing/stay-stronger-for-longer

Take the interactive Steady on Your Feet falls risk checker to understand your personal risk factors for falling and the simple things you can do to

stay mobile, independent, and doing the things you enjoy. Visit <https://cambridgeshire-and-peterborough.steadyonyourfeet.org>

Healthy You Falls Prevention Health Trainer Service

For advice on reducing your chance of falling or to sign up to the free Falls Management Exercise (FaME) programme, visit

<https://healthyyou.org.uk/services/falls-prevention> or call the team on **0333 005 0093**.

Care Together

Cambridgeshire County Council is changing the way it supports people. This is based upon public feedback about how the council can help you to stay living in your own home for as long as possible, doing the things you want to do in your community. Care Together is helping to set up and expand local groups, activities, and services, including Care Micro-Enterprises, providing all kinds of care and support services to people in their local community.

For more information about how **Care Together** can strengthen the support and opportunities in your community, or if you are interested in becoming a Care Micro-Enterprise yourself, visit www.cambridgeshire.gov.uk/council/communities/care-together, call **01223 706100** or email care.together@cambridgeshire.gov.uk

You can also follow Care Together on Facebook at 'Care Together – Cambridgeshire County Council'.

Equipment to keep you independent, safe, and well

Many people use various types of equipment to help them stay independent, safe, and well in their homes. This can include items like a kettle tipper for making hot drinks, a shower seat for bathing, or light bulbs that automatically turn on when you get out of bed.

There are also devices designed to keep your home safe, such as smoke detectors or temperature regulators. With advances in technology, there is now a wide range of easy-to-use and affordable equipment available, allowing you to find the best solutions for your needs.

Everyday items and technology can also be helpful,

such as reminder apps on smartphones or wide-handled cutlery. Most of this equipment can be found at high street and online retailers, or your local pharmacy.

Visit www.cambridgeshire.gov.uk (search 'Equipment and technology').

Tip

Cambridgeshire Libraries offer free ferrule replacement to walking-aid users. Library staff will help to check the rubbery cap at the bottom of the walking aid. If it is worn, staff members will help replace it. Ask library staff for more information.



Adaptations to your home

If equipment alone is not providing enough support, you can make various adaptations to your home. These might include installing stair

lifts, grab rails or large ramps, converting a bath to a shower, or adding a downstairs toilet. Many people find that these changes make daily

activities easier, allowing them to stay in their own home and maintain their independence.

Safe + Well Cambridgeshire is run by NRS Healthcare and supported by Cambridgeshire County Council. It provides information, advice, and a range of equipment and devices that you can purchase to help with everyday tasks. Visit www.safeandwell.co.uk/cambridgeshire or call **01480 415719**.

Age UK has information on making changes and adaptations to your home. Visit www.ageuk.org.uk (search 'home adaptations').

Local home improvements agencies

These agencies can help you organise building-related work to your home, enabling you to live independently and safely.

Care and Repair Services East Cambridgeshire
Email: contactus@eastcambs.gov.uk
Web: <https://eastcambs.gov.uk/housing/home-adaptations-and-repairs/home-improvement-agency> • Tel: **01353 616950**

Care and Repair West Norfolk
Fenland.
Email: careandrepair@west-norfolk.gov.uk
Web: www.careandrepair-wn.org
Tel: **01553 616200**

Cambridgeshire Home Improvement Agency
Cambridge City, South Cambridgeshire, and Huntingdonshire. Email: hia@cambshia.org
Web: <https://cambshia.org> • Tel: **01954 713330**

Technology Enabled Care and Lifelines

The Technology Enabled Care Services (TECS) team at Cambridgeshire County Council offers advice and guidance on home technology that can simplify your life.

Email: TECS@cambridgeshire.gov.uk
Web: www.cambridgeshire.gov.uk (search 'Technology Enabled Care').
Tel: **01480 378160**

In Cambridgeshire, there are several community alarm services, sometimes known as Lifeline or

DO YOU NEED HELP ADAPTING OR MAINTAINING YOUR HOME?

If you are elderly or disabled **Cambs Home Improvement Agency (Cambs HIA)** may be able to assist you to achieve essential **Adaptations or Repairs** and grant or loan funding, helping you to remain safe and independent in your home.



Contact Us Today:

Tel: **01954 713330/713347** Email: HIA@CambsHIA.org
For more information about Cambs HIA and other local services visit our website: www.cambshia.org



Cambs Home Improvement Agency works in Cambridge City, Huntingdonshire and South Cambridgeshire



Life Line. A community alarm is a pendant alarm that you can wear at home. When pressed, it contacts a response centre to alert them that you need assistance.

These services can notify emergency services and arrange for a GP, district nurse, next of kin, or a named key holder to visit or help you. Some providers also offer a key safe, allowing trusted individuals to access your home in an emergency. Below are some alternative providers. Please note that the council cannot recommend these services. →

→ Age Co Personal Alarms (Age UK)

Tel: **0800 085 8032**

Astraline

Tel: **01625 466681**

Careium

Tel: **0300 333 6511**

Careline

Tel: **0800 101 3333**

Careline Community Service

Tel: **01553 616200**

LifeConnect24

Tel: **0800 999 0400**

SAGA personal alarms

Tel: **0800 068 5059**

Sanctuary365

Tel: **0330 123 3365**

Telecare24

Tel: **0800 180 8540**

Telecare Choice

Tel: **0800 635 7000**

Looking after your home

Sometimes, you might need support to maintain your home and garden to ensure your health and safety.

Home fire safety checks

Cambridgeshire Fire and Rescue Service (CFRS) offers free 'Safe and Well' visits. During these visits, firefighters or specially trained community safety officers can come to your home to give help and advice on various topics, including fire safety, fall prevention, clutter and hoarding management, and staying well and warm at home.

For more information, visit

www.cambsfire.gov.uk or call **0800 917 9994**.

Clutter and hoarding

High levels of clutter can increase the risk of fires starting and spreading. Do you or someone you know have:

- Possessions filling up living areas?
- Strong urges to save items rather than discarding them?
- Difficulty avoiding the purchase of new items?
- Cluttered rooms?

For useful information and advice, visit **<https://mind.org.uk>** (search 'Hoarding') or **www.nhs.uk/mental-health/conditions/hoarding-disorder**

Cambridgeshire Handyperson Service

The **Cambridgeshire Handyperson Service**, run by Age UK Cambridgeshire and Peterborough, assists with minor alterations, repairs, and DIY tasks for people aged 65 and over, as well as any adult with a disability. Charges may apply for some services.

Email: **chp@ageukcap.org.uk**

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

Tel: **01480 700205**

The Bobby Scheme

The **Bobby Scheme** is a registered charity that supports older, vulnerable, or disabled victims of crime, including burglary and domestic abuse, or those concerned about home and personal security.

The charity provides expert advice on securing your home and staying safe. They can also install high-quality and effective security devices around your home.

Email: **info@thebobbyscheme.org**

Web: **<https://thebobbyscheme.org>**

Tel: **01480 413311**

Help with odd jobs or finding a reliable trader

Asking friends or family for recommendations is a great way to find a reliable trader. If that does not work, you can turn to Trading Standards' approved trader scheme, Buy with Confidence. All members of this scheme have been vetted by Trading Standards and have shown a commitment to high-quality service.

While Trading Standards thoroughly checks each trader before approval, this does not give a price guarantee. It is still a good idea to get three quotes to ensure you are being charged a fair price.

Visit **www.buywithconfidence.gov.uk** or call the **Citizens Advice Consumer Helpline** on **0808 223 1133** for more information.

Avoiding scams

To protect yourself from the financial and emotional harm of scams, consider these simple tips:

Tips



Be cautious of callers or visitors, even if they seem official, present legitimate-looking documents, or show an ID card. Criminals can convincingly fake communications to appear genuine. Do not let anyone pressure you into sending money or accepting offers that seem too good to be true.

Never share money, personal information, or banking details (including account numbers or your PIN) with anyone who contacts you unexpectedly.

Always verify the identity of someone who contacts you unexpectedly by reaching out to the organisation they claim to represent. Use a contact number you know is correct, not one provided by the person. Avoid dealing with traders who come to your door.

You can discourage cold callers by displaying a 'Please leave and do not return' sign.

Reporting scams

Phone, email, and online scams

Action Fraud

Web: www.actionfraud.police.uk

Tel: **0300 123 2040**

Postal scams

Citizens Advice Consumer Helpline

Web: www.citizensadvice.org.uk

Tel: **0808 223 1133**

Rogue trading/doorstep crime

Cambridgeshire Constabulary

Tel: **999** (live incident/emergency).

Tel: **101** (after incident/non-emergency).

For further information, visit www.cambridgeshire.gov.uk/residents/community-protection/scams

Independent Age offers a wealth of advice on how to avoid being scammed. Visit www.independentage.org and search 'How to avoid a scam'.



Support with the cost of living

Keeping your house warm

Warm Home Discount

A one-off payment of £150 to reduce eligible customers' bills over the winter months. You get the payment automatically if your electricity supplier is part of the Warm Home Discount scheme and you or your partner receive the Guarantee Credit portion

of Pension Credit. One of you must be named on your bill. Getting a Warm Home Discount does not affect your entitlement to a Winter Fuel Payment or Cold Weather Payment. Visit www.gov.uk/the-warm-home-discount-scheme for updated information. →

For information on local services and support, go to www.cambridgeshire.gov.uk/directory

→ Winter Fuel Payment

If you were born before 25 September 1958 and receive certain benefits, you could get either £200 or £300 to help you pay your winter heating costs for winter 2024 to 2025.

If you are eligible, you will have received a letter advising how much you will receive. Payment is made automatically. For more information, visit www.gov.uk/winter-fuel-payment/

Cold Weather Payment

This is different to the Winter Fuel Payment. Check if your area is due a payment at www.gov.uk/cold-weather-payment

Are you missing out on Pension Credit?

In Cambridgeshire, up to one-in-three people who

are eligible for Pension Credit are not claiming. The average household could get roughly £186 per month. Pension Credit is extra money to help with living costs for those over State Pension age and on a low income. Some other benefits are dependent on receiving Pension Credit, such as:

- Winter Fuel Payment.
- Free TV licence (if you're aged 75 or over).
- Discounted NHS dental treatment, glasses and hospital transport.
- Other benefits dependent on your circumstances.

Visit www.cambridgeshire.gov.uk and search 'Pension Credit' for more information, including how to claim.

Food and energy costs

Are you worried about the rising cost of energy bills, food and transport? You are not alone. The cost-of-living crisis is affecting many of us.

You may want help accessing grants and debt advice, support getting all the money you are entitled to, or simply want to know more about the government's recent support measures. Whatever your money worries may be, there is useful information to help you; visit www.cambridgeshire.gov.uk and search 'Support with the cost of living' for more details. There is a wide range of support available to those in need including the Household Support Fund, advice about benefits, where your nearest food bank is located and more.

Food banks

The **Trussell Trust** is a UK charity that supports a nationwide network of food banks. Visit www.trussell.org.uk

You can request a food bank voucher through **Help through Hardship**, call **0808 2082138** (Monday to Friday, 9.00am-5.00pm) to talk confidentially to Citizens Advice. Once you have been issued with a voucher, you can exchange this for a minimum of three days of emergency food

at your nearest foodbank centre.

Cambridgeshire Home Energy Support Service (CHESS)

CHESS provides households in Fenland, Huntingdonshire, East Cambridgeshire, and Cambridge City energy advice, information and resources needed to stay warm and healthy, whilst cutting costs and carbon.

If you, or someone you know, is living in or at risk of fuel poverty, then please ask for help by calling **0800 802 1773**, email energyadvice@pect.org.uk or visit www.pect.org.uk/energy-advice to book a call with the Team.

