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Overview and Scrutiny
Corporate Governance and Stewardship
Westfields, Middlewich Road
Sandbach, Cheshire
CW11 1HZ

Tel: 01270 686468
email: james.morley@cheshireeast.gov.uk

DATE: 8 January 2016

Dear Councillor

**HEALTH AND ADULT SOCIAL CARE OVERVIEW AND SCRUTINY COMMITTEE -
THURSDAY, 14TH JANUARY, 2016**

I am now able to enclose, for consideration at next Thursday, 14th January, 2016 meeting of the Health and Adult Social Care Overview and Scrutiny Committee, the following reports that were unavailable when the agenda was printed.

Agenda No Item 6

**Carers Task and Finish Group November 2013 - January 2015 (Pages
1 - 92)**

Report of

To consider a progress report on to the recommendations of the Carers Task and Finish Group which conducted a review between November 2013 and January 2015 and reported to Cabinet on 3 March 2015. To receive an update on the Caring for Carers Joint Strategy.

Yours sincerely

Democratic Services Officer

Encs

CHESHIRE EAST COUNCIL

REPORT TO: Health and Adult Social Care Overview and Scrutiny Committee

Date of Meeting:	14 January 2016
Report of:	Brenda Smith, Director of Adult Social Care
Subject/Title:	Carers Task and Finish Group November 2013 to January 2015 Progress Report
Portfolio Holder:	Councillor Janet Clowes

1.0 Report Summary

- 1.1 This report is to give an update on progress in respect of Carers.
- 1.2 It outlines how Cheshire East Council Adult Social Care, NHS South Cheshire and NHS Eastern Cheshire Clinical Commissioning Groups are delivering the key responsibilities outlined in the Care Act 2014 and the Childrens and Families Act 2014.
- 1.3 This report addresses the recommendations of the Health and Adult Social Care Overview and Scrutiny Committee - Carers Task and Finish Group.
- 1.4 The report outlines how these have been included within The Joint Strategy for Carers of All Ages in Cheshire East 2016 – 2018, referred to as the Strategy and the supporting Delivery Plan

2.0 Recommendation

- 2.1 That this report is presented to Members for information and comment.
- 2.2 That Members are updated half yearly against the recommendations to monitor progress following the launch of the strategy and delivery plan in April 2016.

3.0 Reasons for Recommendations

- 3.1 To update Members on the progress to date in delivery of the Carers Task and Finish Sub- group recommendations and the direction of travel for the Joint Strategy for Carers of All Ages in Cheshire East 2016 – 2018 and Delivery Plan for Cheshire East

4.0 Wards and Local Ward Members Affected

4.1 All Wards.

5.0 Background and Options

5.1 The Policy Development Group - sub group, which subsequently became the Overview and Scrutiny Task and Finish Group (the Group), held several meetings between November 2013 – January 2015, following a Carers Event held at Middlewich Community Church in November 2013, with a variety of officers to discuss a range of implications for the Council of the Care Act 2014 and how the Council could change services to ensure it delivered better outcomes for carers and their cared for person.

5.2 Through the review the Group wanted to:

- Consider the changes in the legislative framework with the finalisation of the Care Bill prior to the Royal Assent and its impact on Carers
- Ensure that its review covered issues raised at the Middlewich event to show that they have been considered
- Support the future development of the Carers Strategy

5.3 The Group presented their final report and recommendations to Cabinet in March 2015 (Appendix 1: Health and Adult Social Care Overview and Scrutiny Committee Carers Task and Finish Group full report)

5.4 Following the presentation of the report and recommendations officers from both Cheshire East Council and NHS South Cheshire and NHS Eastern Cheshire Clinical Commissioning Groups have revised the strategy and delivery plan. The Draft Strategy and Delivery plan is still being finalised. See Appendix 2.

6.0 Response from the Director of Adult Social Care to the recommendations for Cheshire East Council

Adult Social Care Services have committed to implement the recommendations as approved by Cabinet. Details of progress against the recommendations are detailed below. The Task and Finish Group recommendations are in italics.

6.1 **Carers should be informed of their entitlement to an assessment.**
The Council should carry out an options appraisal for conducting carers' assessments to assess the best option for ensuring all carers known to adult social care have an assessment when they are identified and that existing carers who had a joint assessment with their cared for person are offered a review in their own right.

