



# Northamptonshire

## Care Services Directory 2019/20

The essential guide to choosing and  
paying for care and support

In association with

# The Beeches

## Residential Care Home for the Elderly

The Beeches is a family run, 24-bed Care Home, where excellence of care is the standard. Our care manager has several years' care experience and leads a team of highly trained, professional, dedicated and caring staff.

Providing care for the elderly and those with dementia, the home is set in half an acre of pretty, secluded and secure gardens where our residents have the space for quiet reflection while being close to local amenities.

The house has two sitting rooms, a conservatory and a separate dining room. Offering in-house cooks producing a varied range of freshly made meals, with special diets catered for.

### Our Services Include:


- Permanent, Long Stay, Respite and Day Care
- Wide range of activities and functions provided by our full-time activities co-ordinator
- Hair-dressing, chiropody and motivation therapy
- Freshly made meals
- Second floor accessed by lift with wheelchair access throughout
- All rooms have wireless nurse-call points and are decorated to a high standard
- Large secluded gardens giving a safe and quiet area to relax
- Close to local shops and public transport
- Registered with the CQC and Northamptonshire County Council



We welcome visits at any time to come and meet the staff and residents and to have a tour of the grounds and facilities

Tel: **01933 318498** • **[www.thebeechescare.co.uk](http://www.thebeechescare.co.uk)**  
12 Higham Road, Rushden, Northamptonshire NN10 6DZ

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To obtain extra copies of this Directory, free of charge, call the **Customer Service Centre** on **0300 126 1000**.

## Alternative formats

This Directory is available electronically at [www.carechoices.co.uk](http://www.carechoices.co.uk). The e-book is also Recite Me compatible for those requiring information in the spoken word.





# Areas covered by this Directory

## Home care providers

## Care home listings

### Corby

- Care homes
- Care homes with nursing

### Daventry

- Care homes
- Care homes with nursing

### East Northamptonshire

- Care homes
- Care homes with nursing

### 21 Kettering

- Care homes
- Care homes with nursing

### 60 Northampton

- Care homes
- Care homes with nursing

### 60 South Northamptonshire

- Care homes
- Care homes with nursing

### 62 Wellingborough

- Care homes
- Care homes with nursing

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Salcey Tree Top Walk,  
Hackleton



Grand Union Canal,  
Stoke Bruerne



Fotheringhay Church



Cottesbrooke Hall



# Welcome

The Care Services Directory has been designed to provide information on the care and support services available in Northamptonshire.

It is hoped that the Directory will assist you in making the right choices and provide useful information and advice when making decisions about the right adult care services to meet your needs.

The Directory has also been designed in a way which is hopefully easy to understand, but should you need further information it can be viewed both electronically, using compatible software, and listened to through Recite Me by visiting the Care

Choices website **[www.carechoices.co.uk](http://www.carechoices.co.uk)**

For more information about the range of services delivered by Northamptonshire Adult Social Services, you can visit our website at

**[www.northamptonshire.gov.uk/adultsocialcare](http://www.northamptonshire.gov.uk/adultsocialcare)**

**Councillor Sandra Naden-Horley**

Cabinet member for Adult Social Care

Northamptonshire County Council



## How can I get support from Adult Social Care?

If you feel you need support, you should have an assessment of your needs to establish what you might need help with and if you have eligible support needs.

Your first step should be to visit **[www.northamptonshire.gov.uk/adultsocialcare](http://www.northamptonshire.gov.uk/adultsocialcare)** where you will find information to help you understand how adult social care works and how to request an assessment. Alternatively, you can contact the Customer Service Centre.

One Angel Square, 4 Angel Street,  
Northampton NN1 1ED  
Monday to Friday, 8.00am to 6.00pm  
Tel: **0300 126 1000**  
Email:  
**[adultcarenc@northamptonshire.gcsx.gov.uk](mailto:adultcarenc@northamptonshire.gcsx.gov.uk)**

If you are in hospital, you should ask a nurse on your ward to refer you to the Hospital Assessment Team based in the hospital.

Your assessment is about you and you can be supported to complete it. It involves you answering

some questions about your life, what you can do and what you feel you need help with so you can live as independently as possible. With your agreement, we may also talk to other people who know you, or support you, including your doctor or nurse if you have one.

### How do I request an assessment?

You can request an assessment via our website. We may need to visit you to perform your assessment. If this is the case, the Customer Service Centre will pass your information to the social care team based in your local area. An assessment worker will then visit you at home to carry out an assessment.

Please see page 40 for details of financial assessments, which may also be required.

### How quickly will you do my assessment?

This will depend on how urgent your needs are and to what extent your difficulties are affecting your independence. We will endeavour to complete your assessment within 28 days but, if your situation is urgent, we will complete your assessment as soon as possible. →

### → **Am I guaranteed to receive support directly from the council?**

Your assessment will give us the information we need to decide whether you are entitled to support from Adult Social Care. Not everyone who has needs will be entitled to support from us, but we will always supply you with information and advice to help you. We may direct you to other professionals, for example your GP, an occupational therapist for equipment or the Housing department if they could be better placed to meet your needs.

### **How do you decide if I am entitled to support?**

To decide whether you're eligible for care and support, we use the national eligibility criteria as set out in the Care Act 2014. During your assessment, we will look at the difficulties you are facing and how much this affects your independence and wellbeing. If your assessment shows that you have eligible needs, i.e. your independence or wellbeing is being significantly affected, we may be able to help you.

### **What happens after my assessment if I am eligible for support?**

If your assessment shows that you have unmet eligible needs, you are likely to be entitled to support from us. We will discuss with you what

options and services are available to help you and you will receive help to plan the best way to manage your support. You will also receive a financial assessment to identify whether you will have to contribute towards the cost of your care.

### **Will I have to pay for the help I get?**

Your assessment and all of our advice is free, but it is likely that you will need to pay towards the cost of any support services you receive. During your assessment, we will discuss this with you and will ask you to complete a telephone financial assessment to determine how much you should contribute towards any services you receive. Further information about contributions and charges can be found on page 40.

### **What happens if I am not eligible for support from the council?**

If your assessment has shown that your needs are not eligible for support from the council, we will provide you with information and advice to enable you to arrange assistance for yourself. We provide funding to many voluntary sector organisations that can support you with advice, information and services designed to help you stay independent in your own home. There may be a charge for these services. See the list of organisations on page 57.

## Personalised care and support

### **Personal Budgets**

A Personal Budget is an allocation of money from the council that you can use to meet your eligible needs. It gives you choice and control to ensure that the support and services you receive meet your individual needs.

#### **Who is eligible?**

Personal Budgets are available for anyone over the age of 18 who is assessed as being eligible for Adult Social Care support.

#### **How much do I get?**

The amount you receive as a Personal Budget will depend on the outcome of your needs assessment and your financial assessment.

#### **How can I receive my Personal Budget?**

If you are eligible for a Personal Budget, you have a choice of how you would like to receive it. The choices include:

- the money going straight to a bank account, building society, Post Office or National Savings account in the form of a Direct Payment (a cash payment);
- the money going to someone who agrees to administer it on your behalf;
- having an Individual Service Fund, where a service provider administers the Personal Budget on your behalf; or

- the council managing your Personal Budget and purchasing services on your behalf in consultation with you.

### What can I use a Personal Budget for?

You can use your Personal Budget on things which help you meet your eligible needs; this will be agreed

with us in a support plan. The limitations of using a Personal Budget are that it must be safe, legal, healthy and not used for any form of gambling.

Please visit **[www.northamptonshire.gov.uk/adultsocialcare](http://www.northamptonshire.gov.uk/adultsocialcare)** for further information.

## CASE STUDY

Joan is in her early 80s, lives in a village in the south of the county and has developed dementia, so needs some help to keep her daily routines going. She used to have a care agency and go to a local day centre but found that she was more confused by the different people coming into her home. Joan didn't get on so well at the day centre either, because she would forget who people were and why she was going.

Joan's family don't live locally but they worked together with Joan and spoke to people around her, such as friends and neighbours. They found out that there were two neighbours who wanted to do a little bit of work but also had young families that made it difficult to get work that fitted around school times.

Joan is now helped by those neighbours with her

daily routines. Joan pays for their support out of her Personal Budget. Joan knows them as her neighbours in the street, this means she doesn't get so confused when they come to see her. They also pop in and check on her in their own time and Joan enjoys it when they bring their children along to say hello.

Joan also had a retired friend who was happy to take her into town to do a bit of shopping and go to a coffee shop or sometimes go to watch a film at the cinema, which she had always enjoyed in her younger years. Joan's friend doesn't get paid for this, but Joan pays for petrol costs and will buy her friend some flowers every now and again to say thank you for her help.



## Personal Health Budgets

A Personal Health Budget is an amount of money to support a person's identified health and wellbeing needs, planned and agreed between the person and their local clinical commissioning group, if certain eligibility criteria are met.

Personal Health Budgets are designed to give you as much control over your healthcare as you wish.

They are intended to be used in a range of ways to meet your identified health needs.



## Search for care in your area

[www.carechoices.co.uk](http://www.carechoices.co.uk)

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

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

CareChoices

# Moving on from hospital – planning your discharge

Most people will return home from hospital without support, however it is recognised that some people may require some short-term additional support.

Should the ward consider you will require additional support on returning home on discharge, you will be referred through the Discharge to Recover process. This could mean you return home with a period of reablement in your own home (see the information below about the START Team) and you will also receive an assessment of your possible ongoing care needs.

For the more complex discharges, you may be referred to Adult Social Services for a comprehensive assessment of your possible ongoing care needs.

## **Short Term Assessment and Rehabilitation Team (START)**

START offers support to help you regain confidence and skills to live independently. This support is

provided for a very short time, anything from a few days up to a maximum of six weeks.

You may already be at home, or about to return home from a specialist care centre or a hospital, are ill, or have had some kind of accident or change in your life. Some people will only need a little support, others a great deal. The team will support you to either get back on your feet or identify how much support you may need in the future.

This service is not chargeable for up to six weeks as long as you are making progress. However, if after a period of reablement, START thinks that you are going to need homecare in the long-term, the service then becomes chargeable.

START Teams are based in the north and south of the county. For further information on each of the START Teams, call the **Customer Service Centre** on **0300 126 1000**.

## **Reablement**

Reablement is a method of short-term support designed to help you become as independent as possible. Perhaps you need support with personal care or to prepare a meal. The reablement service will work with you to make it as easy as possible to manage these tasks on your own.

In traditional home care, someone would visit and do these tasks. With reablement, the support staff will work with you so that you can learn or re-learn important tasks needed for everyday life.

Many people who participate in a reablement programme find that afterwards they can cope very well on their own, without the need for ongoing social care support.

Reablement can be provided in your own home from the START Team or the Health Intermediate Care Team (HICT) or on a short-term residential basis at one of three specialist care centres across the county. Contact the Customer Service Centre for more information.

## **Intermediate care**

Intermediate care aims to give recovery and rehabilitation support to enable you to regain your independence when you come out of hospital or, just as importantly, prevent you going unnecessarily into hospital. Intermediate care may be provided by care staff, occupational therapists

and physiotherapists, with additional support provided by the local GP surgery, social workers and community nurses. It is usually provided for up to six weeks. In Northamptonshire, this service is provided jointly by NCC's Crisis Response Team (CRT) and NHFT's Intermediate Care Team (ICT).



# Support at home

## Care and repair agencies

Care and repair services are offered by Home Improvement Agencies (HIAs). They offer a wide range of practical support and advice about improving your home. For example, HIAs know who can help with major adaptations covered by a Disabled Facilities Grant.

Most HIA services are for older and/or disabled people living in private sector housing (owner-occupiers and tenants of private landlords).

Care and Repair (Northamptonshire) Ltd provides a handyperson service across Northamptonshire for carers and people they care for (regardless of age and who owns the property). The service includes assessment, advice, supply and fitting as well as a traditional handyperson service for:

- small repairs and home improvements, e.g. fitting keysafes, light bulbs, curtain tracks and blinds; flat pack furniture assembly; shelving; and installation of white goods;
- minor adaptations and falls prevention, including grab rails, stair rails, handrails and half steps;
- major adaptations, including modular ramping and handrail systems, low-level access showers and wet-rooms;
- home safety assessments and remedial measures to address hazards;

- home security: door chains and mirrors, locks, door viewers, wireless intercoms, security grilles, shock alarms, security lighting, mail-safe boxes, window locks and restrictors;
- carpentry, electrical and plumbing works, including taps and showers;
- mobility scooter storage and access solutions;
- specialist child safety measures;
- gardening, fencing, gating and minor landscaping;
- house and garden clearance and disposal;
- home warmth measures: including draught exclusion to doors and windows, letterbox brush seals, radiator reflector panels, secondary glazing; and
- hardship funding and free services, subject to availability and eligibility.

The handyperson service is registered with Northamptonshire Trading Standards' Buy with Confidence Scheme; some of its charges are subsidised (low cost rates, please ring for a quotation). Feasibilities and quotations are free.

Tel: **01604 782250**

Email:

**office@careandrepairnorthamptonshire.org.uk**

## Major adaptations

If you require a major adaptation such as a stair lift, through-floor lift, walk-in shower, or wheelchair accessible extension, you need to contact us for an assessment, see adjacent for contact details.

You will also be required to complete a means-test and, once this is completed, you may be referred for an occupational therapy assessment.

If you require a new or replacement stair lift, you need to contact your local district or borough council.

### **Borough Council of Wellingborough**

Swanspool House, Doddington Road,  
Wellingborough NN8 1BP

Tel: **01933 229777**

### **Corby Borough Council**

The Corby Cube, George Street, Corby NN17 1QG

Tel: **01536 464000**

### **Daventry District Council**

Lodge Road, Daventry NN11 4FP

Tel: **01327 871100**



### → East Northamptonshire Council

Cedar Drive, Thrapston NN14 4LZ  
Tel: **01832 742000**

### Kettering Borough Council

Municipal Offices, Bowling Green Road,  
Kettering NN15 7QX  
Tel: **01536 410333**

### Northampton Borough Council

Guildhall, St Giles Square, Northampton NN1 1DE  
Tel: **0300 330 7000**

### South Northamptonshire Council

The Forum, Moat Lane,  
Towcester NN12 6AD  
Tel: **01327 322322**

## Equipment and adaptations

There are lots of examples of equipment that you could use around your home to help you with day-to-day tasks. If you are not sure which items might help you, AskSARA is an online self-help guide that could be useful. Visit **[www.asksara.org.uk](http://www.asksara.org.uk)**

### Community occupational therapy

If you need adaptations or equipment to help you manage at home, you will need to contact the Occupational Therapy Team.

The team will carry out an assessment to get a clearer picture of the difficulties that you are having (e.g. bathing, climbing stairs, or transferring from a chair to a bed) and advise you about whether you are eligible for help from them. If you are, they may provide items of equipment that could help you.

If you are not eligible, you will be given information about other services that may be available.

Referrals to the team can be made through the Northamptonshire County Council website. Visit **[www.northamptonshire.gov.uk/cot](http://www.northamptonshire.gov.uk/cot)** where there is an easy-to-use online form that will go directly to the Customer Service Centre before being sent to Olympus Care Services. Alternatively, you can contact the Customer Service Centre on **0300 126 1000**.

### How do I get my equipment?

If your occupational therapy assessment shows that you are eligible for equipment, the equipment service will make an appointment with you to deliver and fit it. If you wish to return or repair a piece of equipment that belongs to Millbrook Healthcare, which provides equipment on behalf of the council, please call **0845 894 0650**.

### Assistive Technology Team

Olympus Care Services' Assistive Technology Team enables you to improve your independence and safety at home by providing access to a wide range of sensory equipment and assistive technology.

The Assistive Technology Team works closely with you to manage risks to health and safety in the home environment, finding new ways that everyday activities can be confidently and independently completed.

The Assistive Technology Team can provide:

- assessment and reassurance;
- equipment to support you to live at home;
- 24-hour response technology so you can contact someone in an emergency; and
- specialist equipment to help people with hearing loss.

If you have identified that a piece of equipment could help with your needs, the checklist opposite can help you choose the right product for you.

For more information, please contact the **Customer Service Centre** on **0300 126 1000**, email **[customerservices@northamptonshire.gov.uk](mailto:customerservices@northamptonshire.gov.uk)** or go to **[www.olympuscareservices.co.uk](http://www.olympuscareservices.co.uk)**



We suggest you consider the following questions before buying any assistive technology. If you are in any doubt about what technology might help meet your needs, you can contact your council or visit [www.asksara.org.uk](http://www.asksara.org.uk)

You can download and print this checklist at [www.carechoices.co.uk/checklists](http://www.carechoices.co.uk/checklists)

## Suitability

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

## Usability

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

## Notes

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

## Reliability

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

## Cost

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

## Making life easier at home

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



Finding it difficult to **get in and out of chairs**? Try putting a block of foam in the chair base or buy chair raisers, a higher chair or an electric riser chair. Ensure your feet are flat on the floor when you're sat down, otherwise the chair is too high.

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

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

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

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



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

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

If you are having **problems with preparing food**, consider a chopping board with spikes. There are also long-handled pans, teapot tippers and lid grippers that could help. A food processor might be a solution and meal delivery services are also available.

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

**Using taps** can be made easier by fitting tap turners. You could also consider repositioning your taps or buying a new tap that is easier for you to use.



Handled plug



Chair raisers



Chopping board



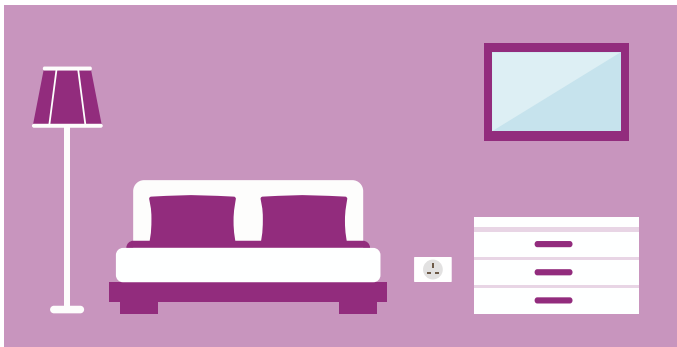
Level indicator



Teapot tipper



More information on staying independent and ideas to help you live at home can be found online at [www.carechoices.co.uk/helping-you-to-stay-independent/](http://www.carechoices.co.uk/helping-you-to-stay-independent/) There is also information on making larger adaptations to your home.