Local Energy Advice Programme (LEAP)

Offers a free, in-home advice visit to households in Peterborough or South Cambridgeshire to help save you money and keep your home warm.

LEAP can:

- Install free, simple energy-saving measures such as LED light bulbs and draught-proofing.
- Check if you are on the best energy tariff via its dedicated switching service.
- Arrange a free money advice consultation.

- Help you find funding for further energy-saving home improvements.

Email: support@applyforleap.org.uk
 Web: <https://applyforleap.org.uk/apply>
 Tel: **0800 060 7567** (freephone).

Cambridgeshire Local Assistance Scheme (CLAS)

If you live in Cambridgeshire and are eligible, **CLAS** can offer information, advice, and practical support during times of exceptional pressure. After an assessment, you may qualify for a CLAS award. These awards can include supermarket or energy vouchers, new or recycled white goods and furniture.

Call **CLAS Cambridge City and South Cambridgeshire** on **0344 848 7979** (Monday to Friday, 9.00am to 5.00pm) or **CLAS East Cams, Fenland & Huntingdonshire** on **0808 278 7807** (Monday to Friday, 9.30am to 3.30pm). Visit www.cambridgeshire.gov.uk and search 'Local assistance' for more details.

Stay Well this Winter

Your local **Stay Well this Winter** programme can help you access the services, information and potentially financial support to keep warm and well during winter, whilst reducing your energy bills. Visit www.bewellcambridgeshire.co.uk and search 'Stay well' for more information.



Heatwaves

Extreme heat can be dangerous, especially for older people and those with chronic health conditions. To stay safe during a heatwave:

- Close curtains and windows during the day and open them at night.
- Drink plenty of fluids and avoid excess alcohol.
- Never leave anyone in a closed, parked vehicle.
- Try to stay out of the sun between 11.00am and 3.00pm.
- If you must go outside, walk in the shade, apply sunscreen, and wear protective clothing and a wide-brimmed hat.
- Avoid physical exertion during the hottest parts of the day.

Symptoms of heatstroke:

- Feeling faint and dizzy.

- Difficulty breathing.
- Vomiting.
- Confusion.

If you or someone in your care shows these symptoms:

- Take action to cool down immediately.
- Call NHS **111** for advice. Call **999** if the person has collapsed.

British Red Cross has more information. Visit www.redcross.org.uk and search for 'Heatwaves advice'.

Tip

Many prescription medicines can reduce your tolerance to heat. Continue taking your medication but take extra care to stay cool. If in doubt, contact your GP.



Home support

You might need support to stay living independently at home. This could be help from family, friends, neighbours, or others.

Meals, shopping, and food preparation

If you, or someone you care for, is having difficulty shopping or preparing and cooking meals, there are various options you could choose to help make mealtimes easier. Consider asking a friend or family member for help, use supermarkets online, or call home delivery services.

Community Navigators can also help you find support if you do not have anyone that can help you. For more information, see page 10.

Frozen meals delivery services

You can order food with **Wiltshire Farm Foods** as often or as little as needed, there is no contract. Meals can be ordered online, on the app, or over the phone. To request a brochure, or place an order, visit <https://wiltshirefarmfoods.com> or

call **0800 077 3100**.

Oakhouse Foods offers a wide range of frozen ready meals and desserts, catering for different dietary needs and preferences. Meals are delivered to your home and the team can pack them away for you. To request a brochure, or place an order, visit, www.oakhousefoods.co.uk or call **0333 370 6700**.

Hot meals delivery service in Cambridgeshire

CAMMS Meals on Wheels delivers hot meals to people in Cambridgeshire and the surrounding villages, including St. Neots, St. Ives, Ely, Littleport, Chatteris, and March. There is no eligibility criteria for having meals delivered. Visit www.cammsmealsonwheels.org or call **01223 314288**.

For more information, visit www.cambridgeshire.gov.uk (search 'Help with meals').

Specific support for people with a sensory impairment

There is a range of organisations that support people with sensory impairments to remain living safe and well at home. For more information, visit www.cambridgeshire.gov.uk (search 'Support for sight and hearing loss, and disabilities'). You can also email careinfo@cambridgeshire.gov.uk or call **0345 045 5202**. Other helpful organisations are listed as follows.

CamSight

Email: info@camsight.org.uk
Web: www.camsight.org.uk
Tel: **01223 420033** (Cambridge).

Cambridgeshire Deaf Association

Email: office@camsdeaf.org
Web: <https://camsdeaf.org> • Tel: **01223 246237**

CDA Hearing Help

Email: enquiries@camsdeaf.org
Web: <https://cambridgeshirehearinghelp.org.uk>
Tel: **01223 416141** • Text: **07429 231230**

Deafblind UK

Email: info@deafblind.org.uk
Web: <https://deafblind.org.uk>
Tel: **0800 132320** • Text: **07903 572885**

Disability Huntingdonshire

Email: info@dish.org.uk
Web: <https://dish.org.uk> • Tel: **0330 355 3256** →



Search for care in your area

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

You, a friend or family member may be looking to stay living independently at home, with support from a home care or live-in care provider, or perhaps a care home would be more suitable. The Care Choices website has been designed to help your search for care.



Find care providers quickly and easily



Search by location and care need



Information on care quality



Links to inspection reports



Additional information, photos and web links



Brochure requests

www.carechoices.co.uk



Scan to search now

→ **Huntingdonshire Society for the Blind**

Email: info@huntsblind.co.uk

Web: <https://huntsblind.co.uk>

Tel: **01480 453438**

Papworth Trust

Email: info@papworthtrust.org.uk

Web: www.papworthtrust.org.uk

Tel: **01480 357200**

Specific support for people with disabilities

The **Community Care Team** supports individuals aged 18 and above who have physical disabilities including parents with disabilities. The team also offers carers' assessments to determine any necessary support and, if eligible, provide a Personal Budget.

The **Learning Disability Partnership** offers health and social care support to individuals diagnosed with a learning disability.

For assistance, contact **Cambridgeshire Adult Services** on **0345 045 5202** or visit https://cambridgeshire-self.achieveservice.com/service/Adult_Services_contact_form

For support for individuals aged 0-25 with additional needs, visit Cambridgeshire's **SEND Information Hub (Local Offer)** at send.cambridgeshire.gov.uk

Specific support for autistic people

There are lots of resources and support available in Cambridgeshire to help autistic people lead fulfilling lives. Visit www.cambridgeshire.gov.uk (search 'Autism and adult support').

The **National Autistic Society** offers valuable information and advice to support autistic people of all ages, as well as their families and carers. For more details, visit www.nascambridge.org.uk

Autism Alert Card

The National Autistic Society provides a free, downloadable Autism Alert Card. This card is a helpful way to inform others that you are autistic and may need additional time or assistance, especially in emergencies. Download it at www.autism.org.uk/advice-and-guidance/resources/downloads/i-am-autistic

The Hidden Disabilities Sunflower is a simple tool that allows you to voluntarily indicate that you have a hidden disability or condition. For more information, visit <https://hdsunflower.com/uk>

The Pegasus scheme

The **Pegasus scheme** by Cambridgeshire Constabulary aims to support individuals who find communication challenging. By pre-registering your information, the police can quickly access your

details when you call, saving you from having to repeat everything. This can be especially beneficial in stressful situations.

Who can register?

- Anyone who has a disability or illness that may make it hard to communicate with the police in an emergency or difficult situation.
- Anyone who lives in the local area.

Registration is free and you can apply online by visiting cambs.police.uk and searching 'Pegasus Scheme'.

Hospital Passports

A Hospital Passport is a confidential document about you and your health needs. It contains useful information, such as your interests, likes and dislikes, preferred method of communication and any reasonable adjustments you may require, such as a longer appointment time or written information in an easy-read format.

You can use your Hospital Passport when visiting a hospital, seeing a doctor, or attending a clinic. For more information, visit www.cuh.nhs.uk or www.nwangliaft.nhs.uk and search 'Hospital Passport'.

Specific support for people with dementia

Your GP is your first point of contact for dementia concerns. Your GP will discuss these with you and consider whether they can provide the help and treatment you need. Several community services are available to help people with dementia stay living in their own homes for as long as possible. For example, there are services providing breaks for carers on page 13; and there is advice on equipment and adaptations on page 22.

Alzheimer's Society

A website hosting lots of information and support for people with dementia and their families, including a directory of local services and support groups. • Web: www.alzheimers.org.uk
Tel: **0333 150 3456** (Dementia Support Line).

Dementia Intense Support – Cambridgeshire and Peterborough

Offers support and advice to help you understand dementia, cope with day-to-day challenges, and prepare for the future. • Email: cambridgeshiredementia@alzheimers.org.uk
Tel: **01223 620962**

Dementia Support Forum

A helpful online community where anyone who is affected by dementia can receive valuable support. It is free, open day and night, and can be accessed online.

Web: <https://forum.alzheimers.org.uk>



Someone to speak on your behalf – advocacy

Sometimes you might need someone to help you express yourself or speak on your behalf. This is known as advocacy. Advocates can give advice, support, and information to people of any age, helping you to voice your concerns and guiding you through the care planning process.

You can have an advocate present with you when you have conversations with the social care worker or if you feel unsure or concerned when you are faced with making an important decision about your care and support. Visit www.cambridgeshire.gov.uk and search 'Advocacy'.



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

www.myfamilyourneeds.co.uk

✉ hello@myfamilyourneeds.co.uk

🐦 @WeAreMFON

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

Subscribe today

EATON
HOMECARE



Caring for you,

At Eaton, we work together with each individual client to ensure you, or your loved one, can be safe, independent and happy in the place you love most, your home, because we know it's the little things that make the biggest difference.



"The Eaton carers attended to my dad's practical and medical needs three times a day; they were excellent, got to know my dad, swapped stories with him and encouraged him to be as independent as possible."



DAVID D (SON OF CLIENT)

homecare.co.uk Review for Eaton Homecare

FREE
CONSULTATIONS

VISITING
CARE FROM
£24
PER HOUR

We are here to support you. Whether you're looking for regular visiting care from just 30-minute visits, 24-hour live-in support, or even a few hours a week of companionship care, our carers will provide the highest standard of care, whilst empowering you to maintain some independence, surrounded by the familiarity of home comforts.



at home

We offer a range of services to suit all your needs, as happiness and comfort is integral to your care.

Visiting Care

Night Care

Live-in Care

Companion Care

Dementia Care

Respite Care

Speak to one of our specialists on: **01223 857 235**

Visit us online at: **eatonhomecare.co.uk**

Email us: **enquiries@eatonhomecare.co.uk**

Our Cambridge Branch covers Ely, Cambridge, Royston and surrounding villages.





Visiting and live-in care at home

For decades, Helping Hands has been providing exceptional care to help people live well in the homes and communities they love.

Whether it's regular companionship, housekeeping, support with the daily routine or participating in community activities, Helping Hands is here to help you continue thriving in the home and community you cherish; because what matters most to you, matters to us.

We're here to help you find dedicated care that's right for you. With Helping Hands, you can enjoy:

- **Peace of mind & independence**
- **Familiar home environment**
- **Welcoming family & friends**
- **Cherished routines & hobbies**

Contact your local branch today for a free assesment:

Cambridge – 01223 080 776

Agency 1

Agency 2

Agency 3

Fees per week	Quality rating*
£	
£	
£	

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

About the agency

- How long has the agency been operating?
- How long are staff allocated per visit?
- Can you contact the agency in an emergency or outside office hours?
- Does the agency have experience with your specific needs?

Staff

- Are you likely to be visited by different staff each day?
- Are all staff checked with the Disclosure and Barring Service?
- Will you be notified in advance if your care worker is on holiday or sick?
- Are staff matched to you specifically, based on your needs and preferences?
- Can you meet your care worker(s) before they start?
- Does the agency have both male and female staff?