A newcomer's assessment has been introduced which is Care Act compliant and which was produced in consultation with the Carers Centre.

The Adult Social Care Carers policy has been revised and new practice guidance and procedures have been put in place. The guidance specifically refers to the legal requirement that at any point staff give priority to identifying carers and offering them an assessment in their own right.

Staff have been provided with a range of training opportunities in relation to the changes in the Care Act with regard to carers and to the revised practice guidance and documentation. This has included workshops, E-learning, provider events and input from professional leads for social work.

6.2 Carers should experience a seamless service across health and social care.

There needs to be seamless service between hospital, social care and community services. The number of transfers between care teams needs to be reduced. This could possibly be done by reducing the number of teams from three to two by integrating services.

The Caring Together and Connecting Care integration programmes will see the integration of health and social care teams based on identified GP populations. These teams will take responsibility for the health and social care needs of that population, including the needs of carers. Whilst there may be a need for individuals to have short term intervention from other services, it is likely that responsibility for carers' assessments will remain with the appropriate integrated community team to avoid unnecessary transfers.

In mental health services, we are piloting a specialist role for carers' assessments to see if this offers greater consistency and value to carers. Early indications are that this approach is successfully identifying an increased number of carers but this initiative will be evaluated properly at the end of this financial year.

6.3 “Tell Us Once” - Carers should only have to explain their situation once.

A person's information should be available to all social workers, hospital teams, GPs and carers so there don't have to repeat anything each time someone different interacts with them.

The aim within integrated community teams is for individuals to have one assessment and one support plan. For people with more complex needs, a lead professional role will be identified to work with the individual and their carer to coordinate support arrangements.

It is anticipated that the Cheshire Care Record will be operational in quarter one of 2016/17. This will allow health and social care staff to share data on individuals which will reduce the need for them to repeatedly provide information about their situation.

6.4 Carers should be targeted for information and advice about support available to them.

The Council needs to ensure it identifies as many carers as possible to ensure they get the support they need and avoid crisis. This includes educating those who may not see themselves as carers as they are unaware they are performing a caring role.

Please see the answer to question A in relation to the new carers' assessment, the revised practice guidance and procedures and training undertaken.

A factsheet about carers has been produced in partnership with the Carers Centre. This is available on the web site and hard copies are provided to carers as they are identified.

The Cheshire East Council website page for carers has been reviewed and revised to provide more targeted information for carers. The pages will be further reviewed and developed to reflect the information needs of carers on an annual basis following feedback from carers

6.5 Carers should have easy access to their own assessment.

The Council needs to be prepared for the increased demand created by Carers' entitlement to an assessment in the Care Act 2014. The Council should consider simplifying the reassessment process to avoid future backlogs.

The revised practice guidance includes the legal requirement to provide a copy of the carers' assessment and eligibility determination to all carers. This right is reinforced in the carers' assessment documentation and in the training to staff. Carers now have the right to supported self-assessment under the Care Act. A copy of the assessment is available on the Cheshire East website and carers can be sent either a hard copy or a copy by email so they can see what is involved in a carers' assessment. This also helps carers prepare for the assessment process.

The reassessment process and documentation for carers has been reviewed and simplified.

The training for staff includes the need for proportionate assessments in accordance with the Care Act and in line with the nature and complexity of the individual's needs.

Advocacy Services provided through the Council's contracted services to support individuals with their assessment and support planning. Advocacy support services have been provided via general advocacy services including support around debt, financial issues, and legal issues

6.6 Carers should have access to increased advice, information, preventative services and support.

The Council's Adult Social Care budget should be redirected to invest more in

supporting Carers and other preventative measures which may keep service users out of residential care and avoid the need for domiciliary care which are more expensive to provide. This should include training to carry their caring role effectively.

Cheshire East Council Adult Social Care in the financial year 2014/15 commissioned 9 contracts through our wider Early Intervention and Prevention tender exercise for Services to Carers with a total value of £372,489 per year. This is additional to the £426,000 commissioned CCG Carer Breaks services which the Council procure on behalf of the CCGs.