Do you **struggle to get in and out of bed**? You could purchase a leg lifter or install grab rails. If the bed is the issue, you could buy an electric adjustable bed or raise the bed to the correct height to ensure both feet are flat on the floor when you sit at the bedside.

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

Is it becoming **difficult to get dressed**? If so, specially adapted clothing is available, or you could buy a long-handled shoe horn, a dressing stick or a button hook. If you are having a lot of difficulty, consider home support, see page 17.

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

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



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

You could buy a raised toilet seat if it's **hard to use your toilet**. If you decide to purchase a raised seat, make sure that both of your feet are flat on the floor when you're sat down.

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

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

#### **Northamptonshire County Council**

Tel: **0300 126 1000** • Email:

**customerservices@northamptonshire.gov.uk**

Web: **www.northamptonshire.gov.uk/adultsocialcare**



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

*Do you have a family member, friend or neighbour that:*

- ▶ is frail
- ▶ has a disability
- ▶ has a chronic illness



**Then we are here to help**  
We provide a range of flexible care and support services to meet your needs throughout East Northamptonshire and surrounding areas.

*These include:*

- ▶ Dementia & Elderly Care
- ▶ Community Support & Escort Services
- ▶ Home from Hospital & Convalescence
- ▶ Personal Care Services
- ▶ Carers Breaks
- ▶ Day or Night 7 days a week

## About Serve...

Our aim is to provide the highest quality of health and social care to enable people to remain living independently within their own home. We understand the needs of an individual aren't just those at face value and we deliver a service to a wide range of adults, who need care and support.

**Providing Quality Care and Support in the community**

If you would like to find out more, please contact us and we will be happy to help:

19 Church Street, Rushden,  
Northamptonshire NN10 9YU  
Email: [info@serve.org.uk](mailto:info@serve.org.uk)

**01933 315555**

Visit our website: **[www.serve.org.uk](http://www.serve.org.uk)**

## Are you looking after someone?

You may not see yourself as a 'carer' – you may see yourself as a spouse, son, daughter, partner, friend or neighbour. But if you regularly support and care for someone who could not manage without you, then you are a carer. There is help available to support you to carry on with your caring role.

If you provide, or intend to provide, regular unpaid support to someone who could not manage without your support, the law says you have the right to have your own needs assessed, even if the person you care for has refused support services or an assessment of their own needs. This assessment is called a 'carers' assessment'.

A carers' assessment gives you the chance to discuss your caring role and how it affects your life with a Carers Assessment and Support Worker. This is not a test to see if you are able to care; it is a way of finding out what your needs are as a carer and of finding ways to support you. The discussions are confidential, and you will not be committed to anything that you are not happy with. Discussions may include:

- any concerns you may have about the person you care for;
- how caring affects your own health and wellbeing;
- what help and support is available;
- how to get a break from your caring role and have time to yourself;
- what would happen in an emergency;
- help with balancing caring with employment and support to return to either paid or voluntary work;
- training and leisure needs;
- the possibility of a Direct Payment as a carer;
- access to Sitting Services; and
- any other questions, issues or concerns you have.

Carers' assessments can be requested through **Northamptonshire Carers.**

123 Midland Road, Wellingborough NN8 1LU

Tel: **01933 677837** • Helpline: **01933 677907**

Email: **carers@northamptonshire-carers.org**

Web: **www.northamptonshire-carers.org**

Voluntary organisations that provide carers' services in partnership with Northamptonshire Carers include:

**Nene Valley Community Action** – provides social activities and opportunities, and training for carers across Northamptonshire.

**Carers Trust East Midlands** – provides an emergency and planned breaks service. The aim of this service is to provide emergency breaks and rapid response support to carers at short notice, to deal with emergency situations or to prevent a crisis from occurring. The service also provides support for one-off appointments and events to offer the carer more support and flexibility to deal with life's unexpected events. The services operate 24-hours a day, 7 days a week.

**Alzheimer's Society** – believes passionately that life doesn't end when dementia begins. It is there for anyone affected by dementia and aims to keep people with dementia connected to their lives and the people who matter most. Alzheimer's Society has a host of factsheets, a helpline and an online forum where people can talk to others in a similar situation. These resources can also be useful for carers.

Services for people living with dementia and their carers include Memory Matters Groups, Singing for the Brain, Side by Side and a Northampton Day Centre. See page 47 for further details.

### Resource for those supporting disabled children

My Family, Our Needs is an online resource providing impartial information for parents, carers and practitioners supporting children from birth to 25 years with additional needs. As well as guidance, policy and signposting, there is a lifestyle section for parents covering topics such as health and wellbeing, work, family and relationships. Visit **www.myfamilyourneeds.co.uk** or email **hello@myfamilyourneeds.co.uk**



**www.myfamilyourneeds.co.uk**

For parents and carers of children with additional needs.



## Caring for you

**OUTSTANDING** - CARING on CQC

**Young Hearts Care is a family run business, priding ourselves on quality domiciliary care tailored to your individual needs.**

Our company originated due to a personal need for care for a family member. Our aim is to provide our clients with **affordable home care and support** with a standard of care we would expect for our own loved ones.

We work together with families to enable each person to stay at home in an environment that is familiar, reducing stress and allowing him or her to maintain the level of **independence** they are accustomed to. Each of our care plans are **person centred** and customised to fit an individual and can be altered as their needs change.

We ensure continuity of care and a small staff pool allocation. No agency staff used.

**T: 01604 858643**

E: [youngheartscare@hotmail.com](mailto:youngheartscare@hotmail.com)  
[www.youngheartscaringforyou.com](http://www.youngheartscaringforyou.com)

**We provide quality home care services to older people in their own homes, where they are most happy and comfortable.**

We offer a range of different domiciliary specialist care services, such as Alzheimer's and Dementia care as well as night care services for elderly people, all of which are adaptable to your needs and wishes, ensuring that you receive the first class health care that you deserve.



**T: 01604385034**

**E: [brightcareagency@gmail.com](mailto:brightcareagency@gmail.com)**

**[www.brightcareagency.co.uk](http://www.brightcareagency.co.uk)**

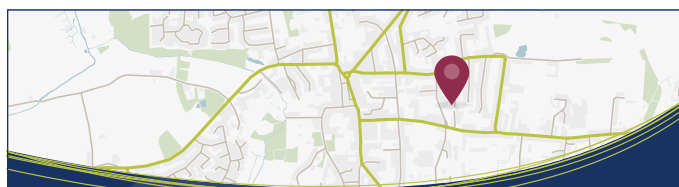


## CARE ADVICE CENTRE

The Care Advice Centre was established in 2011 to provide advice on care planning. We can help you to navigate the social care maze or help you find appropriate support if you are self-funding. Our services:

- Advising, assessing for and arranging care and support in the community or residential placements.
- Support with hospital discharges.
- Support with benefit applications.
- Visiting services.
- Certificate providers for Lasting Powers of Attorney and mental capacity assessments.
- Applications for NHS and Continuing Healthcare and support with appeals.

Call: 07764 480 565 Email: [info@care-advice-centre.co.uk](mailto:info@care-advice-centre.co.uk)  
Web: [care-advice-centre.co.uk](http://care-advice-centre.co.uk)



## Search for care in your area

[www.carechoices.co.uk](http://www.carechoices.co.uk)



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

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

CareChoices



## Care in your own home

Home care services aim to help those struggling to cope in their own homes with daily activities such as getting in and out of bed, washing, dressing or going to the toilet. They can also help with daily living or domestic tasks like laundry, shopping and some meal preparation. Care in your own home is often referred to as either 'domiciliary' or 'home care'. The majority of home care that is funded by the council is contracted out to private companies, rather than being a local authority home care service.

The amount of support you receive will depend on your assessed eligible needs. The care workers delivering your support must be specially trained in areas such as manual handling (lifting and moving people) first aid and food hygiene, and background checks must have been carried out with the Disclosure and Barring Service.

Care in your home is dependent upon your specific needs.

### Low-level home care

This may be to assist you with household chores such as shopping, cleaning and assistance with food preparation. It may also involve a care worker accompanying you on trips out and even holidays.

### Medium-level home care

In addition to low-level care this will normally involve personal care (assistance with washing, dressing etc), and/or a care worker to assist with mobility.

### High-level home care

This involves visits by two or more care workers who assist people with high dependency needs, such as being transferred from a bed to a chair etc. Care workers may also require specific training to understand any health needs.

### Live-in care

Live-in care involves a care worker living in your home. They must be allowed time off each day and must have a night's sleep. Live-in care can be arranged as a short respite for your main carer or a permanent arrangement to suit your needs.

### 24-hour care

This is required when a person needs assistance or monitoring through the day and night; it differs from live-in care as care workers work on a roster to ensure that a care worker is on duty and awake both day and night.

Some care agencies are also registered as nursing agencies which means they can provide registered nurses if required.

All service providers delivering personal care must be registered and inspected by the Care Quality Commission (CQC). You can check a service's latest CQC report at **[www.cqc.org.uk](http://www.cqc.org.uk)** or call the CQC on **03000 616161**. For more information on the CQC, see page 51.

Listings of home care providers start on page 21.

## Paying for home care

If you are eligible, home care can be funded in part or whole by the local authority, depending on the result of your needs and financial assessments. Alternatively, you could make private arrangements directly with home care providers. If you receive Attendance Allowance or Personal Independence Payments, you may choose to use this towards your home care support.

Although the local authority is committed to supporting people to remain living at home wherever possible, it will seek to meet the assessed

needs of people who are eligible for funding support in the most cost-effective manner. For more information on paying for care, see page 40.



# Quality of life, peace of mind



At Harlestone and Holmby Home Care (H&HHC) our key purpose is to deliver reassuring, compassionate and supportive care and companionship. H&HHC enables the people that we work with to maintain their individuality and independence in their own home. Each branch of our company remains intentionally small to maintain that family feel for both clients and staff throughout each company.

All services are tailored to suit the wants and needs of each person that we work with, providing an individual package bespoke to their needs. We are able to provide home care to anyone over the age of 18 though most of our clients are over 65 years of age.

**We specialise in dementia and end of life care.** Our staff are hand picked and receive thorough and in-depth training in order to provide the highest quality service. No matter how small or complex your needs, we have a service that suits you.

#### **Our services include:**

- Personal Care
- Dementia Care
- Friendship
- Home Help
- Medication Assistance
- End of life care



**Harlestone**  
Home Care

**Tel: 01604 419600**

**Email: [enquiries@harlestonehomecare.co.uk](mailto:enquiries@harlestonehomecare.co.uk)**  
**[www.harlestonehomecare.co.uk](http://www.harlestonehomecare.co.uk)**



**Holmby**  
Home Care

**Tel: 07949 829515**

**Email: [enquiries@myhhc.co.uk](mailto:enquiries@myhhc.co.uk)**  
**[www.myhhc.co.uk](http://www.myhhc.co.uk)**

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](http://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 51.



## Care visits at home

*We care passionately*

For many people the questions about care don't arise until suddenly, there is a need.

Home care with Bluebird Care can be anything from a 30 minute care visit to 24 hours live in care, supporting you to remain as independent as possible, living the lifestyle you choose.



Call and talk to one of our friendly team today:



**01933 271664**

wellingborough@bluebirdcare.co.uk  
bluebirdcare.co.uk/wellingborough  
*We are independently regulated*

**Helping Hands**  
Care and Nursing at Home

Est. 1989

## Do you need a helping hand?

If you are looking for an alternative to residential care or extra support for those everyday tasks that are becoming difficult for you or a loved one – then we're here to help in Northamptonshire from 30 minutes per week to full-time live-in care.

Our care teams have been providing **award-winning quality** home care since 1989 and can help with: personal care, housekeeping, help getting around or even to provide a break to an existing family member or care-giver.



Looking for **care?**  
**0808 274 2935**

For more information  
[www.helpinghands.co.uk](http://www.helpinghands.co.uk)



Are you looking for reliable, compassionate and motivated care staff?



## What can we offer?

- 'Nurse led' organisation, dedicated to providing staffing solutions to healthcare environments
- Experienced and skilled healthcare staff
- Competitive hourly rates
- Providing the right staff for your organisation



Putting the Quality back into Healthcare...

To discuss your staffing needs call **01604 556000**.  
Or contact **Mark McGrath** on **07506 019554**  
or [markmcgrath@dutyofcare24-7.co.uk](mailto:markmcgrath@dutyofcare24-7.co.uk)

Because We  Care Northampton LTD

We provide domiciliary care services for adults with learning disabilities and the elderly. Turn to us, and we will create a care package that suits your specific requirements or that of your loved ones.



T: 07834950339  
07398785644  
E: [becausewecare1@outlook.com](mailto:becausewecare1@outlook.com)  
W: [becausewecarenorthamptonltd.co.uk](http://becausewecarenorthamptonltd.co.uk)

Because We Care  
Northampton LTD  
30 Brookfield Road,  
Northampton NN2 7LS





## 4 Futures

Rushden  
Tel: 07809 631802

OP LDA YA

## 24/7 Staffing Support Kettering

Kettering  
Tel: 01536 527447

OP D PD LDA YA

## ACAH Ltd

Corby  
Tel: 01536 443666

OP D PD LDA MH SI YA

## ACS Care Services Ltd

Cosgrove  
Tel: 01908 565566

OP D PD MH SI YA

## Action 2 Care

Wellingborough  
Tel: 01933 409487

OP D PD LDA MH SI YA

## Active Support Service Ltd

Kettering  
Tel: 01536 510545

D PD LDA

## Age UK Northamptonshire

Northampton  
Tel: 01604 611200

OP D PD MH SI YA

## Aitop Healthcare Ltd

Corby  
Tel: 01536 745546

OP D PD LDA MH YA AD

## All Aspects Care Ltd

Daventry  
Tel: 01327 700537

OP D PD LDA MH SI YA

## Asalina Live In Care Services Ltd

Northampton  
Tel: 01604 459567

OP D PD LDA MH SI YA AD

## ASLN

Kettering  
Tel: 01536 483614

OP D PD LDA MH SI YA AD

## Authentic Kare Kettering

Kettering  
Tel: 01536 527440

D PD LDA MH SI AD

## Barclay Specialist Care Ltd

Corby  
Tel: 07703 802056

OP D PD LDA MH SI YA

## Because We Care Northampton

Northampton  
Tel: 07834 950339

Advert page 20  
PD LDA

## Becks Homecare Services Ltd

Wellingborough  
Tel: 07747 716997

OP D PD MH YA

## Bethany Homestead

Northampton  
Tel: 01604 713171

OP D PD SI

## Better Lives Northants

Northampton  
Tel: 01604 591527

OP LDA YA

## Blisworth Home

Kettering  
Tel: 07500 806148

LDA

## Bluebird Care (Northampton/Daventry)

Daventry  
Tel: 01327 227084

OP D PD LDA SI YA

## Bluebird Care (Wellingborough)

Wellingborough  
Tel: 01933 271664

Advert page 20  
OP D PD LDA MH SI YA AD

## Bluebird Care Rugby and South Leicestershire

Daventry  
Tel: 01455 207500

OP D PD MH

## Boniface House

Northampton  
Tel: 01604 883800

D PD LDA MH

## Brackley Road, 11B

Towcester  
Tel: 01327 439643

OP D PD LDA MH SI YA

## Brampton Care Solutions

Northampton  
Tel: 01604 622995

LDA MH

**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

**Bright Care Agency**

Northampton

Tel: 01604 385034

**Advert page 16****D****BTTLR Ltd T/A Connecting Hands  
Healthcare Services**

Rushden

Tel: 0333 577 4494

**LDA****Bush & Company Rehabilitation Ltd**

Daventry

Tel: 01327 876210

**OP PD MH SI****C3 Care Ltd HQ**

Banbury

Tel: 01491 220020

**OP D PD LDA MH SI YA****Care 4 U Services (Lincs) Ltd**

Raunds

Tel: 01933 778170

**OP D PD MH SI YA****Care Assure Northampton Ltd**

Northampton

Tel: 01604 858429

**OP PD LDA MH YA AD****Care Bureau Domiciliary and Nursing Agency  
Kettering, The**

Kettering

Tel: 01536 414827

**OP D PD LDA MH SI YA****Care Bureau Ltd, The – Domiciliary Care  
(Northampton)**

Northampton

Tel: 01604 950997

**OP D PD LDA MH SI YA**

Wellingborough

Tel: 01933 510010

**OP D PD LDA MH SI YA****Care With Compassion**

Corby

Tel: 01536 261179

**OP D PD LDA SI YA****Care4People Ltd**

Northampton

Tel: 07443 489766

**OP PD LDA MH YA****Carers Trust North Bucks & Milton Keynes**

Wicken

Tel: 01908 260444

**OP D PD LDA MH SI****Carewise Ltd**

Northampton

Tel: 01604 628538

**OP D PD LDA MH SI YA AD****Caroline Cares for You Ltd**

Banbury

Tel: 07850 880197

**OP D PD MH YA****Charis Care**

Northampton

Tel: 07861 292182

**D PD LDA****Cherry Care Services Ltd – Northampton**

Northampton

Tel: 01604 420410

**OP D PD LDA MH SI YA****Christchurch Court – 2 Christchurch Road**

Northampton

Tel: 0844 264 0533

**OP PD MH SI YA****Christchurch Court – 4 Christchurch Road**

Northampton

Tel: 0844 264 0533

**OP PD MH SI YA****Concept Care Solutions Northampton**

Northampton

Tel: 01604 620610

**OP D PD LDA MH SI YA AD****Consensus Community Support Ltd  
– 55 Headlands**

Kettering

Tel: 01536 417195

**PD LDA MH SI YA****Consummate Care Ltd**

Kettering

Tel: 01536 484142

**OP PD LDA MH SI YA****Content Care Ltd**

Banbury

Tel: 01295 768966

**OP D PD LDA MH SI AD****Corby Business Centre**

Corby

Tel: 0330 043 0005

**OP D PD LDA MH YA****Cottage Nursing Home Ltd, The**

Wellingborough

Tel: 01933 355111

**Advert outside back cover****OP D PD LDA 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

## Crisis Response Team

Northampton

Tel: 0300 777 0002

**D PD LDA MH SI**

## Cynosure Health Care Ltd

Northampton

Tel: 07565 876510

**OP D PD SI**

## DarSarno Care Services

Daventry

Tel: 07951 229937

**OP D PD LDA SI YA**

## Deep Heart Care Ltd

Northampton

Tel: 01604 670036

**OP D PD LDA MH SI YA AD**

## Delos – Pyramid Northampton (Creative Support)

Northampton

Tel: 01604 754485

**OP LDA YA**

## Delos – Pyramid Wellingborough (Creative Support)

Wellingborough

Tel: 01933 677889

**OP LDA YA**

## Direct Health (Kettering)

Kettering

Tel: 01536 417041

**OP D PD LDA MH SI YA AD**

## DMC Signature Care Ltd

Northampton

Tel: 07879 994106

**D PD LDA MH**

## Drydale Avenue, 5

Northampton

Tel: 07592 944463

**OP D PD LDA MH YA**

## Dunamis Social Care

Wellingborough

Tel: 01933 227135

**D PD LDA SI**

## Duty of Care 24-7 Ltd

Northampton

Tel: 01604 556000

**Advert page 20**

**OP D PD LDA MH SI YA**

## Eastdale Healthcare Ltd

Kettering

Tel: 01536 233091

**OP LDA**

## Eastlea Care Plus Ltd

Corby

Tel: 01536 674044

**OP D PD LDA MH YA**

## Ecton Park Road, 22

Northampton

Tel: 01604 319730

**OP D PD LDA MH SI**

## EJC Group

Corby

Tel: 07957 723273

**OP D PD LDA MH SI YA AD**

## Eliona Healthcare Ltd

Market Harborough

Tel: 0800 043 0605

**OP D PD YA**

## Elite Care

Northampton

Tel: 01604 879345

**OP D PD LDA SI**

## Elms, The

Northampton

Tel: 01604 947965

**OP PD LDA SI YA**

## Elyon Healthcare

Northampton

Tel: 01604 600609

**OP D PD LDA MH SI YA AD**

## English Rose Care – Wellingborough

Wellingborough

Tel: 01933 228888

**D PD LDA MH SI**

## Enhance Wellbeing Domiciliary Service

Corby

Tel: 01536 219528

**Advert below**

**OP D MH SI YA**



### Enhance Wellbeing Healthcare Ltd

*Domiciliary care with character*

At Enhance, we can help with all aspects of **personal, social and domestic care**. Our carers are not only fully qualified and ready to help you in your own home, but we also ensure they have character, with a sense of humor, good listener and good cooking skills being a handful of the traits we look for.