Accommodating your needs

- Can the agency accommodate your needs if they increase? Ask about the process for this.
- Does the agency have a training scheme in place?
- Are all staff trained to a certain level?
- Are staff able to help with administering medication if required?
- Is there a way for staff to communicate with each other about the support they provide when they visit you? How?

Regulation

- Will your support plan be reviewed at regular intervals?
- Can you see the agency's contract terms?
- Can you lodge a complaint easily?
- Are complaints dealt with quickly?
- Can you see a copy of the agency's CQC registration certificate and quality rating?

Notes

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*See page 63.

Est. 1986
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Caring in your community



Bespoke Live-in Care

- Flexible or 24 hour care
- Immediate starts
- Trial period included
- No lengthy contracts
- Dedicated support team
- Highly trained care worker



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08082 913673

CAREUK247 GROUP
Your Local Healthcare Provider



We offer **round the clock domiciliary, live-in care** and other care services all around Cambridgeshire area to fulfil your care needs.

- PERSONAL CARE
- ONE-TO-ONE CARE
- LIVE-IN CARE
- WAKING NIGHTS
- RESPITE CARE
- END OF LIFE SUPPORT



CareUK247 is one of the leading Healthcare services providers in the region. We work with you, sharing ideas and concerns to develop a care plan. Naturally, as things change, this plan can change too. We believe that healthcare is not just a service but also an experience that should enrich people at different levels.

For further info, contact us:

CALL 01480 504 247

EMAIL office@careuk247.co.uk

WEB www.careuk247.co.uk



scan to visit our site

Prefer to continue living in your own home, but finding it harder to manage without regular support?



Whether you are looking for regular daily support, or just occasional help when your family cannot be there, we will be delighted to assist you.

Our kind and friendly carers will give you the care and support you need – and brighten your day with their warm and cheerful company.

With **Chesterford Homecare** you can choose between:

DAILY VISITING CARE

Our individually-tailored care packages are designed for adults of any age who are looking for regular support in their own home. We cater for a wide range of needs, including:

- Assistance with personal care
- Administration of medication
- Shopping & meal preparation
- Cleaning & ironing
- Transport to medical & other appointments
- Companionship & sitting service
- Assistance with pets



We offer each of our clients a unique and individual blend of companionship, meal preparation, house-keeping and personal care designed to help them maintain their independence and continue living in comfort and safety in their own home.



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HOMECARE

Caring with head and heart

0800 4118636

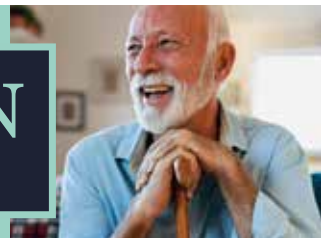
Call us in confidence 7 days a week

AWARD-WINNING CARE

In the 2020 Great British Care Awards, Chesterford Homecare were regional winners for Care Planning and Assessing and were highly commended for Personalisation of Care and for End of Life Care

www.chesterfordhomecare.co.uk

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Caring for you, at home

We offer a range of services to suit all your needs, as happiness and comfort is integral to your care.

Visiting Care

Night Care

Live-in Care

Companion Care

Dementia Care

Respite Care

Speak to one of our specialists on: **01223 857 235**

Visit us online at: eatonhomecare.co.uk

Email us: enquiries@eatonhomecare.co.uk

Home care providers

At the time of publication, all home care agencies listed here were registered by the regulatory body, the Care Quality Commission (CQC).

1st Healthcare Group Main Office

St. Neots

Tel: 0203 633 0745

OP D PD LDA MH SI YA

3BN Care Ltd

Huntingdon

Tel: 07490 530005

OP D MH YA

A Class Care

Cambridge

Tel: 01223 864066

OP D PD LDA MH SI YA

A Quality Care Service Ltd

Cambridge

Tel: 01223 830257

OP D PD MH YA

Adelaide Care Ltd

Chatteris

Tel: 0208 531 5885

LDA MH SI YA

Affinity Trust Domiciliary Care Agency East

Cambridge

Tel: 01354 696009

PD LDA MH

Alina Homecare – Cambridge

St. Neots

Tel: 01223 679833

OP D PD LDA YA

Allia Future Business Centre

Cambridge

Tel: 07869 151400

OP D SI YA

Alpha Health & Social Care Services Cambridgeshire

Huntingdon

Tel: 0333 577 4565

OP D PD LDA MH SI YA AD

Anglian Care and Domestic Support Services Ltd

March

Tel: 01354 705012

OP D PD SI YA

ANK Solutions Ltd

Cambridge

Tel: 01223 650863

OP D PD LDA MH SI YA

Ashvic 24/7 Quality Care Services – Huntingdon Branch

Huntingdon

Tel: 07985 418474

OP YA

Aspire Plus Ltd

Cambridge

Tel: 07948 509942

OP D PD YA

Astar1 Care Agency Ltd

Peterborough

Tel: 07473 446537

OP YA

Avail (Cambridge)

Cambridge

Tel: 01223 308815

OP D PD LDA MH SI YA AD

Avail (Huntingdon)

Huntingdon

Tel: 01480 587758

OP D PD LDA MH SI YA AD

Beaumont Healthcare Ltd

Eaton Socon

Tel: 01480 218300

OP D PD LDA MH SI YA

Better Home Care

Cambridge

Tel: 01223 262669

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OP D PD LDA MH SI YA

Bircham House

Cambridge

Tel: 07974 264321

OP D PD MH SI YA

Bloomsbury Home Care – Cambridgeshire

St. Ives

Tel: 01223 625031

OP D PD MH SI YA AD

Bloomsdale Care Solutions Ltd

Cambridge

Tel: 07861 668560

YA

Blue Lotus Healthcare Cambridge

Cambridge

Tel: 07899 828866

OP D PD MH SI YA

Bluebird Care

(Cambridge and South Cambs)

Ely

Tel: 01353 883333

Advert inside back cover

OP D PD LDA MH SI YA

Bluebird Care (Newmarket and Fenland)

Ely

Tel: 01638 718855

Advert inside back cover

OP D PD MH SI YA

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



Leading the field in quality home care for Cambridge and surrounding areas

OUR SERVICES

- Elderly care 65 years +
- Adults 18-65 years
- Physical disability
- Dementia
- Help getting up and going to bed
- Personal care
- Medication, hospital & GP visits
- Meals (breakfast, lunch and tea), assistance with feeding
- Help with days out
- Help with cleaning



ABOUT US

Better Home Care has fast earned a reputation for reliability and high quality service delivery with clients, their families and health and social care professionals for homecare in Cambridge and surrounding villages. This has been enhanced by being a small family-run establishment and hence capability to pay attention to what matters to our clients.



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Local family run agency

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www.betterhomecare.co.uk

To schedule an appointment
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Bridging Gaps Services

Huntingdon
Tel: 07595 972817

D PD LDA MH SI

Caerus Care Ltd

Wisbech
Tel: 01945 464733

LDA MH SI YA

Cambridge Care Services

Cambridge
Tel: 07917 611425

OP D PD LDA MH SI YA

Cambridgeshire and Peterborough Domiciliary Care Agency

Cambridge
Tel: 0808 808 1111

LDA

Cambridgeshire County Council Reablement Service

Cambridge
Tel: 01223 703237

OP PD MH AD

Caremark Cambridge and South Cambridgeshire

Cambridge
Tel: 01223 778818

Advert below

OP D PD LDA MH SI YA

CareRooms Head Office

Cambridge
Tel: 0333 121 2227

OP PD SI YA

Caretech Community Service Ltd (East Anglia)

Wisbech
Tel: 07585 300312

OP PD LDA MH SI YA AD

Careuk247 Home Care Cambridgeshire

Cambridge
Tel: 01480 504247 **Advert page 36**

OP D PD SI YA

Caring Together

St. Ives
Tel: 0345 241 0954

Advert page 41

OP D PD LDA SI YA

Christine Marie Care

Cambridge
Tel: 01223 751362

OP D PD LDA SI YA



Caremark Cambridge & South Cambridgeshire are a Homecare company who deliver the highest standards of professional care and support to those in need and who choose to remain living in their own homes through our Homecare or Live-in care service. We encourage and support the independence and safety of all of our customers and ensure that a persons values and rights such as dignity, beliefs and freedom of choice are respected at all times.

We offer this level of care through a team of well trained and valued care & support workers, who are encouraged to develop their skills and abilities.

The services we offer include; **Personal Care, Dementia Care, Overnight Care, Companionship, Reablement,** plus many more and we would be happy to discuss your specific requirements.

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01223 778818 **cambridge@caremark.co.uk**

www.caremark.co.uk/cambridge-and-south-cambridgeshire/

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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We are committed to offering a personalised and responsive service.

With our leadership team's extensive 30+ years of experience on the frontiers of healthcare delivery, we offer attentive care that adapts to your evolving support needs.

Our collaborative approach enables us to design care packages tailored to your specific support requirements, be it Home Care, Live-in Care, Respite Care, or Urgent Care. We prioritise your safety and peace of mind in your home.

All our care workers undergo thorough background checks, including DBS screening. We maintain a programme of ongoing training to ensure they deliver the highest quality care. Our unwavering dedication centres on your well-being, and we are here to ensure that you receive the high-quality care with the respect and dignity that we all deserve.



We provide the following services:

- **Domiciliary Care**
- **Live-in Care**
- **Dementia Care**
- **At-Home Respite Care**
- **Urgent Home Care**
- **Post-Knee or Hip Joint Surgery support and care**
- **Physical disabilities support and care**
- **Sensory impairments support and care needs**

For more information, contact us today!

TEL: **07845 527505**

EMAIL: **info@elitenurse-hss.co.uk**

VISIT: **www.elitenurse-hss.co.uk**



CHS Homecare (Domiciliary Care Agency)

Melbourn
Tel: 01763 260564

OP

City Care Services

Cambridge
Tel: 01223 842100

OP D PD MH SI YA

CJ Noah Ltd

Ely
Tel: 07951 343132

OP D PD YA

Clarity Care Providers Ltd

Cambridge
Tel: 07873 587542

OP D PD LDA MH SI YA

Community Support Service

Huntingdon
Tel: 01480 379800

PD LDA SI

Compassionate Heart

Cambridge
Tel: 01223 210477

OP D PD LDA MH SI YA

Complete Healthcare Cambridge – Main Office

Cambridge
Tel: 07548 806778

OP D PD YA



**Expert, compassionate
homecare across
Cambridgeshire**

- Companionship
- Outings
- Personal care
- Meal preparation
- Giving medicines, and
- End of life care.



Scan to find out more

0345 241 0954
hello@caringtogether.org
caringtogether.org



Registered charity number 1091522



Connect Nursing Cambridge

Cambridge
Tel: 01223 370085

OP PD YA

CorderCare Office

Wisbech
Tel: 07813 582571

OP D PD LDA MH SI YA AD

Destiny Intergrated Care Cambridge Branch

Cambridge
Tel: 07763 534261

OP D PD LDA MH SI YA

DJSupport

Cambridge
Tel: 07799 766159

OP

Dream Elite Care

Whittlesey
Tel: 01733 686850

OP D PD YA

Eaton Home Care Ltd

Cambridge
Tel: 01223 857 235

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OP D PD MH SI YA

Edina Court

Wisbech
Tel: 01945 463419

Advert page 70

OP D PD LDA MH SI

Edmund House

Waterbeach
Tel: 01223 883130

LDA

EliteNurse Home Support Services

Cambridge
Tel: 07845 527505

Advert page 40

OP D PD MH SI YA

ELMS Health Solutions

Cambourne
Tel: 01223 751700

OP D PD LDA MH SI YA

**Ely Diocesan Association for Deaf People
(Cambridgeshire Deaf Association)**

Huntingdon
Tel: 01223 246237

OP SI YA

Faith Care Line Services Ltd

Huntingdon
Tel: 0800 774 7042

OP D PD LDA YA

Fara Healthcare Ltd

Ely
Tel: 07481 819648


OP D PD YA

Do you need home care in Cambridge?