A range of information and advice to support carers is available through our commissioned services and also includes training for carers. These are detailed below:

Carers Reablement

Cheshire and Warrington Carers Trust

ReLive service to provide intensive support to carers to support them in their carers' role. The service works with carers to plan for the future at times of crisis or considerable change helping to prevent future crises. Covering all Cheshire East.

Carer Breaks

Cheshire and Warrington Carers Trust

Monthly carers groups, relaxation vouchers and individual relaxation sessions and supported group overnight breaks to give carers a break from their caring responsibility and provide peer support. Covering all Cheshire East.

Neuromuscular Centre

Carer break service to provide regular breaks for carers of people with muscular dystrophy with an opportunity to have day breaks, short breaks, pamper and counselling sessions. Across Cheshire East with a base in Winsford.

Career connect - Carers employment

Career advice service to provide information, advice and support to carers on employment, training and volunteering with assistance to look for supported work experience placements. Covering all Cheshire East.

Carers Training

Cheshire and Warrington Carers Trust

4 week caring with confidence training course, one off practical skills training sessions and one off personal development sessions.

Carers trust 4 All (Crossroads)

Tailor made sessions for carers including: healthy eating and nutrition, dementia awareness, first aid, safer handling and falls prevention, winter and emergency planning, safer handling of medication, personal development and end of life / bereavement.

Alzheimers Society Support for carers with a mental health condition

Specialist service for carers of people with any type of dementia. The service provides information and assists carers to get support from a number of organisations and provides dementia cafes across Cheshire East.

Carers Trust 4 All (Crossroads) - Early Intervention and Prevention Carers

'In Time' community based assessment, information, support and advocacy service for carers who are new to the caring role or who have not accessed support before.

Service to provide information, support and advocacy to adult carers new to the caring role and hidden carers to prevent the escalation of carer need, improve health and wellbeing and support carers to have a life of their own whilst continuing their caring role.

Cheshire and Warrington Carers Trust - Carers Information & Advice

Carers information and advice service offering Freephone helpline, twice weekly drop in sessions, 1:1 appointments or home visits, newsletters and information events.

Practice guidance for staff has been written which sets out the offer to carers and what is available at each stage of the assessment process. This includes information about accessing early intervention and prevention services, the carers' reablement service, carer support groups and Direct Payments for carers. Joint events for social care staff and carer support services have been held at which the offer to carers has been promoted and developed.

Social Care Local Area Coordinators have developed strong links with community hubs and cross feed information and advice developments regularly as well as collating information on alternative services in the community to underpin prevention and assist individuals with their wellbeing needs. We have recruited additional Local Area Coordinators (LAC) to work across the footprint of Cheshire East. The focus of the role of the LAC is on the gathering and dissemination of information about community resources. Providing access to such services can delay or prevent the need for more formal support.

6.7 Carers should have access to advice and information about the support available to them.

Adult social care services need to establish the use of iCE, or something similar, to make information available to residents in the way that children and families services has. Managers also needed to encourage external providers

and NHS services to use the directory to provide a comprehensive list of services to carers. Processes should also be in place to ensure pages are kept up to date and accurate.

Our Care Act Help Line and dedicated Care Act Advisors are available through the third sector organisation Advice Cheshire East, which along with the Cheshire East Council improved website and revised factsheets provide information and advice. A directory of resources has been published for those needing guidance on care, health and wellbeing services. A number of public consultation events have been facilitated around the Care Act and social care charging policies. Local Area Coordinators draw together knowledge of community resources and assist in the development of such services for individuals

As detailed in F above the council commissions 9 carers service providers to provide advice and information about the support available to them. These services are community based and are accessed by a range of carers with varying caring roles and responsibilities either face to face, telephone or mailing information. Each provider is equipped to support carers with resources available to support them in their caring role and signposting to other services as required

Information and advice for advice and the support available to carers has been provided through a number of ways. A new service directory was commissioned in 2015 – ‘Care Choices Directory’, which includes information and contact details of support and services available to carers, and also advice on how to recognise yourself as a carer. This is currently being updated for the 2016 edition, due out in April. The directory is available in a booklet format and is also available on the council website. The directory has been widely distributed to various council services, external partners, community groups and individuals. The feedback on the directory has been extremely positive. A copy of the Directory is attached at Appendix 3.