For more info on the services we provide, visit our website  
Contact us today to see how we can **Enhance** your life.

**01536 219 528 • 07450 606 570**

**info@enhancewellbeinghealthcare.co.uk**

**www.enhancewellbeinghealthcare.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

# Home.

There's no place like it.

**Home Instead**  
**SENIOR CARE**  
*To us, it's personal.*



## Services include:

- Companionship
- Specialist dementia and Alzheimer's care
- Personal care
- Light housekeeping
- Local transportation
- Meal preparation
- Respite Support
- Convalescence support
- Shopping

**and much more...**

## Specialists in providing older people with non-medical care in their own homes

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

Our Caregivers take great pride in helping our clients to lead a more comfortable and confident life. We offer a variety of services tailored to their individual needs, allowing clients to continue living in their own homes for longer.

For us, nothing is more important than providing a convenient and reliable care solution that works for everyone in your family.

From just a couple of hours a day, to full time care, our service is available 24 hours a day, seven days a week.

## East Northants: 01933 678775

3 Regent Park, Booth Drive, Wellingborough,  
Northamptonshire, NN8 6GR

## Northampton: 01604 211190

4 Scirocco Close, Moulton Park Office Village,  
Northampton, NN3 6AP



“

## I'm very pleased with Home Instead

*They are really excellent with my 94 year old mother. They are always punctual and they are the first company to keep sending the same person. I would definitely recommend them.*

”

**[www.homeinstead.co.uk](http://www.homeinstead.co.uk)**

*Each Home Instead Senior Care franchise is independently owned and operated.*



## Enlightenment Care Services

Kettering

Tel: 01536 526459

**Advert below**  
OP D PD LDA SI YA

## FARJ Services Ltd

Northampton

Tel: 01604 550085

OP D PD LDA MH YA

## Favour Health Ltd

Kettering

Tel: 01536 601131

D PD LDA MH

## Feather-Stone Care

Northampton

Tel: 01604 967678

LDA MH YA

## Flamingo Care Services

Rushden

Tel: 07886 029462

OP PD LDA SI YA

## Friendly Support Services Ltd

Northampton

Tel: 01604 720699

OP D PD LDA MH SI YA AD

## Gable Heathcare Services Ltd

Corby

Tel: 07809 428407

OP D PD LDA MH SI YA AD

## Giant Healthcare Corby

Corby

Tel: 01536 746543

D PD LDA MH SI

## Gogomadu Cares

Burton Latimer

Tel: 07928 667381

OP D PD LDA SI

## Grangefield Homecare

Northampton

Tel: 01604 810137

OP

## Greenhill Support Ltd – Northamptonshire Office

Wellingborough

Tel: 01933 375029

OP D PD LDA YA

## Hallmark Supported Living

Northampton

Tel: 07804 831711

PD LDA SI YA

## Harcourt Way

Northampton

Tel: 01604 660663

OP D PD LDA MH SI YA

## Harlestone Home Care

Northampton

Tel: 01604 419600

**Advert page 18**

OP D PD LDA MH SI YA AD

## Harmony HomeCare Ltd – 164 Birchfield Road East

Northampton

Tel: 01604 711009

OP D PD MH SI

## Harvlightcare Services Ltd

Wellingborough

Tel: 01933 654244

OP PD

## Helping Hands Homecare Services

Northampton

Tel: 01604 632040

OP D PD LDA MH SI YA

## Hollyhocks, The

Northampton

Tel: 01327 349752

OP PD LDA YA

## Holmby Home Care

Northampton

Tel: 07949 829515

**Advert page 18**

OP D PD LDA MH SI

## Home Instead East Northants

Wellingborough

Tel: 01933 678775

**Advert page 24**

OP D PD LDA MH SI YA

## Home Instead Senior Care – Milton Keynes

Milton Keynes

Tel: 01908 774333

OP D PD YA

## Home Instead Senior Care – Northampton

Northampton

Tel: 01604 211190

**Advert page 24**

OP D PD LDA SI YA



**Enlightenment Care Services**  
"your peace of mind is our priority"

We specialise in supporting and caring for people with physical and/or mental health needs through a wide range of services which include medication, domestic support and social company designed to suit individual circumstances.

☎ 01536 526459 or 07548 864 298

✉ info@weareenlightenment.co.uk

www.weareenlightenment.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

## COMMUNITY SUPPORT

### Support 4 Independence Ltd



**01604 903287**



**07828 525071**



**craig.atkin@s4i.me.uk**

**www.s4i.me.uk**

**1 Marchwood Close  
Northampton  
NN3 8PP**

At Support 4 Independence Ltd, we have been supporting individuals from the age of 11 and over with learning disabilities, mental health and acquired brain injury since 2009.

We offer 4 bed supported living, where we can support our clients to gain, and then maintain their independence. We also work to support people in the community and their own homes to meet their needs.



**We build our support around the individual and work to your needs**



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**A day opportunity where you can learn new skills, make new friends with a day designed around YOU**



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- General day to day requirements

**NNCA have a wide range of staff to help look after all ages from children through young adults to the elderly and frail.**

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Unit 7 Ross Road, Weedon Road Industrial Estate, Northampton, NN5 5AX  
01604 621030 | [info@nnca.co.uk](mailto:info@nnca.co.uk)  
[www.nnca.co.uk](http://www.nnca.co.uk)



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Personalized Homecare Ltd is a family owned and managed in-home care service in Northampton, providing a dedicated and carefully chosen team of carers who promote independence through support for those wishing to remain in their own homes.

Please contact Liz McHugh on **01604 891135** or email [info@personalizedhomecare.co.uk](mailto:info@personalizedhomecare.co.uk)  
[www.personalizedhomecare.co.uk](http://www.personalizedhomecare.co.uk)

**Homepoint Healthcare Services**

Northampton

Tel: 01604 215530

OP D LDA YA

**Horizons Care Ltd**

Northampton

Tel: 07979 386476

OP D PD MH SI YA

**Hylton Care**

Northampton

Tel: 01604 402902

OP D PD LDA MH SI YA

**Imperial Court**

Rushden

Tel: 01933 315116

OP D PD YA

**Integral Care Solutions Ltd**

Northampton

Tel: 01604 600045

OP D PD LDA MH SI YA

**JAAN Services**

Corby

Tel: 01536 461102

OP D PD LDA MH SI YA

**K.C. Carers Ltd**

Daventry

Tel: 01327 226313

OP D PD SI YA

**Kinder Home Care Services**

Kettering

Tel: 07721 187707

OP D PD LDA MH SI YA

**Kwikfix Recruitment Services Ltd**

Northampton

Tel: 01604 603200

OP D PD LDA MH SI YA AD

**Lavender Support Services Ltd**

Wellingborough

Tel: 01933 653511

OP D PD LDA MH SI YA

**Legacy Supported Living**

Kettering

Tel: 07725 468953

PD LDA MH SI

**Leicestershire Community Support Scheme**

Kettering

Tel: 01536 411415

OP LDA YA

**LifeSprings Care Services Ltd**

Northampton

Tel: 07414 951015

OP D PD YA

**Lifestyle Care Support Ltd**

Kettering

Tel: 01536 517716

OP PD LDA SI YA

**Lighthouse Care Agency**

Northampton

Tel: 01604 412252

OP D PD LDA MH SI YA AD

**Limes, The**

Northampton

Tel: 01604 439020

OP D PD LDA MH SI YA AD

**Livability East Midlands**

Brackley

Tel: 01280 840049

PD LDA YA

**Livability Hanover Drive**

Brackley

Tel: 01280 840598

OP D PD LDA SI YA

**Live N Care Ltd**

Corby

Tel: 01536 601250

OP D PD LDA MH SI YA

**LivingstoneCare Service – ZONE 1**

Corby

Tel: 07985 953488

OP D LDA MH YA

**Loving Angels Care (Northampton)**

Northampton

Tel: 0333 355 3126

OP D PD LDA YA

**Magenta Domiciliary Care Services**

Kettering

Tel: 01536 760115

OP D PD LDA MH SI YA

**Mahonia Care Ltd**

Rushden

Tel: 07971 305316

LDA YA

**Marchwood Close****(Support 4 Independence Ltd)**

Northampton

Tel: 01604 903287

Advert page 26

LDA MH

**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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1 Notre Dame Mews, Northampton, NN1 2BG [karen@nortonnurses.co.uk](mailto:karen@nortonnurses.co.uk)

**[www.nortonnurses.co.uk](http://www.nortonnurses.co.uk)**



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**CareQuality**  
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**Marie Curie Nursing and Domiciliary Care Service, Eastern Region**

Northampton  
Tel: 0845 073 8592

OP YA

**Marshall Homecare Ltd**

Brackley  
Tel: 07449 640774

OP D PD SI YA

**Maxim Care Services**

Kettering  
Tel: 01536 601007

OP D PD LDA MH YA

**Mears Care – Old Stratford**

Milton Keynes  
Tel: 01908 268640

OP PD LDA MH YA

**Mega Resources Nursing & Care – Head Office (Northamptonshire)**

Kettering  
Tel: 01536 526416

OP D PD YA

**Mentaur Community Support Ltd**

Northampton  
Tel: 01604 644941

OP LDA MH YA

**Midlands Supported Living**

Northampton  
Tel: 07016 046000

OP D PD LDA MH SI YA

**Millway**

Northampton  
Tel: 01604 708361

OP D PD LDA MH YA

**NAS Community Services**

Wellingborough  
Tel: 01933 653200

LDA

**Nee Plus Ltd**

Corby  
Tel: 01536 659440

OP D PD SI YA

**Next Steps Ltd**

Market Harborough  
Tel: 01536 511833

OP PD LDA MH SI YA

**Northampton Nursing and Carers Agency (NNCA)**

Northampton  
Tel: 01604 621030

Advert page 26

OP D PD LDA MH SI YA

**Northamptonshire Domiciliary Care Agency**

Kettering  
Tel: 01536 411415

LDA YA

**Northants Community Care Ltd**

Wellingborough  
Tel: 07510 701260

OP D PD LDA MH SI YA

**Norton Nurses Ltd**

Northampton  
Tel: 01604 635090

Advert page 28

OP D PD MH SI

**Nurses Friend**

Northampton  
Tel: 01604 844924

OP D PD LDA MH YA

**Passion Care Staffing Northampton**

Northampton  
Tel: 01604 945120

OP D PD LDA MH YA AD

**Peartree1 Ltd**

Northampton  
Tel: 07475 832011

OP D PD LDA MH SI YA

**Person Centered Care Northants**

Kettering  
Tel: 01536 601232

PD LDA YA

**Personalised 4 Autism**

Northampton  
Tel: 01604 755806

OP LDA MH YA

**Personalized Homecare Ltd**

Northampton  
Tel: 01604 891135

Advert page 26

OP D PD SI

**Perthyn – Kingsfield House**

Dallington  
Tel: 01604 866234

OP LDA YA

**Phoenix Professional Home Care**

Corby  
Tel: 01536 601693

OP D PD SI YA

**Precious Hope Health and Home Care**

Northampton  
Tel: 07854 983597

OP D PD LDA MH SI YA

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

**Premium Care Solutions Ltd**

Kettering

Tel: 01536 213680 **OP D PD LDA MH SI YA AD****Prestige Nursing Northampton**

Northampton

Tel: 01604 637000 **OP D PD LDA MH SI YA AD****Primecare – Primary Care  
– Northampton**

Northampton

Tel: 0330 123 1014 **OP D PD LDA MH SI YA AD****PRS Care**

Northampton

Tel: 01604 6542274 **OP D PD LDA MH SI YA AD****Rapid Response & Support Ltd**

Northampton

Tel: 01604 521426 **OP D PD LDA MH SI YA****Red Brick Care**

Kettering

Tel: 07455 350855 **OP PD YA****Regional Home from Home – 10 Hedgerow Lane**

Northampton

Tel: 01604 414922 **LDA YA****Richmond Village Northampton DCA**

Northampton

Tel: 01604 806814 **Advert page 72  
OP YA****Roses Healthcare**

Northampton

Tel: 07934 5327414 **OP D PD LDA MH SI YA AD****Sanctuary Office, The**

Kettering

Tel: 07521 759892 **OP D PD MH SI****Select Care**

Stamford

Tel: 01780 444443 **OP****Selikem Care Options**

Wellingborough

Tel: 01162 852622 **OP D PD LDA MH YA****Serve**

Rushden

Tel: 01933 315555

**Advert page 14****OP D PD SI YA****Shivas Home-Care**

Northampton

Tel: 01582 848488 **OP D PD LDA MH SI YA AD****Sincerity Health Care Ltd**

Daventry

Tel: 07894 389254 **OP D YA****Solden Hill House**

Daventry

Tel: 01327 260234 **OP PD LDA MH SI YA****Specialist Home Care Service for Older People  
North and South**

Northampton

Tel: 01604 362605 **D MH SI****Specialist Support Services for Younger Adults  
with Disabilities North**

Corby

Tel: 07793 840375 **PD LDA MH SI****Specialist Support Services for Younger Adults  
with Disabilities South**

Wellingborough

Tel: 01933 275438 **PD LDA MH SI****SPOT-ON**

Healthcare

Corby

Tel: 01536 239085 **OP D PD MH SI****St Crispin Village**

Northampton

Tel: 01604 502000 **OP D PD YA****START North**

Kettering

Tel: 01536 361927 **D PD LDA MH SI****START South**

Northampton

Tel: 01604 362003 **D PD LDA MH SI**

**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

**Stonepit Drive, 40**  
Market Harborough  
Tel: 01536 400705

OP D PD MH YA

**Swale Drive**  
Northampton  
Tel: 07548 382517

OP D PD LDA MH SI YA AD

**T. How Homely Ltd**  
Banbury  
Tel: 01295 713737

OP D PD LDA MH SI YA AD

**Toller House**  
Northampton  
Tel: 0203 711 1607

OP D PD LDA MH SI YA

**Totus Care Ltd**  
Kettering  
Tel: 01536 526431

OP D PD LDA MH SI YA

**Triangular Care Services Ltd**  
Wellingborough  
Tel: 01933 681701

OP D LDA MH YA

**Universal Care Services Corby**  
Corby  
Tel: 01536 211089

OP D PD MH YA

**UPSO Healthcare**  
Northampton  
Tel: 01604 946654

OP D PD MH SI YA

**Velvet Glove Care Ltd**  
Corby  
Tel: 01536 201100

OP D PD SI YA

**Vista Care Ltd**  
– Nene House  
Kettering  
Tel: 01832 785280

LDA YA

**Vogue Future Living Ltd**  
Northampton  
Tel: 07870 985996

PD LDA SI YA

**Wellington Support**  
Northampton  
Tel: 01604 946535

MH YA

**Westlands Care Home**  
Wellingborough  
Tel: 01933 274430

OP D PD MH SI YA

**WiCare Services Ltd**  
Northampton  
Tel: 07888 896363

OP D PD LDA MH YA

**Woodbridge Family Centre, The**  
Northampton  
Tel: 01604 702026

OP D PD LDA MH SI YA

**Xtra Healthcare Ltd**  
– Head Office  
Corby  
Tel: 01536 233157

OP D PD LDA MH SI YA AD

**Young Hearts Care**  
Northampton  
Tel: 01604 858643

Advert page 16  
OP D PD

**Your Care and Support Northampton**  
Northampton  
Tel: 01604 434430

OP D MH SI YA

**YourLife (Northampton)**  
Northampton  
Tel: 01604 712192

OP D PD SI

**Zinnia Care Northampton**  
Northampton  
Tel: 01604 438515

OP D PD LDA MH SI YA



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

# Health and wellbeing

Research suggests that there are key actions we can take to maintain our physical health and mental wellbeing as we grow older.

By making a few small changes to the way we live,

we can make big changes to our own health, and this can have a beneficial impact on the wellbeing of our family members and those we care for. The following are the key ways to maintain our physical health and mental wellbeing.

## First for Wellbeing



First for Wellbeing is the delivery arm of Public Health Northamptonshire, leading on programmes with a focus on preventing the onset of disease. First for Wellbeing offer a range of services listed below.