If you need a little extra support at home, our carers can help. We are able to support with personal care, shopping, cleaning, and companionship and offer pop-in calls of as little as thirty minutes, through to live-in care.

Care at home is the perfect choice if you want to stay in the comfort of your own home and you need extra support and reassurance of carers to help you maintain your daily routine.

- We will put together a **care plan based around your needs**, with as much or as little support as required
- Our **friendly carers** are trained and supported to exceptional standards
- You are able to **keep your independence** and avoid the upheaval of moving into a care home
- We provide support from our office nearby with a team of supervisors, who are on hand **24 hours a day**



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

CONTACT

01353 865349

qualitycare@live.co.uk

www.qualityhomecare.uk

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If you have any requirements not listed above, please contact us for more information

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Coming home from hospital

Going into hospital can be a worrying time for people and their carers/family members. It is useful to think early on about what will happen when you leave hospital, whether you will need ongoing care and support and, if so, how you will pay for it. Unlike NHS services, social care is chargeable for people based on their own financial circumstances.

Support whilst you recover

You might need a bit of temporary support for a few days after leaving hospital whilst you recover and adapt to new ways of doing things. Often, informal support networks can be preferable to people who do not know you. You can arrange support with domestic tasks and personal care on a short-term basis. More information on these topics can be found on pages 28 and 53 respectively.

Care Network offers a free **Help at Home service**, for up to six weeks of practical and emotional support for any adult who has come out of hospital. The service can visit you at home or in hospital to discuss your individual needs and how they might help. All staff and volunteers undertake training and have enhanced DBS (police checks). Volunteers can call in to check you are OK and help with tasks such as picking up prescriptions, collecting shopping, light housework and practical tasks, and can link you

with a range of community groups.

Care Network

Email: helpathome@care-network.org.uk

Web:

www.care-network.org.uk



Cambridge, South Cambs and East Cambs

Tel: **01223 714433**

Huntingdonshire and Fenland

Tel: **01354 694413**

If appropriate, the council can also arrange short-term support for when you return home. You can ask to speak to the hospital social work team, who can help you identify what is important to you, agree your outcomes, and discuss the help and support available.

Age UK Cambridgeshire and Peterborough's Hospital Discharge and Admission Avoidance

Support Service can support people aged 60 and above, living in Cambridgeshire, with an identified need on their return home from hospital. Email

HDsupport@ageukcap.org.uk or call

01354 691896.

Reablement

The council's Reablement team will support you to maximise your independence by helping you maintain or relearn the skills needed for everyday life. Reablement programmes last from a few days to a few weeks and are tailored to you individually. Many people find that after their Reablement programme they can cope very well on their own, without the need for further care and support.

As part of your Reablement programme, the council will help you to plan any ongoing care that you might need or advise on local services you may be interested in, as well as suggest equipment which could make your day-to-day living easier.

Cambridgeshire County Council

Email: careinfo@cambridgeshire.gov.uk

Web: www.cambridgeshire.gov.uk

Tel: **0345 045 5202**



Paying for your care

There is lots of free support available in the community that can help you continue living independently. However, you may have to pay for some support you receive. If you think you may need care in the future, it is a good idea to get advice on how to pay for it before making any decisions.

Visit www.cambridgeshire.gov.uk (search 'Money and benefits') for financial support or refer to the following organisations.

Age UK Cambridgeshire and Peterborough

Email: infoandadvice@ageukcap.org.uk
Web: www.ageuk.org.uk/cambridgeshireandpeterborough
Tel: **0300 666 9860**

Cambridge and District Citizens Advice

Web: www.cambridgecab.org.uk
Tel: **0808 278 7808**

Independent Age

Email: helpline@independentage.org
Web: www.independentage.org
Tel: **0800 319 6789**

Money Helper

Web: www.moneyhelper.org.uk/en
Tel: **0800 138 7777**
Typetalk: **18001 0800 915 4622**

Society of Later Life Advisers (SOLLA)

Email: admin@societyoflaterlifeadvisers.co.uk
Web: <https://societyoflaterlifeadvisers.co.uk/>
Tel: **0333 202 0454**

Disability benefits

You may be entitled to disability benefits which you can use to help pay for the care and support you need. These benefits include:

- **Personal Independence Payment (PIP)** – a benefit that helps with the extra costs of a long-term health condition or disability for people aged between 16 and State Pension age. There are two parts to PIP, a daily living part – if you need help with everyday tasks, and a mobility part – if you need help with getting around.
- **Attendance Allowance** – a benefit for people over State Pension age, paid at two different rates depending on the level of help you need. The lower rate is for those needing care by day or night, and the higher rate is for those needing care both day and night, or who are terminally ill.

Attendance Allowance and the daily living component of PIP will be included in the calculation of your financial assessment.

Visit www.gov.uk/browse/benefits/disability or call **Citizens Advice** on **0808 278 7850**.

Financial assessment and arranging your care

If you are unable to meet the cost of your care yourself, the council will carry out a financial assessment to see if it is able to contribute towards the cost. If your capital, savings, and income are above the current threshold, you will need to pay the full cost of your care and support.

The financial assessment, or means test, works out what you will have to pay towards the cost of your care. It is carried out by the council after they complete your care needs assessment, which looks at what care needs you may have. The financial assessment will consider:

- Your income, including any pensions and benefits.
- Your capital, including savings and assets (such as a second property and stocks and shares etc.).

If you will be getting care services at home, the value of your home is not included if you own it. This is different to the rules about charging if you are moving to a care home.

Deprivation of assets

If someone intentionally reduces their assets – such as money, property, or income – so that these will not be included in the financial

assessment for care, this is known as 'deprivation of assets'. If the council concludes that you have deliberately reduced your assets to avoid

paying towards the cost of care, your financial assessment may be completed as if you still owned the assets.

Paying for care in your own home

If you have capital or savings of more than the current threshold, not including your home, or you choose not to disclose your financial circumstances, you will have to pay the full cost of any care and support you require in your own home or periods of respite care in a care home. The council can arrange care for you, and you will be invoiced for this, or you can arrange your care privately and pay for it directly.

If you ask the council to arrange your care and support for you, you may be liable to pay an arrangement fee in addition to the costs of meeting your assessed care and support needs. This arrangement fee covers the cost of putting the care and support you need in place.

Visit www.cambridgeshire.gov.uk/residents/adults (see 'Money and benefits').

What you will have to pay

This depends on your financial situation. The council cannot charge anyone else, such as your partner or someone you live with, and the following factors will be considered.

Your income

This must not reduce below a certain amount, known as the Minimum Income Guarantee (MIG). This is so you can still afford daily living costs, such as food and utility bills. If your weekly income is higher than your care costs, you will usually have to pay for all your care yourself – as long as you are left with at least your MIG amount. If the council includes any disability-related benefits you receive in your financial assessment, it must also consider any disability-related expenses you have.

Your capital

Capital is money or items that have a financial value. For example, savings, investments, land, and property.

Visit www.cambridgeshire.gov.uk (search 'Paying for care').

Direct Payments

If you are eligible to receive council-funded services, Cambridgeshire County Council will allocate you a 'Personal Budget'. This is the amount of money the council will pay towards your social care support. Personal Budgets give you more choice and control over how your money is used to buy care and support. You can choose from a range of options for managing your Personal Budget:

- Direct Payments – money for your support is sent directly to you, or someone you have nominated. You can then arrange your own care and support arrangements. If you choose this option, you can get support from People Plus to manage your Direct Payments.
- Cambridgeshire County Council can manage the budget. This means the council will arrange care and support to meet your assessed needs.
- An Individual Service Fund (ISF) Provider.
- Any combination of these approaches.

People Plus is currently contracted by the council to provide the Direct Payments Support Service.
Email: ilscambridgeshire@peopleplus.co.uk
Web: <https://peopleplus.co.uk/independent-living-service/cambridgeshire>
Tel: **0330 123 2815**

Visit www.cambridgeshire.gov.uk and search 'Paying for care'.

Individual Service Fund (ISF)

An ISF is where you choose a provider, rather than the council or yourself, to manage your Personal Budget. This scheme is, at the time of publication, available only in East Cambridge as a pilot. The ISF provider will arrange services and support for you, with your agreement. With an ISF, you get choice and control over your support without having to manage the money yourself, which can be the case with a Direct Payment.

Your family, advocate, or carer could also help you. You would work with the provider to plan support services and activities to help achieve the outcomes identified in your care and support plan. ISFs can

be used for a range of different purchases if they demonstrate that they are achieving positive outcomes for you. The services and activities must help meet your assessed needs.

Paying for personal care

If you need support with your personal care, such as washing yourself or getting dressed, you can employ a care worker to help you. The length of visits will

depend on the support that you need. The hourly rate charged for services depends on what help is required, the time of day, and location.

Live-in care

If you require a lot of help with your personal care, you may want to consider having a support worker who lives in your home, or 24-hour live-in care on a short-term basis. This will enable anyone who might support you informally to take a break.

Charges for live-in care depend on the amount of care and the skills and support required. When choosing your care worker, you can choose your own personal assistant, or you can use an agency. Before you make any decisions, you should contact homecare providers and personal assistants to ask what they provide, their charges, and get a draft contract between you and them.

Tip

Some care workers may also help you with cleaning, shopping, and cooking. Before you choose who to use, ask them what they can and cannot do. You can use the checklist on page 35 to help you choose a care worker.



People Plus Independent Living Services – Cambridgeshire

An experienced support and guidance provider to help people have choice and control over their care and support packages. People Plus can support with:

- Information about Direct Payments.
- Recruiting and employing a personal assistant.
- Identifying a suitable support provider.
- Planning for emergencies.
- Access to peer support in the local community.

Email: ilscambridgeshire@peopleplus.co.uk

Web: <https://peopleplus.co.uk/independent-living-service/cambridgeshire>
Tel: **0330 123 2815**

Employing a personal assistant

A personal assistant (PA) is someone you employ to provide support you need in a way that suits you best. This may include cooking, cleaning, help with personal care, such as washing and dressing, among more miscellaneous tasks such as helping you get out and about in the community. As an employer you will be responsible for:

- A safe working environment.
- Relevant training.
- A written contract.
- Employer and Public Liability insurance.
- Checking your PA is legally allowed to work in the UK.
- Not discriminating against a worker.
- Paying correctly, registering with the Inland Revenue Service, paying tax, pensions, and National Insurance for staff. There are payroll companies that can do this on your behalf.
- Treating staff with respect.

You must abide by employment and tax laws, otherwise you may have to pay expensive interest and fines, or in some circumstances have legal action taken against you. Ensure you keep all insurance (public and employers' liability) documents.

To have a PA, you will need to provide a job application form, a job description and employment contract. Make sure you have calculated their wages correctly, including holiday and sick pay,

pensions, and insurance. **People Plus** is the Direct Payment Support Service for Cambridgeshire and can provide information on recruitment, wages, and employer obligations.

Tip

Even if your PA states they are self-employed, you may still be treated as their employer by HMRC. To get advice on the employment status of your PA call the HMRC helpline on **0300 200 3300**.



What is a Care Micro Enterprise (CME)?

A CME is a small business that offers care and support services within your local community. These services can include personal care,

holistic home care, and carer respite services.

Benefits of using a CME:

- Flexible and localised care and support in your home.
- More choice and control around care and support options.
- An alternative to more traditional care services.
- Longer-term relationship with the care workers who support you.

Visit **www.cambridgeshire.gov.uk** and search 'Care Micro Enterprises' for more information and the CME directory.