Cheshire East Council commission a range of Early Intervention and Prevention services which are low in cost, including support for carers. These services can be universally accessed by citizens of Cheshire East. Services that provide information and advice use a range of methods but usually include face to face, written, web and telephone contact. It also includes café sessions and translation services (for those with a sensory impairment) where appropriate.

The Adult Social Care website has been completely revised and reformatted to reflect the needs of the Care Act including a dedicated section for carers. This includes:-

- information and advice on carers’ assessment
- financial support and planning
- managing someone else’s affairs
- carer support services
- employment and training for carers
- carers’ respite.

Owners of the information provided on the website have been identified and the Cheshire East web team work with owners to ensure that information is updated regularly.

For carers and their families who are able to access web based information we are developing a public facing web based resource which will support carers with obtaining information they need through this portal. Carers will also be able to 'self-assess' and this will enable them to refine the type of information and advice which is most suitable to their personal circumstances.

6.8 Young Carers Pathway is developed to support them in their transition to adult status.

That a pathway for young carers transitioning to adult status be created to ensure all young carers are provided with the same opportunities for employment and further education as their peers. A memorandum of understanding should be put in place between Children and Families and Adult Social Care to make it clear what is required during transition.

A Transition Coordinator has been appointed whose role is to ensure that transition for children and young people with disabilities is as smooth as possible. This will include support to carers through this process.

This will be achieved through working closely with key organisations; children's and adult social care, education, health and finance to oversee the early identification, planning and coordination of transitions and to remove any barriers to the transition process.

Policy and practice guidance on transition has been reviewed and revised. A factsheet on transition is being developed.

The Transition Coordinator is involved in delivering training to social care staff on young carers. An E-learning module on transition is also available to staff.

The revised Carers strategy has taken account of the needs of young carers through revising the format to an 'All age' strategy to enable young carers to have support to enable them to have a greater opportunity to make life choices outside of caring should they wish to.

6.9 Carers should be identified in order that they can be supported in their caring role.

The Council should encourage commissioned services and community organisations to contribute towards the identification of carers.

Joint events for social care staff and carer support services have been held at which the offer to carers has been promoted and developed. A review on carer's assessments practice and processes as well as promotional information has been undertaken to inform improvements on engagement with Carers during the second half of the year. A Carers Panel has been established to consider carers funding requests and to ensure links are robustly made with universal services or reassessment needs for the person requiring care and support services

Think Local, Act Personal events have taken place to promote relationships and public engagement on social care issues

Through contract monitoring we will be reviewing our current monitoring forms to enable more information to be captured about carers who access some of the broader, non-specialist carer's services. This will enable the council to also identify carers who may currently be 'hidden' and enable more targeted information to be provided to those carers through the services they are accessing currently.

The Life Links project (delivered by Peaks and Plains) targets people and their carers who may be on the brink of physical dependence or social isolation. By giving self help advice and referrals to local non-statutory services they look to improve health and wellbeing, therefore preventing unnecessary access to health and care services.

The Community Agents service is commissioned primarily to support older people in rural areas but also to identify carers who can benefit from support. Through direct face to face contact they can provide people with information and support to access appropriate agencies, whilst helping them to make informed choices. They link in closely with Cheshire East Councils Local Area Co-ordinators in identifying local day opportunities and support groups

6.10 Carers should have the opportunity to engage with the Council and CCGs to influence future developments and receive services.
The Council and CCGS should develop Engagement Strategies for carers and communities to improve standard and scale of engagement.

There has been recent consultation which included carers to ascertain their views on the impact of the Care Act. Two events were held (In Congleton and Crewe) which focussed on the assessment process, the carers offer, the website and financial issues. These views have been incorporated into the Think Local Act Personal action plan that is being developed and will be used to inform commissioning and service developments.

Carers were involved in the design of the new carer's assessment and fact sheet.