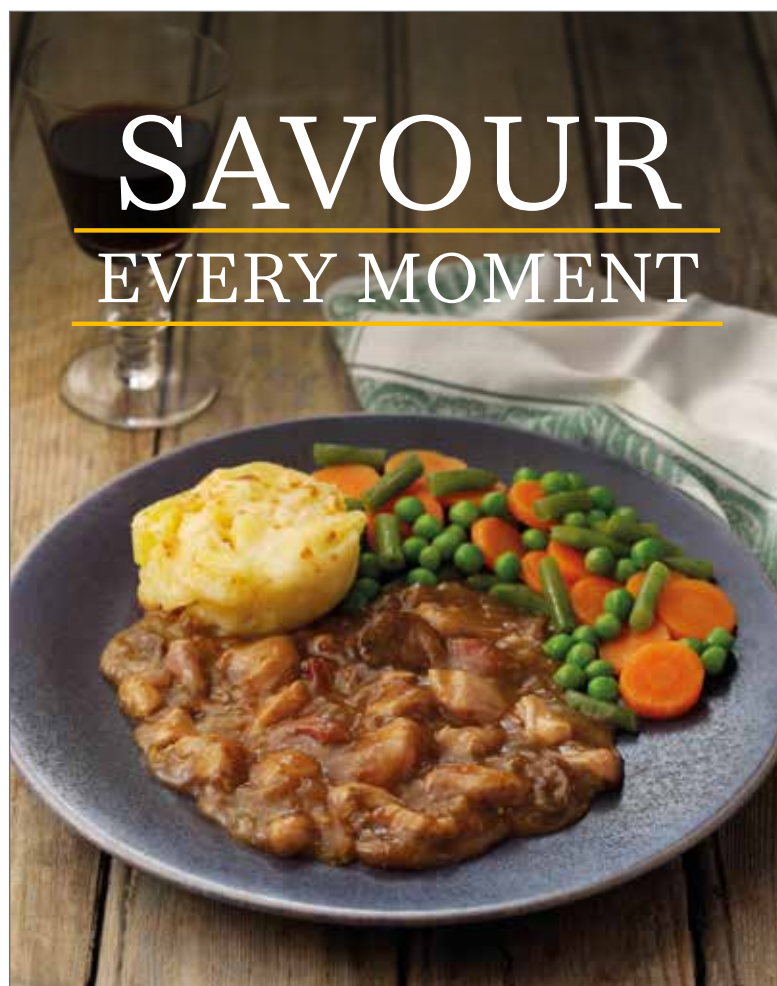
### **The Supporting Independence Programme (SIP)**

Public Health's new Supporting Independence Programme has welcomed its first 100 customers following a soft launch in October 2018.

The programme provides up to 12 weeks of one-

to-one support for people living with mild frailty, those who may have slowed a little, are feeling less confident getting around or need someone to provide help on a regular basis.

Advisors work with customers to identify and address the factors contributing to their frailty. This could be supporting them to increase their levels of physical activity, helping them to access medication reviews or providing emotional or nutritional support and advice. Support can be face-to-face or over the phone depending on the preference of the customer.



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**01536 420505** or visit  
[wiltshirefarmfoods.com](http://wiltshirefarmfoods.com)

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Referrals to the programme are possible from multiple sources and all adults living in Northamptonshire with mild frailty are eligible whatever their age. The programme was fully launched on April 1st, 2019.

For more information please contact **Mary Hall** ([maryhall@northamptonshire.gov.uk](mailto:maryhall@northamptonshire.gov.uk)), **Sarah Ward** ([Sarah.Ward@firstforwellbeing.co.uk](mailto:Sarah.Ward@firstforwellbeing.co.uk)) or call **01604 365447**.

### Falls Prevention

Each year, around one in three people over the age of 65 has a fall, resulting in significant injury. Falls are not an inevitable part of growing older and admitting to falling will not mean any loss of independence.

There are lots of things you can do to help reduce the risk of falling. This includes speaking to your pharmacist about the medicines you are taking, making simple changes to the home environment, and doing exercises to improve strength and balance.

For advice about reducing the risk of falls visit **[www.northamptonshire.gov.uk/falls](http://www.northamptonshire.gov.uk/falls)**

Specialist assessment and advice is available from a specialist Falls Prevention service to those people who have a high fear of falling or a history of having falls. The Northamptonshire Falls Prevention Service is open to anyone who lives in the county and is made up of a multi-disciplinary team of specialist falls practitioners (including nurses, occupational therapists and physiotherapists, a senior doctor and a podiatrist).

Referrals can be made via Northamptonshire County Council Customer Service Centre or the **Supporting Independence Programme**. Call **01604 365447**.

Local Get Up and Go strength and balance exercise sessions are also available. Visit **[www.northamptonshiresport.org/find-a-club/otago-northamptonshire](http://www.northamptonshiresport.org/find-a-club/otago-northamptonshire)**

### NHS Healthchecks

If you are aged between 40 and 74 years old, you

may be offered a free NHS Health Check. Your free NHS Health Check will find out if you are at risk from some health problems, tell you how to look after your health and help you change things in your life to make your health better in the future.

As we get older there is more chance that we will have problems with our health. Some of the most common problems are strokes, heart attacks, high blood pressure, kidney disease and diabetes. A free NHS Health Check will tell you how to give yourself the best chance of avoiding these problems.

The healthcare professional completing the check will test to see how likely you are to get heart disease, type 2 diabetes, kidney disease or a stroke. The appointment will take about 20 to 30 minutes.

The NHS Health Check helps to find out about possible problems early. If you find out about possible problems early, it is easier to stay healthy. If you have a history of heart problems, strokes, type 2 diabetes or kidney problems in your family, you may be more at risk. If you do something now, it could enable you to make better life choices. Even if you are feeling well, it is worth having your NHS Health Check now to improve your chances of avoiding these health problems in the future.

If you would like help with your weight, doing more exercise or to stop smoking, the medical professional will help you. They may also give you medicine to help you depending on your results.

We will ask everyone between the ages of 40 and 74 who does not have one of the conditions mentioned above, to come back for a check every five years.

### Drug and Alcohol Support – STAR

If you are concerned about your own or someone else's drinking or drug use, you can contact STAR.

It's free and confidential, just call **0808 169 8512** between 9.00am and 4.30pm, Monday to Friday.

STAR, which stands for Support, Treatment, Advice, Recovery is a new partnership between

the following local drug and alcohol services:

- **Aquarius:** offering training on drugs and alcohol to professionals, as well as support for people with gambling difficulties.
- **The Bridge:** peer support project for people who want support to control, reduce or cease their drug/alcohol use.
- **Family Support Link:** work to reduce the physical, psychological and emotional harm caused to families living with, or caring for someone who is addicted to drugs/alcohol.
- **Northamptonshire Domestic Abuse Services:** dedicated to supporting and helping the victims of domestic abuse.
- **NGAGE with Aquarius:** an early intervention drug and alcohol service for young people aged 10-18.
- **Substance to solution:** recovery focused support and treatment for drugs and alcohol.

If you call STAR, your call will be answered by a specially-trained member of staff. They understand the difficulties drug and alcohol misuse can cause and can help you access the right support from different drug and alcohol support agencies.

### Stop Smoking

You are four times more likely to give up smoking with professional support, compared to doing it alone.

Giving up smoking is the most beneficial thing you can do to improve your health. Within just one year of quitting, you can halve the risk of heart disease.

Get in touch to find out more or book an appointment today to start your journey to a better, healthier life. Call **0300 126 5700**.

### Useful websites

#### Health and wellbeing

Comprehensive advice and information about staying well.

Web: [www.nhs.uk/oneyou](http://www.nhs.uk/oneyou)

#### Healthy eating

Web: [www.nhs.uk/LiveWell/healthy-eating](http://www.nhs.uk/LiveWell/healthy-eating)

#### Healthy weight

Change4life

Web: [www.nhs.uk/change4life](http://www.nhs.uk/change4life)

#### Physical activity

Northamptonshire Sport – Get Active

Web: [www.northamptonshiresport.org/get-active](http://www.northamptonshiresport.org/get-active)

#### Walk4life

Web: [www.walk4life.info](http://www.walk4life.info)

#### Walking for health

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

## Housing options to consider

At some point in our lives, many of us will face the prospect of no longer being able to cope on our own at home.

This section lists housing options that you might like to consider if you need to move out of your home, but you do not require residential care.

### Assisted Living, Extra Care and Very Sheltered Housing

Assisted Living and Extra Care are housing-based services, which allow you to own or rent your own home and access care and support services based on-site. Schemes may provide:

- rented, shared ownership or leasehold tenancy;
- a dedicated staff team to provide services at a level appropriate to the needs of all tenants with

maximum flexibility;

- up to 24-hour care provision, 365 days a year for those who need it;
- a philosophy to enable and maintain independence including a commitment to supporting continued quality of life and personal development of tenants;

- activities and social events for residents;
- premises that support independence through high standards of accessibility both in communal areas and in individual flats; and
- specialised facilities such as assisted bathing, dining facilities, office and staff accommodation.

There is usually an allocation process to access this type of housing. Again, this varies from scheme to scheme, but this process ensures that all successful applicants have been assessed as having a housing-related need by the local district or borough council.

Very Sheltered Housing schemes provide support through housing managers, domiciliary care services and emergency alarm systems, however, care and support is not available around the clock in the same manner as in Assisted Living.

There are various Assisted Living, Extra Care and Very Sheltered Housing schemes (beginning below) across Northamptonshire; they provide a quality service and meet the criteria detailed above.

For rented properties, a housing application must be made through the local district or borough council. For shared ownership and private purchase properties, applications can be made direct to the landlord.

### **Assisted Living and Very Sheltered Housing schemes in Northamptonshire**

#### **Autumn Assisted Living Manor House**

58-60 Main Street, Middleton,  
Market Harborough,  
Leicestershire LE16 8YU  
Tel: **01536 771722**

#### **Candleford Court**

Candleford Close,  
Springfield Way,  
Brackley NN13 6JW  
Tel: **01280 843905**

#### **Eleonore House**

Buttermere Close,  
Eastfield Estate,  
Northampton NN3 2BG  
Tel: **01604 785848**

#### **King Richard Court**

Wootton Brook Close, East Hunsbury,  
Northampton NN4 0XU  
Tel: **0800 389 9384**

#### **Leeson Court**

Leeson Road, Hicks Road,  
Towcester NN12 6HS  
Tel: **01327 352467**

#### **Richmond Northampton**

Bridge Meadow Way, Grange Park,  
Northampton NN4 5EB  
Tel: **0845 607 6405**

#### **Simon de Senlis**

Robert Street, Northampton NN1 3AE  
Tel: **01604 233434**

#### **Spring Gardens**

Oxford Close, Daventry,  
Northampton NN11 4XY  
Tel: **01327 879808**

#### **St Rumbolds Court**

Buckingham Road, Brackley NN13 7BF  
Tel: **0800 919 132**

#### **Swan Gardens**

School Place, Corby NN18 0JY  
Tel: **01536 408839**

#### **Townsend Court**

58 High Street South,  
Rushden NN10 0FR  
Tel: **0800 919 132**



### → Extra Care Housing schemes in

#### Northamptonshire

##### Balmoral Place

Balmoral Road,  
Northampton NN2 6JY  
Tel: **0370 191 0000**

##### Foxfields

High Street, Upton, Northampton,  
Northamptonshire NN5 4DJ  
Tel: **0370 192 4000**

##### Imperial Court

Duck Street, Rushden NN10 9AF  
Tel: **01933 315116**

##### Langdale Court

Windermere Drive, Wellingborough NN8 3XA  
Tel: **01933 679345**

##### Rosewood Court

1 Irthlingborough Road, Wellingborough NN8 1LQ  
Tel: **01933 222828**

##### St Crispin Village

St Crispin Drive, Duston, Northampton NN5 4BL  
Tel: **01604 502000**

##### Sunley Court

Pipers Hill Road, Kettering NN15 7RJ  
Tel: **01536 522677**

## Care villages

An increasingly popular option of care and support is the care village.

These represent a more recent development in retirement living. Here, people can make a choice between independent living, Assisted Living and 24-hour nursing care. There are care staff on-site 24-hours a day.

Most care villages have three different forms of accommodation:

- The apartments offer a more independent lifestyle and are designed to make life as easy and enjoyable as possible but with the reassurance that, should you require care, it is always available.
- Assisted Living or Extra Care models exist within smaller, specially-adapted one- or two-bedroom apartments, offering a real alternative to a single bedroom in a care home. They offer an independent lifestyle backed up with all the support and care required, along with a serviced package which includes all food, cleaning and laundry.
- The third form of accommodation and support is offered within a care home with nursing at the heart of the village.

Care villages also offer wide-ranging on-site facilities which can include a café, restaurant, sitting rooms, a hairdressing salon, landscaped gardens and

a bowling green. Some even have a swimming pool and spa as well as a daily activity programme and day trips.

### Care villages in Northamptonshire

#### Brampton View Care Village

Brampton Lane, Chapel Brampton,  
Northampton NN6 8GB  
Tel: **01604 675566**

#### Richmond Northampton

Bridge Meadow Way, Grange Park,  
Northampton NN4 5EB  
Tel: **0845 607 6405**

#### St Crispin Village

St Thomas Street, off St Crispin Drive, Duston,  
Northampton NN5 4RB  
Tel: **01604 502000**





# Care homes

All care providers in the country must be registered with the Care Quality Commission (CQC). All services are inspected and rated by the CQC, which reports on its findings. These inspection reports are available from the care service or the CQC website

(visit [www.cqc.org.uk](http://www.cqc.org.uk)). See page 51 for more information on the CQC.

Listings of care homes and care homes with nursing begin on page 60.

## Types of care home

### Care homes

If you are unable to manage at home despite having support and you need much higher levels of security and care, a care home offering personal care (as opposed to a care home with nursing) may be the best option. Personal care includes bathing, feeding, dressing and help with moving about. Listings of care homes in the county begin on page 60.

### Care homes with nursing

If your care needs mean that you need 24-hour access to qualified nursing support, then a care

home with nursing may be an appropriate option.

If a care home providing nursing care is the best solution for you, during your assessment the social worker will give you information to help you find a home which meets your care requirements.

The cost of the nursing care part of your fees is paid by the NHS to the home directly, the current amount is £165.56 per week; this is reviewed every April.

For information on paying for care, see page 40.

## NHS Continuing Healthcare and NHS-funded Nursing Care

According to the NHS, NHS Continuing Healthcare is the name given to a package of care that is arranged and funded solely by the NHS for individuals who are not in hospital but have complex ongoing healthcare needs.

NHS-funded Nursing Care is care provided by a registered nurse, paid for by the NHS, for people who live in a care home with nursing.

NHS Corby and NHS Nene Clinical Commissioning Groups are responsible for assessing eligibility for NHS Continuing Healthcare and NHS-funded Nursing Care and ensuring that the national eligibility criteria are used consistently.

They will identify, arrange and fund all the services required to meet your needs:

- if you are registered with a GP in Northamptonshire;
- if you are assessed as eligible for NHS Continuing Healthcare; or

- for the healthcare part of a joint package of care.

NHS Corby and NHS Nene Clinical Commissioning Groups can provide more information on NHS Continuing Healthcare and NHS-funded Nursing Care, the eligibility criteria and assessment process.





# The Premium Care Provider in Northamptonshire

Avery Healthcare is a leading and award winning national care provider that has a range of care homes throughout the county for residential and dementia care. A standards based approach ensures modern, purpose built buildings finished to high specifications, restaurant style dining and service, the very best in care from professionally trained staff, and a sector leading Well-being and Activities Programme that supports independence and a fulfilling life.

**For the best in Northamptonshire, look no further.**



**Spencer House**

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T. 01604 553 843



**Cliftonville**

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T. 01604 553 841



**Dukes Court**

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T. 01933 589043



**Ashurst Mews**

Moulton  
T. 01604 553 840



**Glenmoor House**

Corby  
T. 01536 629 730



**Seagrave House**

Corby  
T. 01536 629 198



See all of our homes on Facebook or Search 'Avery Northamptonshire'



Care With  
A Difference

**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](http://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 tastes? ☐ ☐ ☐
- 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 51.



## The financial assessment process

For us to assess and invoice you for any financial contribution towards the cost of your support, we first need you to provide us with details of your financial circumstances.

A member of the Financial Assessment Team will contact you to obtain these details. We will aim to complete the financial assessment before your care funding begins, where possible, so that you know how much you need to contribute before your services begin.

If you are assessed as needing to pay a financial contribution to the council, a Direct Debit Mandate Form will require completion as this is the preferred method of payment. The financial assessment will be completed with you either over the telephone or we can visit you at your home, when necessary.

If we can't complete your financial assessment before your care and support begins, we will ask you to contribute a provisional charge until your financial assessment has been completed and your contribution has been calculated. Any difference between the provisional charge and your assessed contribution will be back-dated to the date that your care and support started. Further details of the provisional charge will be provided at your social care assessment. If, however, you fail to provide us with the information required to complete the financial assessment within 21 days of the first request, you will be charged the full cost of the services that we are providing.

Remember, help is available with your financial assessment and our Financial Assessment Team is available to support you.

During the financial assessment process, we will check to see if you are receiving all the benefits you are entitled to. If we identify that you are able to claim any State Benefits, we will provide you with advice on how to make a claim. Alternatively, one of our dedicated Welfare Benefits Advisers can offer you support with any claims.

## Charging rules and regulations

If your income, savings and investments (capital) are more than £23,250 you will need to pay for your own care services. If you own a property, the value will be taken into account if you are assessed as eligible for residential care, including nursing care. See below for more information on when your property is taken into consideration and any exceptions.

If your capital and savings fall below £23,250 you can apply to us for help towards paying the cost of your care services. You should let us know well in advance if your capital and savings are likely to fall below £23,250.

If you have under £23,250 in capital and savings, the council may make a contribution to the cost of your care services if:

- you have been assessed as being eligible for support from the council; and
- you have had a full financial assessment from the council, and you have been advised you do not need to pay for the full cost of your care.

## Contributions towards your care and support

Your assessment takes into account your capital (which may include your property, see below for more information) income, savings, benefits and occupational pension(s).

If you have capital between £14,250 and £23,250, there is a tariff of £1 for every £250 (or part of £250) you have between these two figures.

These figures may change over the lifetime of this Directory, please check with Adult Social Care for the latest information.





## Council funding towards residential care

Each year, we agree a maximum amount that will normally be paid for a place in a care home. This is known as the 'Expected to Pay Rate' (EPR). If you are eligible for a contribution to your care and support from us, your social worker will advise you of the figure that we are prepared to pay for your residential care.