Paying for care in a care home or nursing home

If your income, capital, and savings are more than the current threshold, you are likely to have to pay the full cost of your care. If you own your home, its value will usually be included when calculating your capital. Sometimes it will not be included. For example, its value will be disregarded if it is still the main home of your partner, a close relative aged 60 or over, or a close relative with a disability. Other exemptions may apply; call **0345 045 5202**.

The care homes you consider must be able to meet your assessed care needs. If the council is contributing towards the cost of your care, your choice of care home will be limited to those that accept the council's funding level. If the home you have chosen charges more than the council's funding level, you must find someone to help pay the difference.

Except in limited circumstances, the law states that you are not allowed to make this additional payment yourself. The responsibility for this often falls to a member of your family or a benevolent sponsor such as a charity. Once confirmed, they must sign an agreement formalising the arrangement.

You may be able to arrange a Deferred Payment Agreement with the council. This is an arrangement which lets you use the value of your home to help pay for care home costs. This means the council could provide financial help which it will then

recover once your home has been sold, or from your estate.

Visit **www.cambridgeshire.gov.uk** (search 'Organising residential care').

Who can pay top-up fees

You can only pay your own top-up fees in one of the following situations:

- You have just moved permanently into a care home and are in the 12-week property disregard period. Visit **www.independentage.org/get-advice/health-and-care/paying-for-care** (select 'Selling your home to pay for residential care').
- You have a Deferred Payment Agreement with the council.
- Your accommodation is being provided as aftercare under section 117 of the Mental Health Act 1983.



The top-up fee contract must explain how much the payments will be, how often they will need to be paid, what might happen if you or your chosen third party can no longer afford the top-up, and how any annual increase in costs will be shared.

Visit www.cambridgeshire.gov.uk (search 'Paying for care').

If you move into a care home that provides nursing care, you may be entitled to a

non-means-tested contribution towards the cost of your nursing care from the NHS, paid directly to the home. Visit www.nhs.uk and search 'NHS-funded nursing care'.

Running out of money

If your capital and savings are likely to fall below the current threshold, let the council know in advance. The council can arrange a financial assessment and may be able to contribute towards the cost of your care.

NHS Continuing Healthcare (NHS CHC)

This package of care is for adults aged 18 and over, fully arranged and funded by the NHS. To receive NHS CHC funding, individuals must undergo an assessment by Integrated Care Boards (ICBs).

This assessment follows a legally defined process to determine if the individual has a 'primary health need'. For more information, visit www.nhs.uk (search 'NHS Continuing Healthcare').

Your health, care, and financial affairs

There may come a time when you are unwell and cannot tell the people around you what you do and do not want. Recording your wishes allows you to express who you are and what is important to you. This gives you control over your treatment and care, and reassurance that the right decisions will be made.

Further information on planning for the future can be found using the following websites.

Age UK

Web: www.ageuk.org.uk/information-advice

Cambridgeshire County Council

Web: www.cambridgeshire.gov.uk (search 'Mental capacity and planning for the future').

Compassion in Dying

Web: <https://compassionindying.org.uk>

Lasting Power of Attorney (LPA)

An LPA is a legal document that lets you appoint one or more people as an 'attorney/s' to help you make decisions or to make decisions on your behalf. This gives you more control over what happens to you if you have an accident, or an illness, and cannot make your own decisions, meaning you 'lack mental capacity'. You must be 18 or over and have mental capacity (the ability to make your own decisions) when you make

your LPA. There are two types of LPA:

- Health and welfare.
- Property and financial affairs.

You can choose to make one type or both. There is no need to involve solicitors and you can make an LPA online or by using paper forms. Visit www.gov.uk/power-of-attorney

Appointeeship

You can apply for the right to deal with the benefits of someone who cannot manage their own affairs

because they are mentally incapable or severely disabled. Only one appointee can act on behalf of

someone who is entitled to benefits (the claimant) from the Department for Work and Pensions (DWP).

An appointee can be:

- An individual; for example, a friend or relative.
- An organisation or representative of an

organisation; for example, a solicitor or local council.

Visit www.gov.uk/become-appointee-for-someone-claiming-benefits

Deputyship

You can apply to become someone's deputy if they 'lack mental capacity'. This means they cannot make important decisions independently. They may still be able to make decisions independently at other times.

People may lack mental capacity because, for example:

- They have had a serious brain injury or illness.
- They have dementia.
- They have severe learning disabilities.

As a deputy, you will be authorised by the Court of Protection to make decisions on their behalf. There are two types of deputy:

- Property and financial affairs deputy – you will do things like pay the person's bills, receive their income, and manage their financial affairs.
- Personal welfare deputy – you will make decisions about medical treatment and how someone is looked after.

Visit www.gov.uk (search 'Deputies').

What to expect from Cambridgeshire County Council

Adult Social Care can provide you with the advice, information, and help you need to promote your independence, safety, and wellbeing. While friends, family, and your local community might provide ample support, there are occasions when additional assistance is needed. In such incidences, the council's Adult Social Care service could help you. The service supports adults of all ages and disabilities.

Tip

Before contacting Adult Social Care, ask yourself the following questions:



- What has changed recently in your life?
- What would you like to be able to achieve?
- What difference would this make to your life?
- What sort of things have you considered to help you achieve this?

Write down the answers to help you remember them as you will be asked to discuss this when you contact Adult Social Care.

Adult Social Care will work with you to identify the best options available to help you. This could be accessing community-based support, getting some equipment, or referring you for an assessment.

If you plan to contact Adult Social Care on behalf of someone else, ensure they are aware of your intentions. If possible, discuss the questions at the beginning of this section with the individual before making contact.

If you are looking after someone who could not manage without your help, you may also need some support so that you can continue to care and maintain your own health and wellbeing. See page 13 for more information.

For more information on receiving care and support:

Use the Contact form available at https://cambridgeshire-self.achieveservice.com/service/Adult_Services_contact_form

Care and Support Plans

If you are referred for an assessment, the Adult Social Care team will have a detailed conversation with you to understand your circumstances and what you would like to achieve. The team will look at the support you receive from family, friends, and your local community, and will work with you to identify what additional assistance will help you to remain independent. Once your initial care and support plan meets your desired outcomes,

considers any potential risks, and fits within the available budget, it can be approved by the council.

Your care and support plan is all about you – highlighting your strengths and abilities, addressing your care and support needs, outlining your goals, and specifying the equipment needed for you to live independently.

Making a compliment, comment, or complaint about Adult Social Care

You can provide feedback yourself, or a family member, friend or representative can contact the council on your behalf. You can provide feedback:

- Online at **www.cambridgeshire.gov.uk/council/contact-us/council-complaints-procedures**
- Over the phone on **0345 045 5202**.
- By email:
customercareteam@cambridgeshire.gov.uk
- In writing to Customer Care Team, (SCO Box 2116), PO Box 761, Huntingdon, Cambridgeshire PE29 9QR.

For all social care complaints, you can also raise your concerns with a social care representative.

What if I need help to provide my comments?

If you need assistance in providing feedback, call **0345 045 5202**. If you would prefer to discuss this in person, you can also be supported to provide feedback at the council's main office receptions, or in a library where staff can support you in completing the online form.

What happens when I provide feedback?

Cambridgeshire County Council will let you know that it has received your feedback. If you do this online, the council will let you know immediately, otherwise it will acknowledge your feedback within

three working days. Once the council has received your comments, it will review them and determine whether your feedback is a complaint, compliment, suggestion, or representation. The council will then let you know details of the respective process.

If your feedback is about a service that is being funded by or arranged by the council, the usual first step is to speak to the manager of the service. You may find that asking for a chance to speak to them informally about your concerns is enough to resolve the matter, or you could put your concerns into a letter if you prefer. If the problem has not been resolved by raising it with the care provider, contact your local council. We do not expect a formal complaint to be raised with the service and the council. Therefore, formal complaints will be managed by either the service directly or the council. Find out more about giving feedback at **www.cambridgeshire.gov.uk** (search 'Adult social care complaints').

If the service is registered and regulated by the **Care Quality Commission (CQC)** you can also share your experiences with them. Email **enquiries@cqc.org.uk**, visit **https://www.cqc.org.uk/give-feedback-on-care** or call **0300 061 6161**. If you remain dissatisfied with the

council's final response to your complaint, ask the **Local Government and Social Care Ombudsman (LGSCO)** to look at your complaint.

Visit **www.lgo.org.uk/how-to-complain**, call **0300 061 0614** or write to PO Box 4471, Coventry CV4 0EH.

Healthwatch Cambridgeshire

Your local health and social care champion. If you use GPs and hospitals, dentists, pharmacies, care homes, or other support services in your area, Healthwatch wants to hear about your experiences. Healthwatch is independent and has the power to make sure NHS leaders and other decision makers listen to local feedback and improve standards of care.

Where possible, Healthwatch will inform you about upcoming changes to services in your community and help you have a say. It will also encourage those

managing local care services to involve you when changes are being planned to services. Additionally, Healthwatch can assist you in finding reliable and trustworthy information and advice.

Email:

enquiries@healthwatchcambspboro.co.uk

Web: **www.healthwatchcambridgeshire.co.uk**

Tel: **0330 355 1285**

Text: **07520 635176**

Write to: Healthwatch Cambridgeshire, The Maple Centre, 6 Oak Drive, Huntingdon PE29 7HN

Cambridgeshire and Peterborough Partnership Boards

Empowering individuals with experience of using Adult Social Care services to have a say in current and future care. Each Partnership Board comprises:

- Service user representatives, known as Independent Members.
- Voluntary sector service providers.

- Statutory services, including health and social care.

Healthwatch organises the board meetings and offers support and training to Independent Members to assist them in their roles. For contact details, please refer to the information above.

Worried about someone or yourself – safeguarding adults

Anyone can be vulnerable to abuse, neglect, or self-neglect at some point in their life. Some adults with care and support needs are less able to protect themselves against abuse or neglect, and some have difficulty making their wishes and feelings known. The council refers to these individuals as 'adults at risk'. For someone to be considered an 'adult at risk', three criteria must be met:

- The person has care and support needs, whether or not these are being met.
- The person is experiencing, or is at risk of experiencing, abuse or neglect.

- As a result of their needs, they are unable to protect themselves from this.

Abuse can occur anywhere, including at home, in a care home, or in the wider community. The harm may be caused by anyone, including another person with care and support needs, and it may be deliberate or unintentional. If you have been affected by abuse, you might feel scared and helpless. It is important to know that there are people you can turn to for help and steps you can take to protect yourself.

Whatever the circumstances, it is important that

you raise your concerns with the council. If you are raising concerns about someone else, it is helpful to inform the person that you plan to do so and

ideally gain their consent. However, if this is not possible, it is still important to raise your concerns with the council.

Types of abuse

There are different types of abuse that you or someone that you know might be experiencing:

- **Physical:** such as someone hitting, slapping, pushing, or kicking you.
- **Sexual:** this includes any type of sexual behaviour that you do not want or cannot consent to.
- **Psychological:** such as bullying, threats to leave you alone, threats to put you in a care home, or denying you access to friends.
- **Financial:** such as taking or spending your money without your permission.
- **Neglect or self-neglect:** such as not being given or eating enough food, not being given, or taking medication, or not allowing access to care workers.
- **Discriminatory:** any behaviour that is based on being different such as exclusion from an activity due to a hearing impairment, because of your ethnicity, or because of the language you speak.
- **Domestic abuse:** this is any form of unacceptable personal abuse committed by a partner, ex-partner, or a family member.
- **Organisational:** such as your care provider or other organisations treating you badly, neglecting you, or providing a poor service.
- **Modern slavery:** such as being forced to work by people who abuse you or are cruel to you.