Cheshire East Council Adult Social care, NHS Eastern Cheshire and NHS South Cheshire CCG have jointly funded a new post for a Carers Project Manager This is a temporary post for an initial 2 year period and the Project manager will be responsible for delivering the strategy delivery plan in conjunction with officers across the three organisations. One of the key functions of the post is to increase the engagement with carers across the Cheshire east footprint and this will enable carers to contribute and influence future developments across Social care and Health services. The project manager will also have responsibility for the commissioning of future services based on agreed developments across the three organisations

Think Local, Act Personal events have taken place to promote relationships and public engagement on social care issues. Work with health colleagues planning for integrated teams has improved connections around wellbeing. Adult Social Care has improved links with Public Health in promoting physical and emotional well-being. Further ongoing work is taking place through the Autism Strategy Group, Learning Disability Partnership Board and the Carers Reference Group.

- 6.11 **Carers should always feel safe and be aware of safeguarding issues if they occur.** *That the Council and CCGs promote safeguarding for carers from abuse and train them to recognise the signs of abuse from their cared for person.*

The updated practice guidance and procedures for carers now includes a section on safeguarding carers.

The safeguarding policy and practice guidance has been updated in response to the Care Act. Training for staff includes recognising the possible signs of abuse and ensuring that carers' views are taken account of from the start of any investigation.

As part of the contractual arrangements with commissioned services, staff are required to be trained in safeguarding procedures.

- 7 The Task and Finish Group report contained recommendations for health partners. Eastern Cheshire Clinical Commissioning Group (ECCCG) and South Cheshire Clinical Commissioning Group (SCCCG) have provided an update on those recommendations below.

NHS Commissioners and Providers should also consider the following recommendations to improve the interaction with carers:

- 7.1 **That GP surgery should make it common practice to proactively identify carers but also inform their GPs about which of their patients are carers so they can monitor their wellbeing from that perspective. This should include young carers and parents carers.**
- **ECCCG:** *We feel GP practices can play a crucial role in identifying patients with caring responsibilities at an early stage and ensure that they receive the right support to stay healthy, maintain a life of their own and continue caring. As part of the delivery plan we will be engaging with practices to encourage them to assist in carer identification, making sure they are on the carers register and help in referring carers to suitable local services.*
 - **SCCCG:** *There is a requirement that carers of all ages are identified within a practice*

7.2 **CCGs and GP practices should have a carers' champion (This could be a nurse or receptionist: it doesn't have to be a GP) to promote the role carers play and the need to support them.**

- **ECCCG:** *Having a carer champion within the workplace and at GP Practices is one of our key actions that forms part of the delivery plan. Carer awareness and carer support training along with co-production with carers will play a key role in helping to deliver this.*
- **SCCCG:** *We have actively tried to recruit a carers champion in each practice, - we have a Quality Champion in each SC practice who is taking on this role*

7.3 **All identified carers should be offered annual "carer's health checks"; this could be at GPs' surgeries or in the community/at home if needed.**

- **ECCCG:** *Again working closely with GPs and local organisations we aim to promote annual health checks and appropriate services.*
- **SCCCG:** *Carers health checks are starting to be implemented as per A above*

7.4 **That other NHS service providers also be mindful of the potential impact a caring role may be having on their patients and be aware of how where they can signpost them to services.**

- **ECCCG:** *New Project manager who will make links with service providers ensuring we include the needs of carers in the quality schedules within core contracts*
- **SCCCG:** *Other healthcare providers such as acute/ mental health and community services, are all currently aware of carers issues etc. through their contracts*

7.5 **CCGs should consider how Care Breaks Funding can be made more flexible to enable carers to use funding for products and services that they feel will benefit them the most.**

- **ECCCG:** *As part of the delivery plan CCGs and the CEC will be working together to reshape the carer break funding application process. We are in absolute agreement that carer breaks need to be personalised. We intend to work closely with service providers to help them shape services they're providing so that they become more flexible and more personal to the carer.*
- **SCCCG:** *Carers breaks – currently a shared pot with the local authority and is allocated through joint commissioning of the services rather than the NHS telling carers how to spend their monies*

7.6 Health services should ensure training and advice for Carers is provided prior to their Cared for Person being discharged to ensure Carers are prepared to fulfil their role effectively, helping to avoid readmissions and delayed discharge.