If you wish to choose a care home that is more expensive than we are prepared to pay, then a relative or interested party may need to pay the difference. This is known as a third party agreement. The third party will need to pay this contribution out of their own income, savings or capital as you will be required to make your own contribution from your resources. These are two separate financial contributions. Please be aware that any person wishing to make a third party contribution will undergo a separate financial assessment. This third party financial assessment must be completed before we can agree to fund your placement.

### Asset deprivation

If we feel that you have deliberately deprived yourself of capital or savings in order to reduce the amount you pay for your care, for example, if you give away money or assets to a family member in order to reduce your capital, we may treat you as if you still possess the asset for the purpose of charging. This is known as notional capital.

Our Financial Assessment Team will undertake an investigation in order to determine whether deprivation of assets has occurred. This may include land registry searches and requesting copies of bank statements. If we determine that you have deliberately deprived yourself of assets to reduce the amount you will have to pay for your care, a letter will be sent to you explaining the

reasons why we have come to this conclusion. We will then decide whether to continue funding your care.

If we decide to continue to fund your care, you will be charged the full cost of your care unless you have transferred assets into the name of another person, in which case, the beneficiary of any transfer will be liable for the difference between your assessed contribution and the full cost of the care. The beneficiary will receive separate invoices every four weeks for the element of the care that they are liable for until the assets have sufficiently reduced so that you qualify for financial support from us.

### Assessing the value of your home

We will consider the value of your home as a capital asset if you are moving into residential care. However, in the circumstances below, the value of your property will not be included when calculating your charges, even if your stay in a care home or care home with nursing is permanent.

The value of your property is ignored if, for example:

- your spouse/partner continues to live in the property;
- a close relative or a member of the family for whom you are responsible is living in the property and they are:
  - > aged 60 years or over; or
  - > aged 16 years or under, and are a child you are responsible for; or
- if a person remaining in your property has a disability and has proof of benefit entitlement or medical evidence due to their incapacity.

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## Self-funding your care

If you do not meet our eligibility criteria and you have capital over the threshold you will have to fund all of your care and support.

Currently, the capital threshold is £23,250 although

this figure may change over the lifetime of this Directory. If your capital is nearing £23,250, please contact the Customer Service Centre for assistance one or two months before your capital reaches the threshold. Call on **0300 126 1000**. →

## → Deferred Payment Agreements

If you own a property and do not wish to sell it, and you want to reside in a care home without the financial support of the local authority, you may be able to maximise your income so that you do not need financial support from us. For example, renting out your property may enable you to meet the cost of your care home.

Alternatively, you may be eligible for a Deferred Payment Agreement.

A Deferred Payment is essentially a loan against the value of your property. The Care Act 2014 established a universal Deferred Payment Agreement, which means that people may not need to sell their home in their lifetime to pay for the costs of care.

All councils in England are required to consider a Deferred Payment for eligible people who live in a care home or care home with nursing, own a property and have other assets below a certain amount. They must also have been assessed as

having care needs that require residential care.

A Deferred Payment can only be considered upon certain criteria being met. If you are eligible for a Deferred Payment, you will have to sign a contract with us agreeing to the loan conditions, so it is important to seek independent financial or legal advice if you wish to enter a Deferred Payment Agreement.

If you are accepted into a Deferred Payment Agreement, you will receive the agreement in writing. Please note that you will be expected to make an assessed contribution based on your income and savings throughout the duration of the Deferred Payment Agreement.

During the time of the Deferred Payment Agreement, interest will be charged, and administration fees will apply.

For further information, please visit  
**[www.northamptonshire.gov.uk/payingforcare](http://www.northamptonshire.gov.uk/payingforcare)**

## Contributions towards non-residential care and support

If you receive home care, you will be financially assessed in the same way as for residential care (see pages 40-41). We will follow Government guidance when deciding which sources of capital and income we will take into account, and also when calculating any allowances you may receive as a result of disability. Your house will not be included as part of your capital if you are to remain living there. If you are in receipt of a disability benefit, you will have

an allowance made for expenses linked to your ill health or disability.

Only once these allowances have been deducted from your available income will we calculate what you are required to contribute towards the cost of care. We will always ensure that you are left with enough income to maintain your quality of life, based on Government guidance.

## Debt recovery

Any customers who refuse to pay for their services, will be referred to the Debt Recovery Team. The Recovery Officers follow a process for recovering all monies owed to Northamptonshire County Council, as we have a duty to ensure the public funds are spent in a fair and equitable manner.

If the Debt Recovery Team is unable to recover any monies owed, the case will immediately be referred to Adult Social Care Lawyers and Enforcement Agencies for collection.



## Frequently asked questions about charging

### **Do I have to pay for my services?**

Yes, in most instances you will have to pay something towards the cost of the services provided to you.

### **My care manager says my care is fully-funded. Do I still have to pay?**

Yes, you do. This means we will pay the provider the whole cost of the service you are receiving, but you will still need to pay your assessed contribution towards this. We will send you regular invoices for the amount you have been assessed to pay; you will not be required to pay the provider directly.

### **When will I be told how much I have to pay?**

Normally, before your service starts, we will ask you for information about your financial circumstances – we will complete an assessment by telephone appointment, or on request, the Financial Assessment Team may visit you to complete your financial assessment. As soon as we have all the information needed, we will carry out a financial assessment and give you written details of exactly how much you are being asked to pay. We will indicate any benefits you may be entitled to when we have completed a welfare benefit check and can assist with the application for any additional benefits you may be entitled to.

### **What happens if I don't get the benefits from the Department for Work and Pensions (DWP) that you say I should pay towards my weekly charge?**

In the first instance, you will need to make a claim to the DWP for the benefits we have indicated you are entitled to. If you are unsuccessful in your claim for any of these benefits, please contact the helpline on **0300 126 3001** – option 1, and they will be able to advise you. You will need to provide them with a copy of the letter from the DWP.

### **Will the weekly contributions change?**

The amount you pay may change due to changes in the law; changes in your financial circumstances, e.g. benefit increases, or changes in the amount charged by the provider. We usually review your charges each year, but you can request a review at any time if your financial circumstances change.

### **Can I give my money to members of my family?**

Reasonable gifts to family members in line with previously established custom and practice, for instance birthday or wedding gifts, can still be made. However, capital or assets transferred with the intention of reducing or avoiding the need for you to pay for care will be taken into account during the financial assessment. See page 41 for more information on deprivation of assets.

### **If I have to go into permanent care and I own my own home, do I have to sell it?**

If you meet our eligibility criteria and your capital (not including your house) is below the £23,250 limit, we will not consider the value of your house as part of your assessment for the first twelve weeks of your residential care (exceptions apply). This is to give you time to decide how you want to pay for the full cost from week 13, for example, you may want to discuss with us the Deferred Payment Agreement. See page 42 for more information. Please note, you will still have to pay an assessed contribution during the initial 12-week period.

### **What is the Personal Expense Allowance?**

This is the amount the Government says you are allowed to keep from your pension to spend on your own personal needs if you are in residential care. We do not take this into account when working out how much you have to pay for your care.

## Specialist care

### **Sensory loss – hearing or sight**

During our lifetime, we can experience various degrees of sensory loss: hearing, eyesight, smell or taste. The two most common sensory deprivations are loss of sight and hearing.

Some people have sight or hearing loss from a very early age, for others it can be a slow decrease of the senses due to illness, an accident or ageing. Whatever the reason, it can be difficult to adjust to

the changes. Anyone with a sensory loss can feel disconnected to the world, isolated and struggle with communication. This can lead to a loss of independence which then affects their confidence, especially as the senses decrease.

Levels of sensory loss vary from person to person and will range from mild to profound. Identifying individual needs is crucial in ensuring that this impairment is recognised.

An assessment can be carried out by a Visual Impairment Rehabilitation Officer or a Sensory Services worker or from a specialist agency or charity. The assessment can identify a wide range of needs and inform you of what services are available to help.

### Visual Impairment Team

Olympus Care Services provides a Visual Impairment Rehabilitation Service, free of charge, to people in Northamptonshire who have experienced sight loss. The Visual Impairment Officers enable customers to improve their independence and safety at home by providing access to a wide range of sensory equipment and assistive technology. Officers can provide:

- specialist equipment to help people with sight loss;
- mobility training and daily living skills training for people who are blind or partially sighted; and
- registration, advice and guidance for people who are diagnosed with a visual impairment.

The team works closely with you to manage risks to health and safety in the home environment, finding

new ways that everyday activities can be confidently and independently completed.

For more information or to request the rehabilitation service, please contact the **Customer Service Centre** on **0300 126 1000** or email **customerservices@northamptonshire.gov.uk**

### Northamptonshire Association for the Blind (NAB)

As Northamptonshire's only local sight loss charity, NAB provides advice, support and products to help improve the lives of visually impaired people. It does this through empathy, experience and expertise. NAB has helped thousands of adults and children overcome the challenges of sight loss. If you, a loved one or friend need support, please get in touch.

37 Harborough Road, Northampton NN2 7BB  
Helpline: **01604 719193**, Monday to Friday, 9.00am to 5.00pm.  
Email: **helpline@nab.org.uk**  
Web: **www.nab.org.uk**  
Twitter: **@nab\_northants**  
Facebook: **@nabnorthants**  
Instagram: **@local\_sight\_loss**

### Deafconnect

If you are Deaf and hard of hearing at any age, Deafconnect will support you to be independent and a fully-included member of your community.

Spencer Dallington Community Centre,  
Tintern Avenue, Northampton NN5 7BZ  
Tel: **01604 589011**  
Email: **general@deafconnect.org.uk**  
Web: **www.deafconnect.org.uk**

## Learning disability

Adult Social Care can help guide you to support and services for people with learning or disabilities and their families.

Any services or support you may be eligible for will depend on the outcome of your needs assessment, described on page 5. Services could include:

- assessment and reassessments;
- help to live at home – this may be called personal care and support or classed as supported living;

- day services – this includes day centres and help to find jobs;
- short breaks services, sometimes called respite care;
- adult placements;
- care homes;
- advocacy, information and advice; and
- transport.

This includes support to help adults with a learning



disability to be included in their local community and to make choices about the opportunities they wish to experience. This may be support to find a work placement, paid employment, a volunteering opportunity, to access leisure activities or to learn new things at college or through adult learning courses.

### Short breaks services

Sometimes called respite care, these services offer short breaks and support staff are there to help you and to provide a short break for informal carers. They help you to be as independent as possible and to provide quality care and support when it is required.

### Shared Lives

Shared Lives is a countywide service that supports people aged 16 and over to live as part of a family in the community either on a long-term basis or for a short break. Shared Lives Carers are fully trained and supported within their homes to provide a range of

support to adults who need a stable environment to gain confidence and independence. Shared Lives is registered with CQC and has been rated 'Outstanding' in Northamptonshire in its last two inspections. If you would like more information about the service or would like to become a Shared Lives Carer, email

**customerservices@northamptonshire.gov.uk**

### Supported living

Supporting people with a learning disability to live independently within their community, either on an individual basis in self-contained flats or in shared accommodation.

For further information, visit

**[www.northamptonshire.gov.uk/adultsocialcare](http://www.northamptonshire.gov.uk/adultsocialcare)**

or contact the **Customer Service Centre**.

One Angel Square, 4 Angel Street,

Northampton NN1 1ED • Tel: **0300 126 1000**

Email:

**adultcarenc@northamptonshire.gcsx.gov.uk**

## Brain injury

Brain injury (BI) is caused by a trauma to the head (head injury) or as a result of a physical illness. There are many possible causes, including road traffic accidents, assaults, falls and accidents at home or at work, as well as brain haemorrhage and cardiac arrest (causing lack of oxygen to the brain).

Many brain injuries are minor, causing temporary symptoms such as concussion. However, sometimes the injury is more serious and causes longer lasting symptoms. Sometimes the individual has cognitive problems such as headaches, difficulty thinking, memory issues, attention deficits, mood swings and frustration. These injuries can be overlooked. Even though this type of BI is called 'mild', the effect on the family and the injured person can be significant.

A more severe brain injury may result in the person losing consciousness for more than 30 minutes and memory loss after the injury of longer than 24-hours. A person may be affected physically with loss of movement in limbs, or loss of the ability to speak.

Several different types of specialist service cater for people with a brain injury. Rehabilitation can help the person and their family to work towards

recovery. Individuals with a brain injury may also be eligible for support from Adult Social Care.

Any services or support you may be eligible for will depend on the outcome of your needs assessment, described on page 5. Services could include:

- assessment and reassessment;
- help to live at home – this may be called personal care and support or classed as supported living;
- day services or Community Opportunities (including support to find employment/ volunteering opportunities;
- short breaks services, sometimes called respite care;
- care homes;
- advocacy, information and advice; and
- transport.

To make a referral/request an assessment from Adult Social Care, telephone the **Customer Service Centre** on **0300 126 1000**.

## Mental health

If you are worried about your mental health, the usual starting point for advice is your GP, who should be able to identify the appropriate level of response. They may suggest some form of self-help using local resources with or without some medication. GPs also have access to a wide range of counselling and advice programmes that they may refer you to.

If your concerns appear more serious, they may refer you to a specialist mental health service. We work in partnership with both Primary Care and more specialist mental health services provided by the NHS to ensure that both health and social care needs are responded to.

To make a referral to Adult Social Care Mental Health Services, telephone the Customer Service Centre on **0300 126 1000**.

In some circumstances, it may become necessary to consider providing an individual with mental health care and support by admitting them, against their own choice, to a specialist hospital under the Mental Health Act.

This option should only be considered when all other means of providing care and support have been

tried and been unsuccessful.

If a Mental Health Act assessment is necessary, the referral will usually be made by a health or social care worker – for example a GP. However, a Nearest Relative has the right to request that an assessment under the Act be considered by an Approved Mental Health Professional. The teams responsible for this can be reached on **0300 126 1017** (Monday to Friday, 9.00am to 9.00pm) or **01604 626938** (all other times).

### The Mental Capacity Act

The Act covers England and Wales and provides a statutory framework for anyone aged 16 and over who lacks capacity to make decisions for themselves, or who have capacity but want to make preparations for a time when they may lack capacity in the future. It sets out who can take decisions, in which situations, and how to do it.

### Independent Mental Capacity Advocate (IMCA)

An IMCA will help you if you have no family or friends who are able to represent you and you are assessed as lacking capacity to make certain choices. They will help you when important decisions have to be made involving health services



Day Care | Respite Care | Short & Long Term Care

- Person Centred Dementia & Mental Health Care for age 40 and over
- Staff all Fully Trained
- Private Rooms some with En-suite
- Open Visiting – Call at your leisure
- Activity Programmes & Outings to meet individual needs
- Specialist Diets catered for and 'Heartbeat Award' for Home Cooked Foods
- Easily accessible from Northampton and surrounding areas



Telephone: 01604 753104 for a brochure • Website: [www.glensidecarehome.com](http://www.glensidecarehome.com)

Address: 179 – 181 Weedon Road, Northampton NN5 5DA

and local authority services, i.e. Adult Social Care or housing departments. If support is needed in making certain key decisions, call **01604 592702** or email **tvn@voiceability.org**

### **Lasting Power of Attorney (LPA)**

This is a legal document where you can say in writing who you would like to make certain decisions for you. The document can cover decisions about your finances and/or healthcare. However, you can only make this document legal if you are able to understand what it means. If you are interested in an LPA, you should speak to a solicitor.

Please note, if you have already made an Enduring Power of Attorney (EPA), it is still valid, even if it has not yet been registered, unless you decide to replace this with an LPA. EPAs and LPAs are defined in 'Help with managing your money' available at **www.publicguardian.gov.uk**

### **A Deputy**

The Court of Protection may make someone your Deputy. The Deputy can make certain decisions for you if you cannot decide everything yourself. A Deputy must act in your best interest and will only be appointed where it is appropriate for your needs. The Deputy will be monitored by the Office of the Public Guardian which will ensure that the Deputy is doing their job properly. The Deputy could be

given the responsibility for making decisions about either your finances or welfare, or both in some circumstances.

An application is required to the Court of Protection by the person seeking to control your finances. More information concerning this can be obtained from the Office of the Public Guardian, visit **www.publicguardian.gov.uk**

### **An Appointee**

An application can be made to the Department for Work and Pensions (DWP) for someone to act as your Appointee. This allows them to receive all your benefits on your behalf.

An application will need to be made by the person looking to take over control of your benefits, visit **www.dwp.gov.uk**

Further details can be found on the Department of Health and Social Care's website, **www.gov.uk** and the DWP website, **www.dwp.gov.uk**

It may also be possible for the council to assist in looking after your finances by becoming the Appointee or Deputy.

Please contact the Customer Service Centre on **0300 126 1000** for further advice.

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## **Dementia**

### **Dementia Care Advice Service**

Northamptonshire Carers is the central point of contact for the Dementia Care Advice Service, in partnership with Alzheimer's Society Northamptonshire. The Dementia Care Advice Service offers support for the person living with dementia and/or their carer.

The support line can offer an understanding ear and practical advice. Family carers are also entitled to an assessment of their needs which can take place by phone, online or face-to-face in their own home. This will look at their individual needs – which may include planning for the future or managing a stressful situation – and may result in a referral for respite or being signposted to specialist organisations, such as for benefit advice or for

services and support.

By working in partnership, Northamptonshire Carers is able to offer a wider variety of services including support groups, access to leisure activities and peer supporters (people who have been carers themselves) who are able to follow up with families beyond the assessment stage.

Carers' Support Line: **01933 677907**  
Email: **carers@northamptonshire-carers.org**  
Web: **www.northamptonshire-carers.org**  
Write to: Northamptonshire Carers,  
123 Midland Road, Wellingborough NN8 1LU

### **Alzheimer's Society**

Alzheimer's Society local services provide

information and support for you and for people diagnosed with dementia. For all these services, call the local office at Islip on **01832 736670** or email **northamptonshire@alzheimers.org.uk** unless otherwise stated.

You can also call the National Helpline on **0300 222 1122** or log onto the online forum at **www.alzheimers.org.uk/talkingpoint** to chat with people who may be in a similar situation to you.

### **Side by Side**

This service provides befrienders for people with dementia. It can help people feel less socially isolated by supporting them to continue or re-engage in hobbies and interests or to take up new leisure pursuits.

Please contact the Side by Side co-ordinator, Russell Simpson on **01832 736670** if you are interested in volunteering for, or someone you care for is interested in using, this service.

### **Singing for the Brain®**

These weekly sessions bring people together in a friendly and fun environment to enjoy singing familiar songs and sometimes learn new ones. The sessions are usually attended by the person with dementia along with a family member or carer like you. For details of times/locations, please contact the local office on **01832 736670**.