Tip

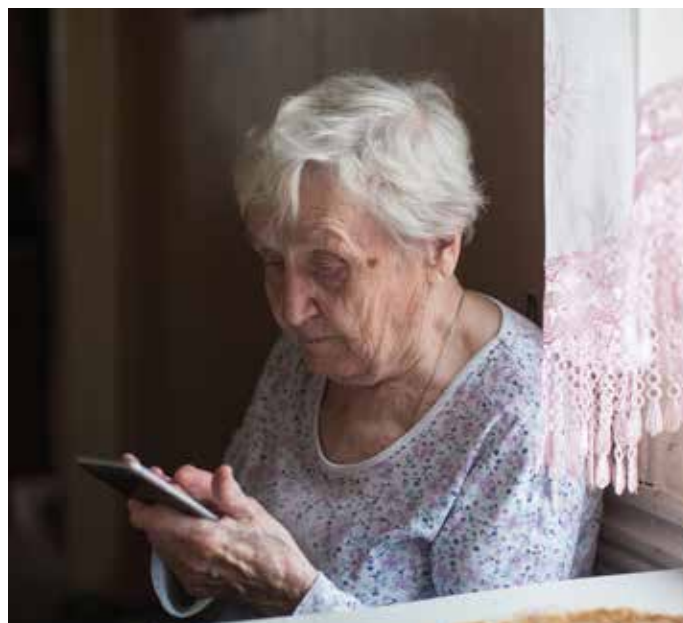
If you or someone else you know is in immediate danger or needs urgent medical treatment, contact the police and/or call an ambulance on **999**.



If you are concerned that you or someone you know is experiencing, or is at risk of abuse and there is no immediate danger:

- Tell someone you trust today – this may be a family member, friend, neighbour, or GP.

- Call the police on **101** if you think they need to be involved.
- Contact the council by emailing your concerns to **referral.centre-adults@cambridgeshire.gov.uk** or call **0345 045 5202** (9.00am to 5.00pm, Monday to Friday). If it is outside of office hours and someone is in danger and unable to protect themselves, or cannot remain in the community without immediate intervention, call **01733 234724**. It does not matter whether you are able to identify an actual abuser.
- Visit **www.cambridgeshire.gov.uk/residents/adults** and select 'Report a concern about an adult' for more information.



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



www.myfamilyourneeds.co.uk

Birth to Adulthood • Real life blogs
Directory • Ask the Experts • Monthly columnist

✉ hello@myfamilyourneeds.co.uk • [@WeAreMFON](https://twitter.com/WeAreMFON)

How the council can help

The council will provide information and practical advice to you or the person experiencing abuse, enabling informed decisions about any necessary help or actions you may wish to take.

If the person being abused, or at risk of abuse, cannot make an informed choice themselves, care will be taken to support and protect them. What happens next will depend on the wishes of the person being abused and the severity of the situation. If they are in physical danger or at risk of

serious neglect, ensuring their safety will be the highest priority.

What to expect after you have submitted a referral?

You should receive confirmation that your referral has been received and is being reviewed. Due to data protection regulations, the feedback you receive may be limited. The person contacting you might not be able to share specific details unless the individual the referral is about has given their consent.

End of life care

Talking about the future and dying can be difficult, but it is important that you and your family, friends, and carers discuss your wishes as you near the end of your life.

More people are starting to make 'end of life plans' to make it easier for others to support and carry out their wishes when the time comes. This could include where you want to die, what treatment you would want, any cultural or religious requirements, and planning for your funeral. You might want to consider taking out a funeral plan to ensure that costs for your funeral are covered.

End of life care should help you live as well as possible until you die, and to die with dignity. Planning for your needs should mean that, if you wish to, you can remain in your own home or care home and not have to be admitted to hospital. Wherever you are being cared for, as you approach the end of your life you are entitled to a high quality of care.

Advance Decisions

This allows you to write down any treatments that you do not want to have in the future in case you later become unable to make or communicate decisions for yourself. It will only be used if you cannot make or communicate a decision for yourself. The legal name is an Advance Decision to Refuse Treatment, and it is also sometimes called a Living Will or an Advance Directive.

Advance Decisions are legally binding in England and Wales if they meet certain requirements. This

means that if a healthcare professional knows you have made an Advance Decision, they must follow it. If they ignore an Advance Decision, then they could be taken to court. Visit <https://compassionindying.org.uk> (search 'Planning ahead').

Preferred Priorities for Care (PPC)

This can help you prepare for the future. It gives you an opportunity to think about, talk about, and write down your preferences and priorities for care at the end of your life. You do not need to do this unless you want to.

The PPC can help you and your carers (your family, friends, and professionals) to understand what is important to you when planning your care. If a time comes when, for whatever reason, you are unable to decide for yourself, anyone who must make decisions about your care on your behalf will have to action anything you have written in your PPC. The PPC is not meant to be used for legally binding refusals of specific medical treatments in advance.

If you are being cared for at home or in a care home,



your GP has overall responsibility for your care. The people providing your care should ask you about your wishes and preferences and take these into account as they work with you, your family, and your GP to plan your end of life care.

There are several useful websites and publications providing information about planning ahead and end of life care. Visit www.nhs.uk or www.cambridgeshire.gov.uk (search 'End of life care').

Palliative Care Hub

The Palliative Care Hub is a free telephone service available to anyone in Cambridgeshire and Peterborough who needs specialist palliative care advice or support. This service is accessible to patients, family members, friends, carers, GPs, and other healthcare professionals. It is specifically for those diagnosed with a life-limiting illness.

The hub can provide advice and support, direct you to appropriate services, connect you with another healthcare professional who can better assist you, or make necessary referrals to other services.

To access the service, call **111** and select the 'Palliative and End of Life Care' option.

Housing options

Finding the right support or accommodation is key to helping you remain independent and confident in your wellbeing and security. Visit www.cambridgeshire.gov.uk/residents/adults and select 'Staying independent' or see page 21 of this Guide.

Tip

Use your action plan on page 6 to help you decide what you could do to stay safe, well, and independent at home for longer.



If you feel that you would benefit from being closer to family and friends or have easier access to services such as your local doctor, library, and shop, there are several housing options available that might meet your needs and help you to remain living independently at home for as long as possible.

Your district council's housing advice service can give you more information on housing in your area and what you might need to do to apply for social housing. The service will be able to assist if you are being asked to leave the home you are living in or think you might be at risk of becoming homeless.

Cambridge City Council

Email: housing.advice@cambridge.gov.uk
Web: www.cambridge.gov.uk/housing
Tel: **01223 457000**

East Cambridgeshire District Council – Housing Advice Service

Email: housingservices@eastcamb.gov.uk
Web: <https://eastcamb.gov.uk/housing>
Tel: **01353 665555**

Fenland District Council

Email: housingadvice@fenland.gov.uk
Web: <https://fenland.gov.uk/housing>
Tel: **01354 654321**

Huntingdonshire District Council

Email: housingadvice@huntingdonshire.gov.uk
Web: <https://huntingdonshire.gov.uk/housing>
Tel: **01480 388218**

South Cambridgeshire District Council

Email: housingadvice@scamb.gov.uk
Web: www.scamb.gov.uk/housing/housing-advice
Tel: **01954 713000**

Housing advice is also available from the following independent organisations.

Shelter

Web: <https://england.shelter.org.uk>
Tel: **0808 800 4444** (emergency advice helpline).

Citizens Advice Bureau

Web: www.citizensadvice.org.uk/housing

Supported Living

This can support people with a wide range of needs such as learning disabilities, autism, mental health conditions, and physical disabilities.

Supported Living services can vary between homes

that are shared by more than one person with similar needs. This is usually between two to four people although some schemes are bigger. The kitchen, living area, and garden will usually be shared.

Sheltered Housing

If you are feeling isolated in your current home or need some additional support on a long-term basis, Sheltered Housing may suit your needs. In Sheltered Housing you have your own home, and usually you will have access to an alarm that allows you to call for help if needed. You may also have access to visiting support staff if you need some extra help.

Accommodation is self-contained, and most schemes have a communal lounge, laundry room, and a garden. Many schemes run social events that are usually organised and run by residents living in the scheme.



Independent Housing with Care

Also known as Extra Care Housing, this is specially designed to enable older people to live independently. Like Sheltered Housing, you have your own self-contained flat with your own front door, but also have the reassurance of knowing that there is a care team on site 24 hours a day to meet your personal care needs and to respond to emergency calls, providing you and your family with peace of mind.

Extra Care Housing can be rented, owned outright, or shared ownership (part-owned and part-rented). Many people choose Extra Care Housing as an alternative to a residential care home because it provides a greater independence and flexibility to have family and friends to visit and stay.

Older People's Visiting Support Service

This service can provide short-term support to any older person in Cambridgeshire, including people living in Sheltered Housing. The aim of the service is to support people to continue to live as independently as possible by helping them with things such as benefits, home adaptations,

applying for grants, and contacting other services that may be of help to you.

Cambridge City Council

Email: independent.living@cambridge.gov.uk

Web:

www.cambridge.gov.uk/visiting-support-service

Tel: **01223 457199**

P3 – East Cambridgeshire, Fenland, and Huntingdonshire

Email: cpfss@p3charity.org

Web: www.p3charity.org/services/cambridgeshire-floating-support-service

Tel: **0808 169 8099**

South Cambridgeshire District Council

Email: visitingsupport@scambs.gov.uk

Web: <https://scambs.gov.uk/housing/housing-advice/housing-services-for-older-residents/visiting-support-service>

Tel: **01954 713000**

For more information about national housing options, visit <https://hoop.eac.org.uk/hooptool>

Cambridgeshire Shared Lives

A regulated service where an adult who has support and/or accommodation needs moves in with, or regularly visits an approved Shared Lives carer that they have been matched with for compatibility.

Shared Lives can offer people a highly flexible form of care and support. All Shared Lives arrangements are set up, supported, and monitored by Shared Lives schemes and the carers are local people who have been recruited, trained, and approved by the Scheme.

Shared Lives enables a wide range of people to have their support needs met, their health and wellbeing promoted, and can reduce the need for admission to hospital or residential care.

Email: cambridgeshiresharedlives@cambridgeshire.gov.uk

Web: www.cambridgeshire.gov.uk
(search 'Shared Lives').

Tel: **01354 750084**

Cambridgeshire Outreach Service (COS)

Individualised support provided in your home and local community. A COS support worker will work with you to develop your independence and community connections. This might include support to maintain your living environment, to manage your bills and correspondence, complete daily tasks, attend health appointments, access

educational or health and fitness activities, or source work or volunteering opportunities, all with a real focus on building your capability, your confidence, and your connections.

Email: cambridgeshireoutreachservice@cambridgeshire.gov.uk

Inspecting and regulating home care services

All registered home care providers must be regulated and inspected by the Care Quality Commission (CQC). Each service receives a quality rating report, making it easy to see where a service excels and where improvements are needed.

For home care arranged by Cambridgeshire County Council, the agencies used are accredited to work with the council. They will inform you of the cost of your care. If you cannot afford this, the council may contribute towards the cost. For more information about the support Cambridgeshire County Council can provide, see page 56.

Tip

It is always wise to check inspection reports and ratings when selecting a care service. You can find these on the **CQC's** website at www.cqc.org.uk



For more details about care at home, visit www.cambridgeshire.gov.uk/residents/adults

Care homes

Moving into a care home is a significant decision, involving a change of residence and potentially high costs for ongoing accommodation and care.

consider alternative accommodations like Extra Care Housing schemes or Supported Living, which offer independence with increased care and support.

Tip

Before considering a care home, explore less disruptive and potentially less costly options such as equipment, adaptations, or personal care support. Assess whether you need the level of care provided by a care home and



If no other accommodation options are suitable, a care home may meet your needs. Residential and nursing care homes provide 24-hour support from care staff and cater to older people and younger adults with disabilities.