- **ECCCG:** *Co-production is a key priority and we endeavour to incorporate this as much as possible when delivering our strategy. It is crucial that carers are supported to help carry out their caring role. Clear signposting to appropriate services and organisations especially those providing training in all different kinds of areas should help support carers. Promoting care plans in times of crisis is also part of the delivery plan*
- **SCCCG:** *Not all carers need training as they can often tell statutory providers how to care for their loved better than paid staff members! However, if someone is being discharged and their carer needs support to look after their loved one, then advice/training can be arranged by the ward staff/therapists depending on the individual's need*

8.0 Access to Information

The following background papers relating to this report can be inspected by contacting the report writer:

Name: Rob Walker
Designation: Commissioning Manager
Tel No: 01260 371097
Email: rob.walker@cheshireeast.gov.uk

Appendix 1: Health and Adult Social Care Overview and Scrutiny Committee Carers Task and Finish Group



Carers Task Group
Final Report - Approv

Appendix 2: The Draft Strategy Delivery Plan



OSC Draft delivery
plan for report structi

Appendix 3: Care Choices Directory



Cheshire-East-Care-
Services-Directory-20



Health and Adult Social Care Overview and Scrutiny Committee

Carers Task and Finish Group

November 2013 – January 2015

Chairman's Foreword

The Carer's event, held in Middlewich in November 2013, was the catalyst for this Task and Finish Group's review. A large group of Carers meeting together and sharing their experiences soon brought it home to me that much was still to be done to improve their caring experiences and, in fact, the quality of their own lives. Cheshire East, together with its Partners, has a big part to play in this and we all need to recognise the importance and scale of the role that Carers play in supporting health and care services. With this in mind our Task and Finish Group was formed to look at how support for Carers can be improved.

I would like to thank Councillor Saunders and Councillor Jeuda for their commitment to this piece of work and for the considerable amount of time that they have given up to bring it to fruition. Our own experiences, both as Carers ourselves and in the workplace, have helped to influence our report. We could not have done it without the continued support and dedication of Cheshire East Officers and Partners, in particular, I would like to single out Rob Walker, Commissioning Manager, and our Scrutiny Officer, James Morley, for their dedication in helping us to gather information, meet deadlines and bring this report to a close.

I commend this report to the Cabinet and our Health Care Commissioners/Providers and hope that our recommendations can be supported.

Councillor Margaret Simon

Chairman of the Task and Finish Group

Chairman of the Health and Adult Social Care Overview and Scrutiny Committee

Task and Finish Group Membership



Cllr Margaret Simon, Cllr Jos Saunders and Cllr Laura Jeuda

1.0 Introduction and Background

1.1 Prior to Council agreeing changes to its decision making and governance arrangements in May 2014, the Adult Social Care Policy Development Group (PDG) set up a sub group to look at the Council's Carers Policy and a Strategy which needed to be updated in anticipation for changes to the Council's responsibilities regarding carers, that were due to be introduced by the Care Bill. The sub group was set up following a PDG meeting in November 2013 where a report about the need to change the Carers Policy and Strategy was received and had the following membership:

- Councillor Margaret Simon (Chairman)
- Councillor Jos Saunders
- Councillor Laura Jeuda

1.2 At the Council's Annual Meeting on 14 May 2014 the Council decided to replace the previous scrutiny committee and policy development group system with a new Overview and Scrutiny Committee system. The responsibilities of the Adult Social Care PDG were taken up by the Health and Adult Social Care Overview and Scrutiny Committee; the Committee decided to continue the work of the PDG's sub group by setting up a task and finish group with the same membership. The Care Act 2014 received Royal Assent on 14 May 2014 and many of the new requirements of the Council need to be implemented by April 2015.

2.0 Methodology

2.1 The PDG sub group, which subsequently became the Overview and Scrutiny Task and Finish Group (the Group), held several meetings over the previous twelve months, following a Carers Event held at Middlewich Community Church in November 2013, with a variety of officers to discuss a range of implications for the Council of the Care Act and how the Council could change services to ensure it delivered better outcomes for carers and their cared for person.

2.2 Through the review the Group wanted to:

- Consider the changes in the legislative framework with the finalisation of the Care Bill and its impact on Carers
- Ensure that its review covered issues raised at the Middlewich event to show that they have been considered
- Support the future development of the Carers Strategy

3.0 Background and the Care Act 2014

- 3.1 The following information was provided to the Group as background regarding carers and the impact the Care Act 2014 is going to have.

What is a Carer?