### **Dementia Support – One-to-One Service**

Personalised information and guidance to help people navigate the maze of information and services after a dementia diagnosis. Trained staff can work with you and people living with dementia to help understand the diagnosis. Staff can also make you aware of things you may like to consider, such as finances, support at home, how to access activities, and respite. You can also complete carers' assessments on behalf of Northamptonshire County Council.

### **Memory Matters**

Keeping an active social life is key to helping someone with dementia feel happy and motivated.

Activities include something for everyone and are respectful, creative, innovative, multi-sensory and fun. Activities are supported by skilled staff

encouraging someone with dementia to do something creative and realise their potential, improving self-esteem and reducing loneliness.

Caring for someone with dementia can be extremely difficult, so having emotional support and practical advice from someone who understands what you're going through might be beneficial.

Memory Matters offers a reassuring, confidential and safe place to talk to others about how dementia affects your life. Come along and make new friends, share experiences and be honest, without fear or embarrassment.

Get tips from group members on how to support someone with dementia, as well as how to keep looking after yourself and have your questions answered by our highly skilled, compassionate and experienced staff who run the sessions

### **Information Workers: creating Dementia Friendly communities**

Dementia Awareness sessions and Dementia Friends sessions are facilitated by Information Workers across Northamptonshire.

Sessions include what it is like to live with dementia and how people can contribute to making communities in Northamptonshire more Dementia Friendly.

The one-hour, age-appropriate sessions are suitable for:

- children, young people and students, for example schools, Scouts and Girl Guides;
- recreation and leisure staff, for example people who work in cinemas, arts centres or swimming pools;
- businesses and shops;
- transport staff, for example taxi and bus companies; and
- community and faith groups.

Contact the **local office** on **01832 736670** for the latest about Information Workers in Northamptonshire.



Home 1 .....

Home 2 .....

Home 3 .....

Fees per week	Quality rating*
£	
£	
£	

We suggest that you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 39. You can download and print this checklist at [www.carechoices.co.uk/checklists](http://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 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 51.

# Essential information

## Comments, compliments and complaints

All organisations need to know how they are performing. They are happy to receive your feedback on their service whether they are compliments or complaints. Feel free to tell them what you think, and your comments can be used constructively to improve the service.

If you do need to make a complaint, you should feel able to complain about any aspect of your care that affects your happiness or comfort. This could be about the way you are treated by a staff member or the quality of the food you are served. You can also make comments and suggestions about possible improvements to your surroundings and the services provided.

Making a complaint should not be made difficult for you. Providers are required under essential standards of quality and safety to have a simple and easy-to-use complaints procedure that they will be happy to give you. If you are concerned about the care that you, a friend or a relative is receiving, it makes sense to speak to the manager before you take any further action. The problem may be resolved quite easily once they are made aware of it.

However, if you need to make a formal complaint, you should initially contact the registered owners of the service. They have a duty to respond to any complaints made. If your complaint is about a breach of regulations, contact your local office of the Care Quality Commission, see [www.cqc.org.uk](http://www.cqc.org.uk) for contact details or phone **03000 616161**.

If we have arranged and funded your care, another option is to complain to your social worker/ care manager. If you would like to raise a formal complaint with the council, then you can contact the Complaints and Compliments Team who will acknowledge this complaint and ensure it is provided to the correct service for investigation and response. The Customer Complaints Officer within Adult Social Care will also support this process. This team can also be contacted to log any compliments you are wishing to make.

### Complaints and Compliments Team

Tel: **01604 363436**

Email: [complaints@northamptonshire.gov.uk](mailto:complaints@northamptonshire.gov.uk) or [compliments@northamptonshire.gov.uk](mailto:compliments@northamptonshire.gov.uk)

Write to: Northamptonshire County Council,  
Compliments and Complaints, One Angel Square,  
4 Angel Street, Northampton NN1 1ED

Further information about our complaints procedure can be found at [www.northamptonshire.gov.uk](http://www.northamptonshire.gov.uk) where you can also complete an online complaint form. Please note that if you are acting on behalf of a friend or a relative, in compliance with the Data Protection Act, it may be necessary for us to confirm that they are happy for the complaint to be raised on their behalf. Where we are required to access or share personal information about someone who is unable to consent to this directly, we may need to ask you for evidence of any formal consent to act on their behalf.

If you still aren't happy with the response to your complaint, contact the Local Government and Social Care Ombudsman.

Tel: **0300 061 0614**

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

Write to: PO Box 4771, Coventry CV4 0EH

If you find the process difficult and do not have anyone to support you, please contact VoiceAbility on **01604 592702**.



## Advocacy

An advocate can help you convey your thoughts and opinions and may be able to support you during the council's assessment process, if required. At present, VoiceAbility provides advocacy services across the county.

Under the Care Act 2014, the council must arrange an independent advocate for any person who would experience substantial difficulty in being involved in their care and support assessment, care planning or review or safeguarding enquiry/review, and who has no appropriate person (family member or friend) to support their involvement and represent them.

There are four areas which may result in a person experiencing substantial difficulty in being involved:

- understanding relevant information;
- retaining information;
- using or weighing up the information; and
- communicating views, wishes and feelings.

Tel: **01604 592702** (Monday to Friday, 9.00am to 5.00pm)  
Email: **tvn@voiceability.org**  
Web: **www.voiceability.org/services/northamptonshire**

### NHS Complaints Advocacy

NHS Complaints Advocates can help if you or someone you know has not had the care or treatment you expect to receive from your NHS

services, and you want to complain.

Where your healthcare is provided or commissioned by the NHS, you can make a complaint using the NHS complaints process.

An NHS complaint might be about something that happened during care or treatment provided by:

- a hospital;
- your General Practitioner (GP);
- a dentist;
- a pharmacist;
- an optician;
- an NHS-funded care home;
- special services;
- a paramedic or ambulance staff member;
- NHS community staff; or
- other NHS staff or clinicians.

NHS Complaints Advocacy is independent of the NHS, confidential and free.

Tel: **0300 330 5454**  
Textphone: **0796 002 2939**  
Email: **nhscomplaints@voiceability.org**  
Web: **www.nhscomplaintsadvocacy.org/services-in-your-area**

## Inspecting and regulating care services



Health and social care services must be registered to show that they meet a

set of standards. The Care Quality Commission (CQC) is the independent regulator of health and social care in England. It registers care providers and inspects and rates services. When things go wrong, the CQC can also take action to protect people who use services.

After an inspection of a care home or home care agency, the CQC publishes a report of what it found. The report looks at how well the service meets

the CQC's five key questions: Is the service safe? Effective? Caring? Responsive to people's needs? Well-led?

Each care home and home care agency will get an overall rating of outstanding, good, requires improvement or inadequate. It will also get ratings for each key question. The ratings mean you can easily see where a service is performing well, and where it needs to improve.

It's always a good idea to check inspection reports



**Helen Taylor TEP**  
Partner & Head of Private  
Client Services



## WHY MAKE A WILL?

Understandably many people don't like the thought of preparing a Will. However, in my experience making a Will doesn't have to be a sad or awkward time, clients often tell me how comforted they are by the thought that they have all their affairs in order and how relieved they are knowing that their wishes will be met.

A Will allows you to appoint the executors of your estate and those chosen will ensure your estate is administered and your wishes carried out. It will allow you to state who will benefit, by how much and for you to set out specific wishes (such as funeral arrangements).

Without a properly drafted Will, your estate will have to be dealt with by the rules set out in law - the intestacy rules. It is a common misconception

that couples who live together will inherit from their partner or that married couples will automatically inherit everything. This is not correct and most people are horrified when they hear how their estate will be divided under the intestacy rules. Close friends, carers, godchildren and unmarried partners whether heterosexual or same sex will not benefit under these rules.

I have often found that a clear and valid Will helps provide directions, during what is such a difficult time, for those left behind.

**To receive your  
10% discount on a  
Will or Lasting  
Power of Attorney  
please call 01604  
828282 or email  
wills@franklins-sols.co.uk  
and quote discount code:  
NHCARE10**

Franklins Solicitors LLP, 8 Castilian Street, Northampton, NN1 1JX  
Tel: 01604 828282

## ARE YOUR AFFAIRS IN ORDER? WILL YOUR WISHES BE MET? Making a Will or Lasting Power of Attorney can ensure this



To ensure your peace of mind and to protect your loved ones for whatever the future holds, our highly qualified solicitors can provide tailored, quality and sympathetic advice. We take pride in understanding our clients' needs in detail and providing the services to meet these needs. Our Private Client team can assist with the following:

- Will writing
- Lasting Power of Attorney
- Inheritance Tax and Estate planning
- Probate
- Court of Protection

Milton Keynes: 01908 660966 | Northampton: 01604 828282



### Legal needs covered:

- |                                 |                         |                             |
|---------------------------------|-------------------------|-----------------------------|
| ■ Affordable Housing            | ■ Debt Recovery         | ■ New Homes                 |
| ■ Corporate Services            | ■ Employment Law        | ■ Residential Property      |
| ■ Commercial Property           | ■ Family Law            | ■ Wills, Trusts and Probate |
| ■ Commercial Dispute Resolution | ■ Intellectual Property |                             |



and ratings when choosing a care service. You can find reports and ratings on the CQC's website ([www.cqc.org.uk](http://www.cqc.org.uk)). Care providers must also display their latest rating at their premises and on their website.

You can also tell the CQC about your experiences of care – good or bad. It can use your information to see where it should inspect next, and what to

look out for when it does. If you want to share your experience of care, visit [www.cqc.org.uk/share](http://www.cqc.org.uk/share)

Tel: **03000 616161**

Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

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

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

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## Out of county care homes

You can choose a care home outside your home county, although there may be financial implications to consider.

The home you choose must be suitable for your assessed needs and comply with the terms and conditions set by the authority. The fees that your local authority will pay may vary. The local authority will seek to meet the assessed needs of people who require funding support in the most cost-effective manner. They may offer you the fees you

would receive if you remained within the county, or they may offer you the fees that the local authority would pay in your chosen region. You must seek further advice before making your decision.

If you're self-funded, you have freedom of choice to live wherever is suitable for you. If you move to live in another county and subsequently have eligible needs for residential care, then the county you move to would be responsible for your care fees.

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## Finding care in your area

Looking for care in your area? Want to know the quality rating of providers you're considering? Care Choices, publisher of this Directory, has a website providing comprehensive details of care providers as well as essential information.

You can search by postcode, county or region for care homes, care homes with nursing and home care providers that meet your needs across the country.

Your search can be refined by the type of care you are looking for and the results can be sent to you by

email. They can also be saved and emailed to others.

The website includes detailed information for each care provider, including the address, phone number and the service's latest CQC inspection report and rating (see page 51), indicating the quality of care provided.

You can also view an electronic version of this Directory on the site and have it read to you by using the 'Recite Me' function. Visit [www.carechoices.co.uk](http://www.carechoices.co.uk)

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## How solicitors can help

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

Lasting Powers of Attorney (LPAs) allow you to appoint someone you trust to make decisions about

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

The Court of Protection can issue Orders directing

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

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

consideration of the benefits, risks and implications, particularly on any future liability for care costs or tax liability.

If you don't have your own solicitor, ask family or friends for their recommendations. Contact several firms, explain your situation and ask for an estimate of cost and an idea of timescales involved. Many firms will make home visits if necessary and will adapt their communications to meet your needs. It's important to find a solicitor who specialises in this area of the law.

To find a solicitor, visit the **Solicitors for the Elderly** website at **[www.sfe.legal](http://www.sfe.legal)** or call **0844 567 6173**.

## Safeguarding adults at risk

An adult at risk is someone over 18 years old who:

- has needs for care and support (whether or not the local authority is meeting any of those needs); and
- is experiencing, or is at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

Abuse is the violation of an individual's human or civil rights by another person or people. It can take many forms, such as:

- **Physical abuse** – including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.
- **Domestic violence** – including psychological, physical, sexual, financial, emotional abuse and honour-based violence.
- **Sexual abuse** – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.
- **Psychological abuse** – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.
- **Financial or material abuse** – including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- **Modern slavery** – encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.
- **Discriminatory abuse** – including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.
- **Organisational abuse** – including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's

own home. This may range from one-off incidents to ongoing ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

- **Neglect and acts of omission** – including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
- **Self-neglect** – this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

Abuse can happen anywhere and be committed by anyone, including relatives, friends, neighbours, paid care workers, volunteers, professional staff or strangers.

In Northamptonshire, the Safeguarding Adults Board brings together agencies whose responsibilities include safeguarding adults at risk of harm.

If you think you are being abused or want more information, contact our Customer Service Centre in

confidence on **0300 126 1000**. If it is an emergency and you feel someone is in immediate danger, ring **999**. If you believe a crime has been committed and it is not an emergency, you should report it to the police on the non-emergency **101** number.

If you have concerns about the standards or application of regulations in a care home, you should contact the Care Quality Commission.

Tel: **03000 616161**

Email: **enquiries@cqc.org.uk**

### **If you suspect abuse in a care home or care home with nursing**

If your concern is about someone who is in residential care, please refer them to our Customer Service Centre on **0300 126 1000**.

If you have concerns about the standards or application of regulations in a care home, you should contact the Care Quality Commission.

Citygate, Gallowgate,  
Newcastle upon Tyne NE1 4PA

Tel: **03000 616161**

Email: **enquiries@cqc.org.uk**

## **Northamptonshire Residents' Panel**



The Northamptonshire Residents' Panel is an opportunity for local people to give their views on local public services more regularly and directly – to have a greater say in influencing local decisions that matter.

The panel is used by:

- East Northamptonshire Council;
- NHS Nene Clinical Commissioning Group;
- Northampton Borough Council;
- Northamptonshire County Council;

- Northamptonshire Police;
- Office of the Northamptonshire Police and Crime Commissioner;
- South Northamptonshire District Council; and
- Borough Council of Wellingborough.

Panel members will be asked to complete surveys and give their views on specific topics relating to local public services throughout the year.

The panel is open to anyone who lives in the county and is aged over 16. If you would like to join the panel, email **consult@northamptonshire.gov.uk** with your name, email address to be used for panel correspondence and district or borough council area you live in.

## Healthwatch Northamptonshire – your voice counts

Healthwatch Northamptonshire is the independent people's champion for everyone who uses health and social care services in the county. It gives patients, service users and local people an opportunity to influence and challenge decision makers about local health and social care services.

By gathering people's views and experiences of using health and social care, Healthwatch Northamptonshire aim to ensure that services are designed around the needs of people who use them. Healthwatch Northamptonshire also advises Healthwatch England of the concerns of people living in Northamptonshire, which then feed into the national health and social care agenda. When necessary, it will urge Healthwatch England to recommend that the Care Quality Commission take action.

Healthwatch Northamptonshire is an independent organisation, run by Connected Together Community Interest Company (**[www.connectedtogether.co.uk](http://www.connectedtogether.co.uk)**).

Healthwatch Northamptonshire also provides an information and signposting service on all aspects of health and social care and attends events around the county so that members of the public can talk to Healthwatch and find out how to get involved.

Tel: **0300 002 0010** (Monday to Friday, 10.00am to 4.00pm)

Text: **07951 419331**

Email: **[enquiries@](mailto:enquiries@healthwatchnorthamptonshire.co.uk)**

**[healthwatchnorthamptonshire.co.uk](http://healthwatchnorthamptonshire.co.uk)**

Web: **[www.healthwatchnorthamptonshire.co.uk](http://www.healthwatchnorthamptonshire.co.uk)**

## The Silver Line

This is a free 24-hour dedicated helpline for older people across the UK.

The Silver Line aims to combat loneliness in the over-65s by providing friendship, information and

advice through calls to trained volunteers.

Tel: **0800 470 8090**

Web: **[www.thesilverline.org.uk](http://www.thesilverline.org.uk)**

## The Northamptonshire Association of Registered Care Homes



**Northamptonshire Association of Registered Care Homes**

The Northamptonshire Association of Registered Care Homes (NorArch) was formed in April 1983. At that time, the Association was organised as an informal get together and information sharing group. However, NorArch has now transformed itself into a professional body representing a significant number of the independent registered care homes in the county. NorArch's membership includes residential and nursing care both for younger and older people and for people with learning difficulties, as well as specialist homes.

Membership is restricted to proprietors and managers of registered care homes in Northamptonshire.

Members include smaller and larger single unit to multiple unit homes. The ownership includes private and the voluntary sectors.

The main principles and objects of the Association are:

- To provide a responsible body which will represent the interests and views of members to central Government, local Government and other bodies.
- To effect and maintain high standards in homes in Northamptonshire by the provision of a Code of Conduct for members which is an integral part of the criteria for membership.
- To promote the image of registered homes by the adoption of a professional approach to the operation of such homes.



- To liaise with other bodies with compatible aims for the mutual benefit of those bodies and the Association. NorArch arranges 'Best Practice Events' throughout the year in partnership with the NHS and Northamptonshire County Council.
- To provide a forum for the exchange of ideas and information and for the discussion of problems.

NorArch is the only Association that

Northamptonshire County Council will negotiate with when annual fee increases are discussed.

The membership is keen to embrace innovative and new concepts in care for both the elderly and people with learning difficulties.

For further information about **NorArch**, please email **admin@norarch.org.uk**

## Useful contacts

### Age UK Northamptonshire

A local independent charity providing services and support throughout Northamptonshire. Some services are free, others have a charge.

Tel: **01604 611200** or **08456 772220**

Email: **access@ageuknorthants.org.uk**

Web: **www.ageuknorthants.org.uk**

**A&E Support Service** – offers practical and emotional guidance to manage the wellbeing of people who require a trip to the A&E department.

**Business Directory** – an online service listing trusted and suitably-qualified traders and businesses throughout Northamptonshire.

**Carers' Service** – offers support and advice to people who care for another person, who may be a relative, friend or neighbour.

**Collaborative Care Team** – open to older people registered with GP surgeries in the East Northamptonshire, Kettering and Wellingborough areas, this service helps people stay independent and safe at home for longer.

**Extra Help at the End of Life** – provides care to people in the last weeks of their life, enabling them to remain at home with their loved ones. Currently only available by referral from GP or hospital staff.

**Handyperson Service** – carries out jobs around the home for older people, to help them live independently for longer.

**Home Care Cleaning Service** – cleaning service for older people in Northamptonshire to help them live independently in their own home.

**Hospital Discharge & Community Team** – provides short-term support to older people living with long-term health conditions. This service is available throughout Northamptonshire for anyone who is registered with a GP surgery.