Inspecting and regulating residential care services

All care homes must be registered and inspected by the **Care Quality Commission (CQC)**, which awards quality rating reports. These ratings help you easily identify where a service is performing well and where it needs improvement.

Tip

Always check inspection reports and ratings when choosing a care service. These can be found on the **CQC's** website at **www.cqc.org.uk**



When evaluating potential care homes, use the checklist on page 67. For homes providing care

for people with dementia, refer to the checklist on page 65. Care homes may be privately owned or run by charities or councils. To be eligible for a council-arranged care home placement, you will need a care and support assessment and must have needs that cannot be met through alternative options.

The council will inform you of the cost of the care home, and if you cannot afford it, they may contribute towards the cost. For more information about the support the council can provide, see page 56.

Types of care home

Residential care homes

For individuals who cannot continue living at home, even with additional support or home modifications. If you cannot receive the necessary support at home, consider a residential care home. These homes assist with personal care, including eating, washing, toileting, and dressing, but do not offer nursing support.

Care homes with nursing

Nursing care homes offer the same personal care as residential care homes, with the added benefit of 24-hour nursing care provided by trained nursing staff. Before moving into a nursing home, an assessment is required to ensure that it is the best option for your needs. If the individual needing care has been diagnosed with dementia, it is important to confirm that the home can accommodate these specific needs.



Tell us what
you think

⦿ What have you found useful?

⦿ What could we do better?

 CareChoices

Share your feedback – take our five minute survey

www.carechoices.co.uk/reader-survey

Choosing care and support

Residential dementia care checklist

© 2025 Care Choices Ltd

Home 1

Fees per week

Quality rating*

£

£

£

Home 2

Home 3

We suggest that you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 67. You can download and print this checklist at www.carechoices.co.uk/checklists

Design

Are there clear signs throughout the home?

Has the home been designed or adapted for people with dementia?

Are the home and grounds secure?

Are there prompts outside the residents' rooms to help people identify their own?

Is the décor familiar to your loved one?

Choices

Do residents get a choice in terms of what they wear each day?

Are residents encouraged to be independent?

Can residents decide what to do each day?

Can residents have a say in the décor of their room?

Activities

Are residents able to join in with household tasks like folding washing?

Are there activities on each day?

Can residents walk around outside on their own?

Are residents sitting in front of the TV or are they active and engaged?

Are there rummage boxes around?

Health

Can residents get help with eating and drinking?

How often does the home review residents' medication?

Does the home offer help if a resident needs assistance taking medication?

Do GPs visit the home regularly?

Staff

Are staff trained to identify when a resident might be unwell?

Are staff trained to spot when someone needs to go to the toilet?

Do the staff have any dementia-specific training/experience?

Will your loved one have a member of staff specifically responsible for their care?

Approach to care

Does the home follow a specific approach to dementia therapy, for example, validation therapy?

Will the home keep you informed about changes to your loved one's care?

Does the home have a specific approach to end of life care?

Does the home keep up to date with best practice in dementia care?

*See page 63.



I would highly recommend Nelson Lodge to anyone

Nelson Lodge relative carehome.co.uk quote

In a recent survey of all our care homes, when asked if 'I have confidence in the staff who look after me', **96% of residents agreed.**

9.7
Nelson Lodge review score carehome.co.uk*

*carehome.co.uk scores are based on independent reviews with a maximum score of 10. Rating correct as at 14/11/24.

anchor

Considering care? We're only a friendly call away 01480 710699 or visit www.NelsonLodge.org.uk

Nelson Lodge care home, Whinfall Close, Eaton Socon, St Neots, PE19 8AB



Glenholme
Passionate about care

Find reassurance and care for you or your loved one at our Cambridgeshire Senior Living care homes.






♥ Tailored care plans ♥ Choice of nutritious home-cooked meals ♥ Luxurious homely environments
♥ Personal care & hairdressing services ♥ Daily activities & social events ♥ Landscaped gardens

Wendreth Court
Residential | Dementia | Respite
Peterhouse Cres, March
01354 702777

Our team helps people live as full and active a life as possible, focusing on what matters most to them. At Glenholme, we take the time to get to know each individual, fostering a sense of family and inclusion.

Vera James House
Residential | Dementia | Respite
Chapel St, Ely, CB6 1TA
01353 661113

Get in touch to arrange a visit or just to get some friendly advice

 www.glenholme.org.uk/cambs

Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

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

Staff

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

Activities

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

Life in the home

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

Personal preferences

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

Catering

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

Fees

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

*See page 63.



TLC Care in Cambridge

Cambridge Manor and Cherry Hinton Care Home warmly welcomes you and your loved ones to discover the excellence of our Nursing, Dementia, Residential, and Respite care. Our committed teams emphasise personalised care, seamlessly integrating advanced technology and state-of-the-art healthcare facilities.

From engaging activities to delightful cuisine, we create a fulfilling environment.

Conveniently situated, our homes provide a flexible care pathway to meet evolving needs. Embrace outstanding short or long-term care with a dedicated emphasis on exemplary Dementia and Nursing care, supported by cutting-edge technology and healthcare resources.

66

Cambridge Manor is excellent. I was dreading coming to a care home for respite, but I needn't have worried at all. It is heaven here. Every member of staff is so kind and friendly. They are always around and help is immediate. Rooms lovely. Food fabulous. I can't thank them enough.

Residents, August 2023
Cambridge Manor Care Home

Such a lovely home. All staff are friendly and helpful. Would recommend this home. All our worries have been taken away, we as a family, couldn't ask for more, can't find fault with anything. Always a warm friendly welcome from reception when you walk in. Thank you for your care.

Daughter in law of the residents,
October 2023
Cherry Hinton Care Home

99

 **TLC**
Cambridge Manor
Care Home

33 Milton Road,
Cambridge, CB4 1UZ

01223 633 940

cambridgemanor.co.uk

 **TLC**
Cherry Hinton
Care Home

369 Cherry Hinton Road,
Cambridge, CB1 8DB

01223 633 932

cherryhintoncarehome.co.uk

Cambridge City care homes

See page 72 for the **Service User Bands** key

Alex Wood House

3a Fortescue Road, Cambridge CB4 2JS
Tel: 01223 578602

OP D PD MH SI YA

Pauline Burnet House

1 Pippin Drive, Chesterton, Cambridge CB4 1GL
Tel: 01223 883130

PD LDA

Brook House Care Home

45 Seymour Street, Cambridge CB1 3DJ
Tel: 01223 247864

OP D

Primrose Croft Care Home

Primrose Street, Cambridge CB4 3EH
Tel: 01223 354773

OP D

Cambridgeshire County Council – 40-44 Russell Street

Cambridge CB2 1HT
Tel: 01223 712261

LDA YA

Rosewood

1 Edmund Close, Milton, Cambridge CB24 6ZS
Tel: 01223 440183

PD LDA

Langdon House

20 Union Lane, Cambridge CB4 1QB
Tel: 01223 578601

OP D PD MH SI YA

Winston House

19 Brooklands Avenue, Cambridge CB2 8BG
Tel: 01223 356795

MH YA

Cambridge City care homes with nursing

Advertisers are highlighted

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5 High Street, Chesterton, Cambridge, CB4 1NQ
Tel: 01223 944925 **Advert below**

OP D PD SI YA

Heathlands House

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OP D PD YA

Buchan House Care Home

Buchan Street, Cambridge CB4 2XF
Tel: 01223 712111

OP D

St Georges Court Care Home

Russell Street, Cambridge CB2 1HT
Tel: 01223 712135

OP D

Cambridge Manor Care Home

33 Milton Road, Cambridge CB4 1UZ
Tel: 01223 633 940 **Advert page 68**

OP YA

Woodlands Care Centre

Hawkins Road, Cambridge CB4 2RD
Tel: 01223 324444

OP D PD YA

Cherry Hinton Nursing Home

369 Cherry Hinton Road, Cambridge CB1 8DB
Tel: 01223 633 932 **Advert page 68**

OP D YA

These lists were correct at the time of publication.
For up-to-date information, check the **CQC's**
website at www.cqc.org.uk



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applegrove.manager@applewoodhealthcare.co.uk

5 High Street, Chesterton, Cambridge CB4 1NQ

Alderton House

5 Wellington Street, Littleport, Ely CB6 1PN
Tel: 01353 862677

LDA YA

Lily House

Lynn Road, Ely CB6 1SD
Tel: 01353 666444

OP D YA

Brambles, The

104 Station Road, Soham, Ely CB7 5DZ
Tel: 01353 722971

LDA

Littleport Grange

Grange Lane, Ely Road, Littleport, Ely CB6 1HW
Tel: 01353 861329

OP D YA

Fair Haven Care Home

102 Station Road, Soham, Ely CB7 5DZ
Tel: 01353 720916

OP D

Orchards, The

2 Forsythia Road, Ely CB6 1DP

Tel: 01353 880 414 **Advert page 71**

OP D PD SI

Fen House

143 Lynn Road, Ely CB6 1SD
Tel: 01353 667340

OP PD YA

Queens Court

2 Downing Close, Bottisham, Cambridge CB25 9DD

Tel: 0345 125 8973 **Advert below**

OP D

Firs Residential Care Home, The

Tower Farm, Tower Road, Little Downham, Ely CB6 2TD
Tel: 01353 699996

OP D PD YA

Robinson House

24c Fordham Road, Soham, Ely CB7 5AQ
Tel: 01353 624330

OP LDA YA

Guyatt House

42 The Causeway, Burwell, Cambridge CB25 0DU
Tel: 01638 610109

LDA YA

Vera James House

Chapel Street, Ely CB6 1TA

Tel: 01353 661113 **Advert page 66**

OP D YA

Holly Cottage LLP

1 Egremont Street, Ely CB6 1AE
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LDA

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Laburnum Lodge

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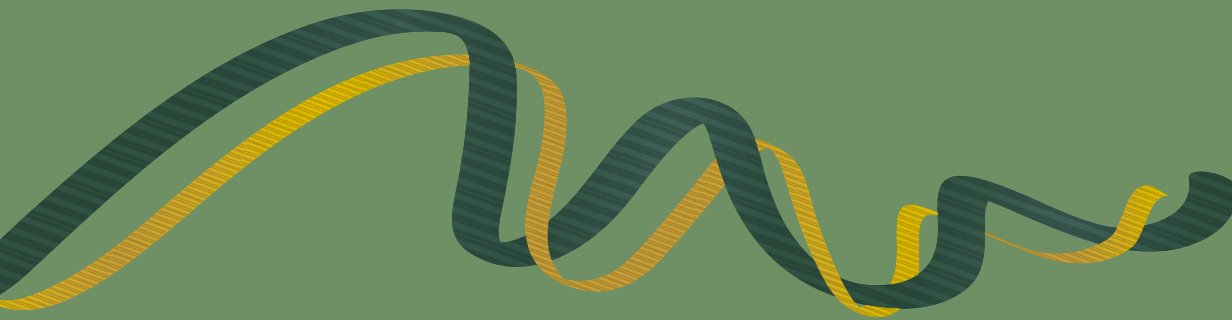
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Advert page 5
OP D PD MH YA

Soham Lodge

Soham Bypass, Soham, Ely CB7 5WZ
Tel: 01353 720775

OP D MH YA

Limes 1, The

5 Church Lane, Littleport, Ely CB6 1PS
Tel: 01925 571680

OP D MH

Townsend Manor

Evershed Fields, Soham, Ely CB7 6BE
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OP D PD SI YA

Oaklands Care Home

Bottisham, Cambridge CB25 9BX
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Advert page 5
OP D PD MH YA

For more information about care homes with nursing, see page 64.