- 3.2 The Council's current Carers Policy defines a carer as "...a person who looks after someone, relative, friend or neighbour, who through illness or disability is unable to look after him/herself. That person may be an adult or a child or young person". This is a very general definition of who a carer is and the roles carers perform can which vary widely in their range and size. Some carers, often spouses or children, perform a 24/7 caring role in the home and fulfil all their cared for person's needs. Other carers assist with a few tasks in the home and outside (e.g. shopping) that enables the cared for person to maintain their independence and remain in their own home.

The Value of Carers

- 3.3 A paper "Valuing Carers 2011 – Calculating the value of carers' support" by the University of Leeds and Carers UK published in May 2011 estimated the value of carers' support through the UK. The paper stated that there were over six million carers, family, friends and neighbours who provided unpaid care to someone who was ill, frail or disabled. It suggested that the economic value of the contribution made by carers in the UK was £119 billion per year, which was 37% higher than in 2007 when Carers UK had previously reported.
- 3.4 Quantifying the value of carers' support is critical as the level of unpaid care had significant implications for what the state may have to provide. The paper suggested that a 1% change in the number of carers providing care would cost the state £1 billion in care costs. The paper including figures for each local authority including Cheshire East Council. It estimated that the value of care provided by unpaid carers in Cheshire East was £643 million. Now in 2014, with the Borough's large ageing population it can confidently be concluded that these figures have risen further from 2007 and 2011 levels.
- 3.5 The Princess Royal Trust for Carers also published a report in 2011 titled "Supporting Carers – The Case for Change". The report argued that by increasing support for carers and expenditure on carers and caring in the home, local authorities could reduce expenditure on residential care by significantly more, producing an overall saving. Based on 2009/10 figures published by The NHS Information Centre in 2011, the report suggested that Cheshire East Council would have the following costs and savings:

	Increased	Increased	Decreased	Overall
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	expenditure on carers	expenditure on care at home	expenditure on residential care	savings
Cheshire East	£926,020	£3,766,612	£8,632,200	£3,941,567

- 3.6 The Princess Royal Trust (PRT) Report also argued that increasing support for carers improves health and wellbeing outcomes for carers and for patients and recipients of care. By providing carers with training and support (e.g. safer moving and handling, information about the cared for person's condition) it enables them to provide better care to their cared for person, improving recovery from and prevention of illness and reducing the need for services such as physiotherapy and occupational therapy.
- 3.7 In the PRT Report, Carers are identified as a group experiencing health inequalities due to the comparatively poor health they have, often resulting from the stresses and strains of their caring role. Those carers between the ages of 66-92, most likely caring for a spouse, were more likely to suffer ill health or death than those not caring for anyone. If an elderly carer were to become ill this would result in the local authority having to provide care for two additional patients. This highlights how critical it is for local authorities to support carers in maintaining their caring role.
- 3.8 Carers were also likely to suffer a reduced quality of life as a result of their caring role. The Carers UK 2011 Report suggested that one in five carers give up work to care. This reduces their independence, social interactions and well as affecting their financial security. Young Carers in particular can be at risk of suffering reduced quality of life as their caring role can put them at a disadvantage to their peers in terms of opportunities for further education and employment. As well as helping carers with their caring role, local authorities should try to support carers to maintain a high quality of life.
- 3.9 The PRT Report suggests that as well as saving local authorities costs of residential care, carers also assist in reducing the burden on health services such as hospitals. Readmissions to hospital following discharge and delayed discharges result in additional costs for Trusts and commissioners and can also threaten the independence of a patient and impede rehabilitation. Carers assist in ensuring sufficient support is in place in the home to enable a patient to be discharged on time as well as reducing the risks of a patient needing to be readmitted.

Implications of the Care Act 2014 for carers

- 3.10 When the Care Act received Royal Ascent on 14 May 2014 Care and Support Minister Norman Lamb said it represented the most significant reform of care and support in more than 60 years. He suggested that the previous laws were out of date and confusing and that the Care Act had created a single, modern law that made it clear what kind of care people should expect. Specifically in relation to carers he

suggested that giving carers new rights to support that puts them on the same footing as the people they care for was an historic step forward.