**Information and Advice Service** – trained advisers provide advice on care homes, check entitlement to benefits and give information about housing, clubs and much more.

**KGH Support Service** – designed to improve the overall patient experience of older people at Kettering General Hospital.

**Later Life Project** – a free programme designed to help older people living in Northampton with multiple life-limiting health conditions.

**Money Management and Support Service** – if you need help sorting out your financial position, and/or need help with cash collection and bill payments, this service may be able to help.

**Personalised Integrated Care** – aims to provide holistic, non-medical support to improve the health and wellbeing of people aged 60 years and over, who have two or more long-term health conditions and have had two unplanned admissions to hospital within the last 18 months. Available through GP referral.

**Social Clubs and Courses** – Age UK Northamptonshire runs a range of social fitness and learning opportunities to help older people in Northamptonshire stay fit and active for longer and enjoy being a valued part of the community. ➔

→ **Telephone Befriending Service** – a free service in which a DBS-checked volunteer will call for a chat with an older person that is at risk of feeling isolated and lonely.

**Toenail Cutting Service** – a regular toenail cutting service for anyone who is unable to manage their own nail care.

**Wellbeing Centres: Day Care** – seven centres offer older people a safe, stimulating environment where they can take part in activities and meet and make new friends, improving their quality of life.

## Advice

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**Benefit Delivery Centre – Jobcentre Plus**  
(Customers under 60 years of age)  
Tel: **0800 055 6688** • Web: **www.gov.uk**

**Benefits Service**  
Tel: **01604 621038**  
Email: **enquiries@communitylawservice.org.uk**  
Web: **www.communitylawservice.org.uk**

**Citizens Advice**  
Provides legal and financial advice and support.

**Central and East Northamptonshire**  
7/8 Mercers Row, Northampton NN1 2QL  
Tel: **03444 889629** or **01604 235080**  
Web: **www.cencab.org.uk**

**Corby and Kettering**  
Adviceline: **03444 889629**  
Tel: **01536 265501** (Corby)  
Tel: **01536 482281** (Kettering)  
Web:  
**www.citizensadvice.org.uk/local/corby-kettering**

**Daventry and district**  
The Abbey, Market Square, Daventry NN11 4XG  
Tel: **03444 889629**  
Web: **www.citizensadvisedaventryanddistrict.co.uk**

**North Oxon and South Northamptonshire**  
26 Cornhill, Banbury OX16 5NG  
Tel: **03444 111444** • Web: **www.caox.org.uk**

**Community Law Service**  
Email: **enquiries@communitylawservice.org.uk**  
Web: **www.communitylawservice.org.uk**

**Disability Service Centre**  
Web: **www.gov.uk/disability-benefits-helpline**

**Get on Board**  
Get on Board operates six Champions, all with learning disabilities, who interact with the local community and organisations to get people talking, raise awareness and deliver training to help ensure equal rights for people with learning disabilities.  
Tel: **07793 407848** • Email: **info@getonboarduk.com**  
Web: **www.getonboarduk.com**

**GOV.UK**  
Web: **www.gov.uk**

**Information and Access Point**  
The Guildhall Northampton, St Giles Square,  
Northampton NN1 1DE  
Web: **www.communitylawservice.org.uk/legaladvicecentres/TheAdviceShopNorthampton.php**

**Northampton**  
49-53 Hazelwood Road, Northampton NN1 1LG  
Tel: **01604 621038**

**Rushden**  
32 High Street, Rushden NN10 0PW  
Tel: **01933 313020**

**Wellingborough**  
2a Cambridge Street, Wellingborough NN8 1DJ  
Tel: **01933 278248**

**My Family, Our Needs**  
The lifestyle site for families, carers and practitioners supporting children and young adults with additional needs.  
Web: **www.myfamilyourneeds.co.uk**

**My NHS**  
My NHS, part of the NHS website, allows users to leave reviews of care services. Care homes and care homes with nursing are scored on their staff turnover and food hygiene, among other standards.  
Web:  
**www.nhs.uk/Service-Search/Performance/Search**

**Office of the Public Guardian**  
Power of Attorney/Supervision support.  
Tel: **0300 456 0300**  
Web: **www.gov.uk/power-of-attorney**

### One Stop Shop

The Guildhall, St Giles Square, Northampton NN1 1DE  
Tel: **0300 330 7000**  
Web: **www.northampton.gov.uk**

### The Care Quality Commission

Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA  
Tel: **03000 616161** • Email: **enquiries@ccq.org.uk**  
Web: **www.cqc.org.uk**

### The Department for Work and Pensions

Web: **www.dwp.gov.uk**

### The Department of Health and Social Care

Tel: **0207 210 4850** • Textphone: **0207 222 2262**  
Web: **www.dh.gov.uk**

### The Pension Service (Customers over 60)

Tel: **0800 731 7898**  
Web: **www.gov.uk/contact-pension-service**

## Advocacy

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### VoiceAbility

Tel: **01604 592702** • Email: **tvn@voiceability.org**  
Web: **www.voiceability.org/services/northamptonshire**

## Northamptonshire County Council

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### Complaints and Compliments Team

One Angel Square, 4 Angel Street,  
Northampton NN1 1ED • Tel: **01604 363436**  
Email: **complaints@northamptonshire.gov.uk** or  
**compliments@northamptonshire.gov.uk**  
Web: **www.northamptonshire.gov.uk**

### Customer Complaints Officer

Northamptonshire Adult Social Services  
Michelle Wright  
Tel: **01604 363778** • Mobile: **07921 403826**  
Email: **Michelle.Wright@NASS.uk.net**

### Customer Service Centre

One Angel Square, 4 Angel Street,  
Northampton NN1 1ED  
Tel: **0300 126 1000**  
Email: **adultcarenc@northamptonshire.gcsx.gov.uk**  
Web:  
**www.northamptonshire.gov.uk/adultsocialcare**

### Financial Assessment Team

LGSS Finance Operations, One Angel Square,  
4 Angel Street, Northampton NN1 1ED  
Tel: **0300 126 3001** (Option 1)  
Email: **financialassessments@northamptonshire.gcsx.gov.uk**

## Support For Carers

---

### Carers Trust East Midlands

19 Pelham Road, Sherwood, Nottingham NG5 1AP  
Tel: **01455 560046**  
Email: **hello@carerstrustem.org**  
Web: **www.carerstrustem.org**

### Carers UK

20 Great Dover Street, London SE1 4LX  
Tel: **0808 808 7777**  
Web: **www.carersuk.org**

### Northamptonshire Carers

123 Midland Road, Wellingborough NN8 1LU  
Tel: **01933 677837** • Helpline: **01933 677907**  
Email: **carers@northamptonshire-carers.org**  
Web: **www.northamptonshire-carers.org**

## Voluntary/Third Sector Organisations

---

### Age UK Northamptonshire

31 Billing Road, Northampton NN1 5DQ  
Tel: **01604 611200**  
Email: **access@ageuknorthants.org.uk**  
Web: **www.ageuknorthants.org.uk**

### Northamptonshire Association for the Blind (NAB)

37 Harborough Road, Northampton NN2 7BB  
Tel: **01604 719193** • Email: **helpline@nab.org.uk**  
Web: **www.nab.org.uk**

### Royal British Legion (RBL)

Provides lifelong support for the Armed Forces community – serving men and women, veterans, and their families.  
Tel: **0808 802 8080**  
Web: **www.britishlegion.org.uk**

### Handy Vans

Provide home repairs and maintenance to serving and ex-Service Armed Forces personnel.  
Email: **info@britishlegion.org.uk**

# Care home listings

## Corby care homes

### Laxton Hall

Laxton, Corby NN17 3AU  
Tel: 01780 444292

OP D

### Manor Field

Bridge Street, Weldon, Corby NN17 3HR  
Tel: 01536 262805

OP LDA MH YA

### Manor House Residential Home

58-60 Main Street, Middleton,  
Market Harborough LE16 8YU  
Tel: 01536 771722

OP D PD

### Sandalwood Court

Butland Road, Oakley Vale, Corby NN18 8QA  
Tel: 01536 424040

OP D

### Thackley Green Specialist Care Centre

Off Lewin Road, Great Oakley, Corby NN18 8JS  
Tel: 01536 462720

OP D PD

### Welland House – Occupation Road

1 George Hattersley Court, Occupation Road,  
Corby NN17 1EA  
Tel: 01536 403817

OP PD LDA SI YA

### Willow Brook House

South Road, Corby NN17 1XD  
Tel: 01536 260940

OP D PD

A countywide list of home care providers starts on page 21.

## Corby care homes with nursing

Advertisers are highlighted

### Glenmoor House Care Home

25 Rockingham Road, Corby NN17 1AD  
Tel: 01536 629730 **Advert page 38** OP D PD MH SI YA

### Seagrave House Care Home

Occupation Road, Corby NN17 1EH  
Tel: 01536 629198 **Advert page 38** OP D PD

### Shirelodge Nursing Home

281 Rockingham Road, Corby NN17 2AE  
Tel: 01832 273256 OP D PD MH

### Thackley Green Specialist Care Centre

Off Lewin Road, Great Oakley, Corby NN18 8JS  
Tel: 01536 462720 OP D PD

## Daventry care homes

### Ashdown House

13-15 Ashworth Street,  
Daventry NN11 4AR  
Tel: 01327 879276

OP D

### Bell Lodge

25 Bell Lane, Byfield, Daventry NN11 6US  
Tel: 01327 262483

D PD SI

### Boniface House

Spratton Road, Brixworth,  
Northampton NN6 9DS  
Tel: 01604 883800

D PD LDA MH

### Brookside

Green Lane, Braybrooke,  
Market Harborough LE16 8LQ  
Tel: 01858 465899

OP

### Evelyn Wright House

32 Badby Road, Daventry NN11 4AP  
Tel: 01327 703140

OP D PD SI YA

### Kilsby House Residential Home

Rugby Road, Kilsby,  
Rugby CV23 8XX  
Tel: 01788 822276

OP D

**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



**Longlands Specialist Care Centre**

London Road, Daventry NN11 4DY

Tel: 01327 316820

OP D PD

**Oxendon House Care Home**

33 Main Street, Great Oxendon,

Market Harborough LE16 8NE

Tel: 01858 464151

OP D

**Orchard, The**

Malabar Fields,

Daventry NN11 4DP

Tel: 01327 878802

OP D PD LDA MH SI YA AD

**Solden Hill House**

Banbury Road, Byfield, Daventry NN11 6UA

Tel: 01327 260234

OP PD LDA MH SI YA

**Daventry care homes with nursing**

**Badby Park**

Badby Road West, Badby,

Daventry NN11 4NH

Tel: 01327 301041

OP D PD MH SI YA

**Sibbertoft Manor Nursing Home**

Church Street, Sibbertoft,

Market Harborough LE16 9UA

Tel: 01858 881304

OP D

**Brownlands Nursing Home**

34 London Road, Daventry NN11 4BZ

Tel: 01327 876985

OP

**Wheatsheaf Court Care Home**

44 Sheaf Street, Daventry NN11 4AB

Tel: 01327 705611

OP D MH

**Longlands Specialist Care Centre**

London Road, Daventry NN11 4DY

Tel: 01327 316820

OP D PD

**Willows Nursing and Residential Home, The**

105-107 Coventry Road, Market Harborough,

Leicestershire LE16 9BX

Tel: 01858 463177 **Advert below** OP D PD MH SI YA

**Pytchley Court Nursing Home**

5a Northampton Road,

Brixworth NN6 9DX

Tel: 01604 882979

OP D YA

**See the checklist on page 39 for a list of useful questions to ask when looking at care homes.**



**The Willows**  
NURSING AND RESIDENTIAL HOME

**Caring For Those You Care About**



**We Pride Ourselves on Being A Well Established Family Run Home Offering Quality Care For:**

- Older People • Strokes • Chronic Sick
- Terminally Ill • Physically Disabled
- Dementia • Mental Health Needs
- Continuing Care
- Respite Care (Short Stay) and Day Care

**We Offer Modern Facilities and Qualified Professional Care at All Times**



Core Contract Providers with Northamptonshire County Council



**For Professional Advice Call Us Today**

**01858 463177**

**www.willowsnursinghome.co.uk**

**105 - 107 Coventry Road, Market Harborough LE16 9BX**

## Abbott House – Oundle

Glaphorn Road, Oundle PE8 4JA  
Tel: 01832 277650

OP D

## Ashfield House – Raunds

Ashfield Avenue, Raunds,  
Wellingborough NN9 6DX  
Tel: 01933 627280

OP D MH

## Beeches Care Home, The

12 Higham Road,  
Rushden NN10 6DZ  
Tel: 01933 318498 **Advert inside front cover**

OP D

## Darsdale Home

Chelveston Road, Raunds,  
Wellingborough NN9 6DA  
Tel: 01933 622457

OP D PD LDA MH SI

## Freestones Residential Care Home

85 Finedon Road, Irthlingborough,  
Wellingborough NN9 5TY  
Tel: 01933 650430

OP D PD

## Higham House Nursing Home

87 Higham Road, Rushden NN10 6DG  
Tel: 01933 314253

OP D

## Highbury Residential Care Home

114 Irchester Road,  
Rushden NN10 9XQ  
Tel: 01933 395511

D PD LDA MH SI YA

## Highmead House

153 Finedon Road, Irthlingborough,  
Wellingborough NN9 5TY  
Tel: 01933 650244

OP D

## K Lodge

50 North End, Higham Ferrers,  
Rushden NN10 8JB  
Tel: 01933 315321

OP D PD LDA SI YA

## Kingswood House

Hollington Road, Raunds,  
Wellingborough NN9 6NH  
Tel: 01933 624298

OP D PD

## Redclyffe Residential Care Home

1 Pightles Terrace, Rushden NN10 0LN  
Tel: 01933 314645

OP D

## Rose Cottage Woodford

99a High Street, Woodford,  
Kettering NN14 4HE  
Tel: 01832 735417

OP D

## Rushwell House

116 Wellingborough Road,  
Rushden NN10 9TD  
Tel: 01933 318155

OP LDA MH YA

## Shrubbery, The

66 College Street, Higham Ferrers,  
Rushden NN10 8DZ  
Tel: 01933 317380

OP D PD MH

## Spinneyfields Specialist Care Centre

HE Bates Way, Rushden NN10 9YP  
Tel: 01933 352840

OP D PD

## Sunrise Care Home

10 Amen Place, Little Addington,  
Kettering NN14 4AU  
Tel: 01933 650794

OP D

## Wildacre

Raunds Road, Chelveston NN9 6AB  
Tel: 01933 625780

OP D LDA 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

## Acacia Lodge Care Home

15 Wellingborough Road, Irthlingborough,  
Wellingborough NN9 5RE  
Tel: 01933 651660

OP D PD YA

## Avenue House Nursing and Care Home

173-175 Avenue Road,  
Rushden NN10 0SN  
Tel: 01933 358455

OP D

## Brockfield House

Villa Lane, Stanwick,  
Wellingborough NN9 6QQ  
Tel: 01933 625555

D MH

## Higham House Nursing Home

87 Higham Road,  
Rushden NN10 6DG  
Tel: 01933 314253

OP D

## Polebrook Nursing Home

Morgans Close, Polebrook,  
Peterborough PE8 5LU  
Tel: 01832 273256

OP D PD MH

## Raunds Lodge Nursing Home

63 Marshalls Road, Raunds,  
Wellingborough NN9 6EY  
Tel: 01933 625404

OP D PD

## Rushden Park

Melloway Road, Rushden NN10 6XZ  
Tel: 01933 418777 **Advert below**

OP

## Spinneyfields Specialist Care Centre

HE Bates Way, Rushden NN10 9YP  
Tel: 01933 352840

OP D PD



## Rushden Park, Northamptonshire Residential and Nursing Care Home

### Putting care at the heart of your decision

- Rated 'Good' by the CQC
- Situated in a quiet residential area in Rushden
- Compassionate, highly-trained staff who care for everyone as an individual
- Excellent end of life nursing care
- Landscaped gardens
- Pet therapy and visits from local schools
- Activities coordinators and chaplain



Find out more: [www.mha.org.uk/rushdenpark](http://www.mha.org.uk/rushdenpark) Tel: 01933 418777 [rushdenpark@mha.org.uk](mailto:rushdenpark@mha.org.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





# Westhill Park

Luxury Residential and Dementia Care Home

- Kettering -

Exceptional Care in Outstanding Surroundings

**Brand New Care Home – Open January 2019**



£985  
Per Week



Our simple, All-Inclusive Guarantee means **everything is included** and you will not be charged for any extras.

We are proud to **pay our staff higher than average salaries** and provide **more staff for each resident** than most care homes.