Fenland care homes

Aliwal Manor Care Home

Turners Lane, Whittlesey PE7 1EH
Tel: 01733 203347

OP D

OP D YA

Barton Manor Care Home

99 Barton Road, Wisbech PE13 4TF
Tel: 01945 793126

OP D PD MH SI YA

Gables Care Home, The

1 East Park Street, Chatteris PE16 6LA
Tel: 01354 693858

OP

Belmont Road

9-10 Belmont Road,
March PE15 8RQ
Tel: 01354 660623

OP PD LDA YA

Hermitage, The

6-12 St Marys Street, Whittlesey PE7 1BG
Tel: 01733 204922

OP

Cambridgeshire County Council – 20 Alder Close

March PE15 8PY
Tel: 01354 750433

OP LDA YA

Keneydon House

2 Delph Street, Whittlesey PE7 1QQ
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OP D

Chestnuts Residential Care Home, The

169 Norwich Road,
Wisbech PE13 3TA
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OP D PD SI YA

Langley Lodge Residential Home

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Tel: 01945 582324

OP

Clovelly House

44 Station Road, March PE15 8LE
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OP

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OP D YA

Conquest Lodge

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OP D YA

Fenland care homes with nursing

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OP D PD YA

Askham Court

13 Benwick Road, Doddington, March PE15 0TX
Tel: 01354 740269

PD YA

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

Askham Grove

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March PE15 0TX
Tel: 01354 740269

OP D PD

Askham Hall

13 Benwick Road, Doddington,
March PE15 0TX
Tel: 01354 740269

OP D

Askham House

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March PE15 0TX
Tel: 01354 740269

OP MH

Askham Place

13 Benwick Road, Doddington, March PE15 0TX
Tel: 01354 740269

PD YA

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Peterborough PE7 1SU
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Conifer Lodge

134 North Brink, Wisbech PE13 1LL
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OP LDA MH YA

Glennfield Care Home

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OP D

Orchard House Care Home

107 Money Bank, Wisbech PE13 2JF
Tel: 01945 578654

OP D PD MH

Rose Lodge Care Home

Walton Road, Wisbech PE13 3EP
Tel: 01945 223 132

Advert page 5
OP D PD MH YA

Swan House Care Home

Swan Drive, New Road, Chatteris PE16 6EX
Tel: 01354 696644

D PD SI

Wendreth Court

Peterhouse Crescent, March PE15 8QT
Tel: 01753 869777

Advert page 66

OP D YA

Huntingdonshire care homes

Brookfield Residential Home

1 High Street, Somersham, Huntingdon PE28 3JA
Tel: 01487 840900

OP

Cambridgeshire County Council – 6 St Lukes Close

Huntingdon PE29 1JT
Tel: 01480 456941

LDA YA

Chase Care Home, The

Medway Road, Huntingdon PE29 1SF
Tel: 01480 278080

OP D PD SI

Conquest House

Straight Drove, Farcet, Peterborough PE7 3DJ
Tel: 01733 244623

OP LDA MH YA

Elm House

Howitts Lane, Eynesbury, St. Neots PE19 2JA
Tel: 01480 471166

LDA

Eynesbury House

Howitts Lane, Eynesbury, St. Neots PE19 2JA
Tel: 01480 218899

LDA MH

Ferrars Hall Care Home

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OP D

Florence House Residential Home

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OP

Hardwick Dene

Hardwick Lane, Buckden, St. Neots PE19 5UN
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OP D YA

Henbrook House

Cambridge Street, St. Neots PE19 1QB
Tel: 01480 275020

OP D PD SI YA

HF Trust – Corunna Close

1 Corunna Close, Eaton Ford, St. Neots PE19 7NE
Tel: 01480 471937

OP LDA YA

Hill House

High Street, Ellington, Huntingdon PE28 0AG
Tel: 01480 890324

OP D YA

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

Hill View

46 St Judiths Lane, Sawtry, Huntingdon PE28 5XE
Tel: 01487 831709

OP D

Oakley House

10 Bushmead Road, Eaton Socon PE19 8BP
Tel: 01480 407010

LDA

Hillings, The

Grenville Way, Eaton Socon, St. Neots PE19 8HZ
Tel: 01480 214020 **Advert page 76**

OP D YA

Oaktrees

Warboys Road, Oldhurst, Huntingdon PE28 3AA
Tel: 01487 822878

LDA

Manor Farm

Pittsdean Road, Abbotsley, St. Neots PE19 6UW
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LDA

Old Vicarage Care Home, The

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OP D PD MH SI YA

Manor, The – Care Home Physical Disabilities

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Huntingdon PE28 4PF
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OP PD LDA YA

Olivemedes

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Tel: 01733 240972

OP D PD SI

Nelson Lodge

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St. Neots PE19 8AB
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OP D YA

Paxton Hall Care Home

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Tel: 01480 213036

OP D LDA

Potton View

Mill Hill, Potton Road, Gamlingay, Sandy SG19 3LW
Tel: 01767 654866

OP

Oakleigh Residential Care Home

22 North Road, Alconbury Weston,
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OP D PD YA

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Tel: 01487 801 957 **Advert page 71** OP D PD MH SI

Saxon Manor Care Home

Russet Close, Godmanchester, Huntingdon PE29 2FF
Tel: 01480 741553 **Advert page 74** OP D PD SI YA

Royal Mencap Society – 32 Kings Lane

Popewalk House, St. Neots PE19 1LB
Tel: 01480 214928 LDA

Woodlands Residential Care Home

50 High Street, Earith, Huntingdon PE28 3PP
Tel: 01487 841404 OP D YA

Huntingdonshire care homes with nursing

Cromwell House Care Home

82 High Street, Huntingdon PE29 3DP
Tel: 01480 411411 OP D YA

Glebe Farm

Green Lane, Upton, Huntingdon PE28 5YE
Tel: 01480 702702 LDA MH

Eltisley Manor

Cambridge Road, Eynesbury, Hardwick, St. Neots PE19 6SR
Tel: 01480 881006 OP MH YA

Hunters Down Care Home

Hartford Road, Huntingdon PE29 1XL
Tel: 01480 456899 OP D PD MH SI YA

Field Lodge

London Road, St. Ives PE27 5EX
Tel: 01480 499840 OP D PD MH YA

Montague House

Keeling Lane, Brampton, Huntingdon PE28 4BS
Tel: 07443 759912 OP D PD SI YA

Ford House

140 St. Neots Road, Eaton Ford, St. Neots PE19 7AL
Tel: 01480 472017 OP D PD MH

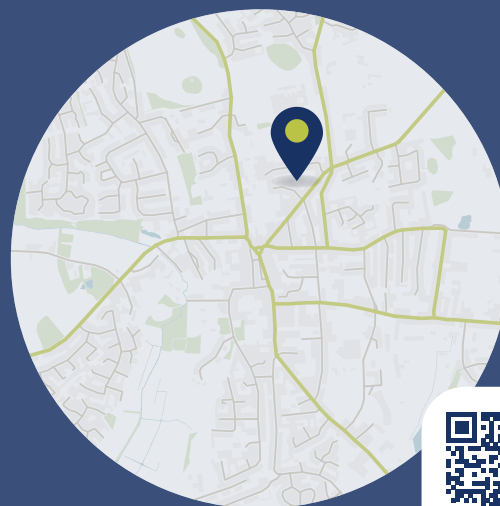
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User Bands MH Mental health SI Sensory impairment YA Younger adults AD People who misuse alcohol or drugs

Aurora Orchard Manor Transition Service

Manor Road, Meldreth, Royston SG8 6LG

Tel: 01763 268000

OP PD LDA SI

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OP D MH YA

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Tel: 01223 235406

OP PD LDA MH SI YA

Bramley Avenue

73 Bramley Avenue, Melbourn, Royston SG8 6HG

Tel: 01763 261682

PD SI YA

La Marsh

9 Crowlands, Cottenham, Cambridge CB24 8TE

Tel: 01954 250734

PD LDA

Chamarel

8 High Street, Longstanton, Cambridge CB24 3BP

Tel: 01954 789856

LDA

Maycroft Care Home

73 High Street, Meldreth, Royston SG8 6LB

Tel: 01763 260217

OP D PD SI YA

Churchfield Avenue

21-23 Churchfield Avenue, Sawston CB22 3LA

Tel: 01223 835733

LDA YA

Melbourn Springs Care Home

Hyacinth Drive, Melbourn, Royston SG8 6FY

Tel: 01763 722 320 **Advert page 5**

OP D YA

Fitzwilliam House Care Home

Rooks Street, Cottenham, Cambridge CB24 8QZ

Tel: 01954 273310

OP D

Mill Lane

17a Mill Lane, Histon, Cambridge CB24 9HW

Tel: 01223 232288

OP PD LDA SI YA

Hatley Court

37 Burgess Road, Waterbeach, Cambridge CB25 9ND

Tel: 01223 863414

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Orchard House Residential Care Home

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OP D



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healthcarehomes.co.uk



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

South Cambridgeshire care homes continued

Poplars, The

58 Station Road, Histon,
Cambridge CB24 9LQ
Tel: 01223 232201

PD LDA

Southwell Court

Hinkins Close, Melbourn, Royston SG8 6JL
Tel: 01763 750006

OP YA

Waterbeach

Fresh Fields, Primrose Lane, Waterbeach,
Cambridge CB25 9JZ
Tel: 01223 441452

OP PD LDA SI YA

Wheatsheaf House

5 High Street, Cottenham CB24 8SA
Tel: 01227 832981

D LDA MH

Yew Tree Cottage

15-17 Padlock Road, West Wrating,
Cambridge CB21 5LS
Tel: 01223 290600

OP LDA YA

Yewdale Farm

West Fen, Willingham, Cambridge CB24 5LP
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OP LDA YA

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COT CS 03794

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

Barley Manor Care Home

Station Road, Great Shelford,
Cambridge CB22 5LR
Tel: 01223 855870

Bramley Court

Chivers Way, Histon CB24 9AH
Tel: 01223 236105

Cambridge Grove Care Home

Cambridge Road, Fulbourn,
Cambridge CB21 5ED
Tel: 01223 827477

Cambridgeshire Care Home, The

176-178 Cambridge Road, Great Shelford,
Cambridge CB22 5JU
Tel: 0808 1969750 **Advert page 15** **OP D PD SI YA**

Cottenham Court Bupa Care Home

High Street, Cottenham, Cambridge CB24 8SS
Tel: 01954 768 553 **Advert page 77** **OP PD LDA YA**

Eden View

High Street, Bottisham, Cambridge CB25 9BB
Tel: 01223 813620

Etheldred House Care Home

Clay Street, Histon CB24 9EY
Tel: 01223 236079 **OP D MH SI YA**

OP D YA

Gracefield Nursing Home and Residential Care Home

St. Neots Road, Dry Drayton, Cambridge CB23 8AY
Tel: 01954 210833 **OP D PD LDA MH SI**

OP D

Hallmark Arlington Manor Luxury Care Home

Wellbrook Way, Girton, Cambridge CB3 0FW
Tel: 01223 733660 **OP D PD SI YA**

Home Close

OP D

Cow Lane, Fulbourn CB21 5HB
Tel: 01223 880233 **Advert page 76** **OP D**

Midfield Lodge

Cambridge Road, Oakington CB24 3BG
Tel: 01223 232267 **Advert below** **OP D PD YA**

Sunflowers Care Ltd

119 Histon Road, Cottenham, Cambridge CB24 8UQ
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- ◆ En-Suite Rooms
- ◆ Good transport links

Our aims are to:

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- ◆ Promote choice, dignity, respect and control
- ◆ To promote individuality within a person centred approach

01223 232 267 | If you'd like more details about our care facilities, staff and locations, simply call us today and our friendly staff will be happy to help.

midfield.lodge@mavenhealthcare.co.uk ◆ www.mavenhealthcare.co.uk

Cambridge Road, Oakington, Cambs, CB24 3BG



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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