## All-Inclusive Guarantee

- |                        |                |                              |
|------------------------|----------------|------------------------------|
| ✓ 24 hour care         | ✓ Cinema       | ✓ Hair and beauty            |
| ✓ Newspapers           | ✓ Chiropodist  | ✓ Assisted medical visits    |
| ✓ Private dining       | ✓ Dry cleaning | ✓ Activities, 7 days a week  |
| ✓ Chauffeur driven car | ✓ Home outings | ✓ All meals, snacks & drinks |

Respite stays also available

Please call **01536 480 555** or  
visit **[www.oakdalecaregroup.com](http://www.oakdalecaregroup.com)**



1 Chataway Drive | Westhill | Kettering | Northampton | NN15 7FF

**Oakdale**  
CARE GROUP

Luxury homes from  
people who care



## Ashley Court Care Home

Reservoir Road, Kettering NN16 9QT  
Tel: 01536 482777

OP D PD SI

## Beech Close Care Home

Lower Street, Desborough,  
Kettering NN14 2XQ  
Tel: 01536 762762

OP D PD MH

## Clanfield Residential Care Home

3 Toll Bar Road, Islip, Kettering NN14 3LH  
Tel: 01832 732398

OP D PD

## Elm Bank Retirement Village

81-83 Northampton Road, Kettering NN15 7JZ  
Tel: 01536 313520

OP D PD YA

## Gabriel Court Ltd

17-23 Broadway,  
Kettering NN15 6DD  
Tel: 01536 510019

Advert inside back cover

OP D MH

## Glenkindie Lodge Residential Care Home

27 Harborough Road, Desborough,  
Kettering NN14 2QX  
Tel: 01536 762919

D PD MH SI

## Heathers, The

76 Rockingham Road, Kettering NN16 9AA  
Tel: 01536 483176

D LDA YA

## Holly House Residential Care Home

79-83 London Road, Kettering NN15 7PH  
Tel: 01536 414319

OP D

## Kingly Terrace

2 Essex Road, Rushden NN10 0LG  
Tel: 07471 034165

OP PD MH YA

## Malbary House

45 Carlton Street, Kettering NN16 8ED  
Tel: 01536 481708

OP LDA YA

## Orchard House Residential Care Home

155 Barton Road, Barton Seagrave,  
Kettering NN15 6RT  
Tel: 01536 514604

OP D PD MH

## Rookery Cottage

5 Church Way, Thorpe Malsor, Kettering NN14 1JS  
Tel: 01536 482776

OP D

## St Anns Care Home

12 The Crescent, Kettering NN15 7HW  
Tel: 01536 415637

OP D PD

## Thorndale

Malham Drive, Kettering NN16 9FS  
Tel: 01536 526380

OP D

## Westhill Park Care Home

1 Chataway Drive, Kettering NN15 7FF  
Tel: 01536 480555 **Advert page 64**

OP D

## Weston Villa

179-183 Rockingham Road, Kettering,  
Northampton NN16 9JA  
Tel: 01536 519111

OP LDA YA

## Yews, The

73 Kettering Road, Burton Latimer,  
Kettering NN15 5LP  
Tel: 01536 722561 **Advert below**

OP D MH



73 Kettering Rd, Burton  
Latimer NN15 5LP  
www.yewscarehome.co.uk

# The Yews

**Peaceful, Tranquil & Homely**

This Beautiful Listed Building Houses A Small  
Caring Home Set In Extensive  
"Olde Worlde" Gardens.  
24 Hour Care  
Please ring for a brochure



**01536 722561**

*Residential care for the elderly*

**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

# THE OLD VICARAGE

A CARE HOME OF DISTINCTION WITH NURSING



- High Quality Care • Seven Day Activities plus Outings • Free Bar Drinks • WiFi
- Beautiful, Landscaped Gardens • Freshly Prepared, Locally Sourced Food

**THE OLD VICARAGE** is located in the renowned conservation village of Weekley and has operated as a care home for the elderly since 1984.

Although based on a character Country House designed and built in 1873, the home benefits from **extensive internal upgrading**, and the addition of a purpose built nursing wing offering the **best in care and medical facilities**.

The house enjoys an impressive south-facing position with **large gardens that have been nationally featured**.

The home has a reputation for its **high standards of care**.

We are able to accommodate all clients including couples, short stay, long stay and respite.

**Please feel free to contact us to arrange a visit or to discuss how we can help:**

The Old Vicarage,  
Residential & Nursing Home,  
Weekley,  
Kettering,  
Northants NN16 9UP

**t: 01536 484378**

**[www.theoldvic.co.uk](http://www.theoldvic.co.uk)**

PART OF THE PRESTIGIOUS ROYAL BAY CARE HOMES GROUP



## Beaumont Nursing Home

8 Gipsy Lane, Kettering NN16 8TY  
Tel: 01536 416817 **Advert below**

OP

## Cheaney Court Care Home

2 Harrington Road, Desborough,  
Kettering NN14 2NH  
Tel: 01536 761116

OP D

## Claremont Parkway

Holdenby, Kettering NN15 6XE  
Tel: 01536 484494

OP

## Country View Nursing Home

Pipe Lane, Warkton Village, Kettering NN16 9XQ  
Tel: 01536 484692 **Advert adjacent**

OP PD



## Five Gables Nursing Home

32 Denford Road, Ringstead,  
Kettering NN14 4DF  
Tel: 01933 460414

OP D

## Old Vicarage, The

Weekley Village, Kettering NN16 9UP  
Tel: 01536 484378 **Advert page 66**

OP

**A countywide list of home care providers starts on page 21.**



**COUNTRY VIEW NURSING HOME**  
**Comfort and Care for all**

Family owned nursing home in a peaceful and tranquil country house setting with views over open countryside, close to the village of Warkton.

Tel: **01536 484692** Email: [countryviewnh@aol.com](mailto:countryviewnh@aol.com)  
Web: [www.countryviewwarkton.co.uk](http://www.countryviewwarkton.co.uk)  
M.J Webb RGN. Warkton, Kettering, Northamptonshire NN16 9XQ



**INVESTORS IN PEOPLE**

## Brighthelm Care

We are a group of six small to medium care homes; small enough to retain a friendly and family feel. We mostly cater for elderly residents with nursing needs in **Beaumont Nursing Home**.



### Beaumont Nursing Home

8 Gipsy Lane, Kettering NN16 8TY  
Tel: **01536 416817**

### Our Services

- 24 hour nursing care
- Most rooms en-suite facilities
- Attractive gardens
- Activity co-ordinator
- Activities and entertainment
- Home cooked varied meals
- Visiting hairdresser, dentist, chiropodist and optician
- Palliative Care
- Respite Care
- Convalescent Care
- Own GP if required
- Own Furniture if required
- Pets by arrangement
- Near Public Transport

*We're proud of the care we offer*

**Please visit our website for more information: [www.brighthelmcare.co.uk](http://www.brighthelmcare.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





# Timken Grange

Luxury Residential and Dementia Care Home

- Duston -

## Exceptional Care in Outstanding Surroundings

The atmosphere when we visited last week was so lively and friendly it truly met my mother's description of Timken Grange being like a 'Home from Home but Better'

**Stephen W. son of resident**



**£1085**  
Per Week



Our simple, All-Inclusive Guarantee means **everything is included** and you will not be charged for any extras.

We are proud to **pay our staff higher than average salaries** and provide **more staff for each resident** than most care homes.

## All-Inclusive Guarantee

- |                        |                |                              |
|------------------------|----------------|------------------------------|
| ✓ 24 hour care         | ✓ Cinema       | ✓ Hair and beauty            |
| ✓ Newspapers           | ✓ Chiropodist  | ✓ Assisted medical visits    |
| ✓ Private dining       | ✓ Dry cleaning | ✓ Activities, 7 days a week  |
| ✓ Chauffeur driven car | ✓ Home outings | ✓ All meals, snacks & drinks |

Respite stays also available

Please call **01604 594 310** or  
visit **[www.oakdalecaregroup.com](http://www.oakdalecaregroup.com)**

Timken Way South | Duston | NN5 6FR



Luxury homes from  
people who care



## Abington Park View

475-477 Wellingborough Road,  
Northampton NN3 3HN  
Tel: 01604 719888

OP D PD SI

## Berkeley, The

1-2 Elysium Terrace, Kingsthorpe Road,  
Northampton NN2 6EN  
Tel: 01604 722033

OP LDA MH SI YA

## Bethany Homestead

Kingsley Road, Northampton NN2 7BP  
Tel: 01604 713171

OP D PD SI YA

## Boughton Lodge Care Home

105 Boughton Green Road, Kingsthorpe,  
Northampton NN2 7SU  
Tel: 01604 720323

## Burlington Court

Roseholme Road,  
Northampton NN1 4RS  
Tel: 01604 887660

## Christchurch Court – 2 Christchurch Road

Abington, Northampton NN1 5LL  
Tel: 0844 264 0533

OP PD MH SI YA

## Christchurch Court – 4 Christchurch Road

Abington, Northampton NN1 5LL  
Tel: 0844 264 0533

OP PD MH SI YA

## Collingtree Park

110 Windingbrook Lane, Northampton NN4 0XN  
Tel: 01604 651013 **Advert page 74**

OP D

## Crescent House

3 The Crescent, Northampton NN1 4SB  
Tel: 01604 791141

OP D PD SI

## Elms, The

10 Repton Court, Northampton NN3 3RQ  
Tel: 01604 947965

OP D PD LDA SI YA

## Farthings

86 Lumbertubs Lane, Northampton NN3 6AH  
Tel: 01604 643726

OP D PD LDA YA

## Ferns, The

43 Marshalls Road, Raunds, Wellingborough NN9 6ET  
Tel: 01933 624406

OP D

D PD LDA MH SI YA AD

## Glenside Residential Care Home

179-181 Weedon Road,  
Northampton NN5 5DA  
Tel: 01604 753104

**Advert page 46 & below**

OP D MH YA



Day Care | Respite Care | Short & Long Term Care

- Person Centred Dementia & Mental Health Care for age 40 and over
- Staff all Fully Trained
- Private Rooms some with En-suite
- Open Visiting – Call at your leisure
- Activity Programmes & Outings to meet individual needs
- Specialist Diets catered for and 'Heartbeat Award' for Home Cooked Foods
- Easily accessible from Northampton and surrounding areas



Telephone: 01604 753104 for a brochure • Website: [www.glensidecarehome.com](http://www.glensidecarehome.com)

Address: 179 – 181 Weedon Road, Northampton NN5 5DA

# St Christopher's Care Home



Our aim at St Christopher's is to support the independence, choice and preferred lifestyle of all residents in a homely, stable and enabling environment. We respect and support the need for privacy and dignity in maintaining a chosen quality of life for each individual within the service we offer.

The home was established in 1951 as a charity serving the local community. We offer a tranquil living environment set in two acres of beautiful landscaped gardens opposite Abington Park. We are close to local shops and a regular bus service.

We employ a full time activity co-ordinator to ensure a full menu of activities and events are offered on a daily basis. We own a fifteen seat mini bus which is used for trips out near and far.

We strive to promote the rights and choices of our residents through regular open communication, whilst respecting their views and decisions regarding daily living.

We are very proud of our outstanding reputation in the local community. The team is led by a manager with over 17 years' experience and our dedicated and loyal staff work hard to maintain an environment that really is 'home from home'.



**01604 637125**

[info@stchristopherscofhome.co.uk](mailto:info@stchristopherscofhome.co.uk)

St. Christopher's Church of England War Memorial Home  
Abington Park Crescent, Northampton, NN3 3AD

### Leys, The

63 Booth Rise, Boothville, Northampton NN3 6HP  
Tel: 01604 642030

OP D

### Margaret's Rest Home

30-32 Kingsley Road, Northampton NN2 7BL  
Tel: 01604 710544

OP D PD

### Merrifield House Residential Care Home

90 High Street, Wootton, Northampton NN4 6JR  
Tel: 01604 705654 **Advert page 72**

OP D MH

### Nazareth House – Northampton

118 Harlestone Road, Northampton NN5 6AD  
Tel: 01604 751385

OP

### Nicholas Rothwell House

290 Harborough Road, Kingsthorpe,  
Northampton NN2 8LR  
Tel: 01604 841882 **Advert page 72**

OP PD

### OakLodge Care Home

2 Peveril Road, Duston, Northampton NN5 6JW  
Tel: 01604 752525

OP D

### Obelisk House

Obelisk Rise, Kingsthorpe, Northampton NN2 8SA  
Tel: 01604 850910

D PD MH SI

### Orchard Hill

100 Orchard Hill, Little Billing,  
Northampton NN3 9AG  
Tel: 01604 403602

OP D PD LDA MH SI YA

### Orchard View

97 Orchard Hill, Little Billing, Northampton NN3 9AG  
Tel: 01604 416309

D PD LDA MH SI YA AD

### Pinetrees

The Avenue, Dallington, Northampton NN5 7AJ  
Tel: 01604 589233

D PD LDA MH SI YA AD

### Primrose House

202 Harborough Road, Northampton NN2 8DJ  
Tel: 01604 626272

OP MH YA

### Rathgar Care Home

349 Kettering Road, Northampton NN3 6QT  
Tel: 01604 499003

OP D

### Ryecroft Apartments

114 St Georges Avenue, Northampton NN2 6JF  
Tel: 01604 626272

OP LDA MH YA

### Southfields House

Farmhill Road, Northampton NN3 5DS  
Tel: 01604 499381

D PD MH SI

### Spinney Hill

56 Spinney Hill Road, Northampton NN3 6DN  
Tel: 01604 642515

D PD LDA MH SI YA AD

### St Christopher's Care Home

Abington Park Crescent,  
Northampton NN3 3AD  
Tel: 01604 637125 **Advert page 70**

OP PD

### St Georges

100 St Georges Avenue, Northampton NN2 6JF  
Tel: 0333 444 0075

D PD LDA MH SI YA AD

### St John's Residential Care Home

Wellingborough Road, Weston Favell,  
Northampton NN3 3JF  
Tel: 01604 401243 **Advert page 72**

OP

### St Michaels House

1-3 St Michaels Avenue, Northampton NN1 4JQ  
Tel: 01604 250046

OP MH YA AD

### St Michaels Lodge

6-8 St Michaels Avenue,  
Northampton NN1 4JQ  
Tel: 01604 250355

OP MH YA AD

### Templemore Care Home

121 Harlestone Road, Northampton NN5 6AA  
Tel: 01604 751863

OP D YA

### Timken Grange

Timken Way South, Duston,  
Northampton NN5 6FR  
Tel: 01604 594310 **Advert page 68**

OP D

### Turn Furlong Specialist Care Centre

Off Rookery Lane, Kingsthorpe,  
Northampton NN2 8BZ  
Tel: 01604 850800

OP D PD

**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





## Richmond Northampton Care Home

A great example of how care home living can be

Our friendly 30-bed care home at the heart of our village offers complete peace of mind and has fantastic on-site facilities including:

- Restaurant
- Hair and beauty salon
- Therapeutic services
- Beautiful landscaped gardens
- Lifestyle events & activities

NURSING, RESIDENTIAL & DEMENTIA CARE | RESPITE & CONVALESCENT CARE



RICHMOND  
NORTHAMPTON

Part of Bupa

**01604 806814**

[richmond-villages.com/northampton](http://richmond-villages.com/northampton)



**St John's Residential Care Home**

### We care about your care


**St John's** is a landmark historic building in Weston Favell Northampton and provides a warm friendly home environment for the elderly.

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**PD** Physical disability

**LDA** Learning disability, autism

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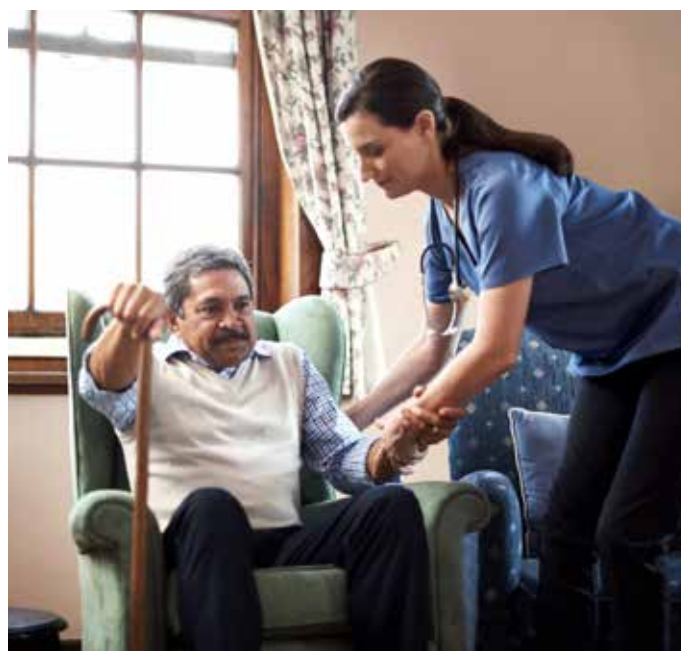
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# Gabriel Court Residential Care Home

*A family run home, which offers a wide variety of services to suit everyone's needs*



**Gabriel Court** is one of the longest established care homes in Kettering providing the highest quality of care where excellence comes as standard. Gabriel Court is a modern up to date home that has retained many of its original features including high ceilings, original cornices and large spacious rooms. A home that is tastefully decorated and provides a warm **"home from home"** feeling.

The Home is set within grounds of approximately one acre, with secure on site private parking, beautiful landscaped walled gardens with mature trees, shrubs, patio and timber decking area offering absolute privacy for our residents, their families, friends and visitors.

Gabriel Court is situated on a mature tree-lined avenue close to Kettering town centre. It is within easy walking distance of many amenities including leisure facilities, local convenience stores, a barber shop, bakery, family butchers, post office, fish and chip shop, local church, G.P surgery, pharmacy and osteopaths.

The Home's registered care manager has been at Gabriel Court for over 17 years and leads a team of highly trained professional, dedicated and caring staff.

## **The home has a reputation for its high standards of care, we offer:**

- 24 hour person centred care for older people with or without dementia
- Permanent, long stay, respite, and day care
- Convalescent and palliative care
- Single en-suite rooms with TV and telephone point
- Nurse call system in all bedrooms, including communal lounges, toilets and bathrooms
- Excellent home cooked appetizing meals, catering for special dietary needs with fresh fruits provided daily
- 5 star food hygiene rating awarded by Kettering Borough Council
- 2 on site laundries with same day service including ironing
- Passenger lifts for our residents and visitors
- Activity coordinators providing a range of indoor and outdoor activities including regular outings and trips for our residents
- Fitness instructor providing a variety of exercises with musical therapy
- On site chiropody and ophthalmic services
- On site hair dressing salon
- The home is registered with the Northamptonshire County Council and the Care Quality Commission No: 63955. The home was inspected in August 2017 and was rated **Good** in all areas inspected

Please do contact us to arrange a visit and to meet our friendly staff and residents.

Gabriel Court Ltd, 17/23 Broadway, Kettering, Northants NN15 6DD

Tel: **01536 510019** Email: **info@gabrielcourtltd.co.uk**

**www.gabrielcourtltd.co.uk**

All information correct at date of publication.





Proud to be in the  
**“Top 3 Most Recommended”**  
Care Homes in the  
Wellingborough Area



Established over 30 years ago, **The Cottage** is based in the beautiful picturesque grounds of Irchester in Wellingborough. **The area benefits from a range of amenities including a health centre, a chemist, a school, a library, churches, shops, public houses and a country park.**

We provide premium care for the elderly, to enable them to continue living an active and independent life, in **warm, safe and comfortable surroundings.**

We deliver a comprehensive range of care under one roof, including palliative, respite, and convalescent care, as well as offering many types of specialist care including Alzheimer and Dementia. We recognise each individual is unique. Our compassionate and experienced carers aim to offer the **highest standard of residential care** for the elderly to deliver only the best for your loved ones.

No wonder The Cottage is in the ‘**Top 3 Most Recommended**’ Care Homes in Wellingborough!



**01933 355 111**



**The Cottage**

Choice | Dignity | Care

W: [www.wellbeingcare.co.uk](http://www.wellbeingcare.co.uk)

E: [Cottage.reception@wellbeingcare.co.uk](mailto:Cottage.reception@wellbeingcare.co.uk)

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