- 3.11 Before the Care Act 2014 came in, the key acts relating to carers were:

Carers Equal Opportunities Act 2004

This Act was the newest and was implemented in April 2005. It changed the previous act in a few important ways. Firstly it placed a duty on social services departments to inform carers of their right to an assessment. Secondly, when the assessment is carried out the purpose of it is not only to help the carer to continue to care, but should also include a discussion on their wish to start paid work or to continue to work, their wish for further education and wish to engage in leisure pursuits. Thirdly carers and their needs have previously only been a duty for social service departments, but under this Act social service departments can ask other public bodies including local health organisations to provide services to carers; a request, which these bodies have to consider and make a reply.

Carers (Recognition and Services) Act 1995

The Carers (Recognition and Services) Act came into force April 1996. This Act, gives carers who are providing “regular and substantial care” the entitlement to request an assessment of their ability to care (a carer’s assessment), Local authorities must take the carer’s ability to care in to account when looking at what support to provide the person in need of care.

- 3.12 Under the Care Act all carers will be entitled to an assessment of their needs. If a carer is eligible for support for particular needs, they will have a legal right to receive support for those needs, just like the people they care for.
- 3.13 The assessment will consider the impact of the caring role on the carer. It will also consider the things that a carer wants to achieve in their own day-to-day life. It must also consider other important issues, such as whether the carer is able or willing to carry on caring, whether they work or want to work, whether they want to study or do more socially.
- 3.14 Once the assessment is complete, the local authority must decide whether the carer’s needs are ‘eligible’ for support from the local authority (this is similar to the assessment used for adults with care and support needs). Eligibility for support depends on the carer’s situation. The carer is entitled to support if they meet all of the following conditions:
- the needs arise as a consequence of providing necessary care for an adult;
 - the effect of the carer’s needs is that any of the circumstances specified in the Eligibility Regulations apply to the carer; and

- as a consequence of that fact there is, or there is likely to be, a significant impact on the carer's wellbeing.

- 3.15 If the carer is entitled to support, the local authority and the carer will agree a support plan which sets out how the individual carer's needs will be met. As long as the person receiving care agrees, it may be the case that, care and support could be provided directly to them allowing the carer to take a break.
- 3.16 In most cases local authorities do not charge for providing support to carers in recognition of the valuable contribution that carers make to their local community. Currently Cheshire East Council does not charge for services provided to carers however, at the time of writing this report, this issue has been the subject of a public consultation and a decision will be taken as part of the Council's budget setting process. If the local authority decides to charge a carer for providing them with support it may need to carry out a financial assessment to decide whether the carer can afford to pay.
- 3.17 Following assessment carers will receive a statement of their needs which will describe how the council will help to meet their needs and will also offer them information, advice and guidance to help them with their caring responsibilities. Providing advice about specific services they can access as a carer who the council and the clinical commissioning group have funded to support carers, they will also be given information about universal services which carers can also access. In some cases the carer having met the council's 'carer's eligibility criteria' may be eligible for support via a direct payment and personal budget.

The Implications of the Care Act 2014 on the Council (in relation to carers)

- 3.18 From April 2015 under the Care Act the Council will have a statutory duty to carry out a carer's assessment where an individual provides or intends to provide care and it appears that they may have any level of needs for support. The Council will also have a statutory duty to meet the eligible needs of carers. Carers will be eligible for support firstly if they need help to maintain their caring role and secondly if their caring is having a significant impact on their wellbeing and is having an adverse effect on their lives.
- 3.19 The implementation of the Care Act 2014 in relation to carers will impact on the Carers Policy, Adult Social Care Charging Policy and the joint Carers Strategy which was agreed with the former Primary Care Trust, VCFS and carers in 2011. It links to the delivery of priority three of the Cheshire East 3 year plan –
- Outcome 3, People have the life skills and education they need to thrive, and
 - Outcomes 5, People live well and for longer.

- 3.20 The government's transition guidance for the Care Act makes it clear that existing policies need to be reviewed in the light of the new national minimum eligibility threshold for carers. Where this indicates individuals or groups who may have become eligible then a carer's assessment should be offered.
- 3.21 If a carer is found to have eligible needs, support can be met by providing care to the person that they care for. This then forms part of the cared for person's personal budget as the service is provided directly to the adult needing care. However, this will still have cost implications for the Council, as it would increase the cost of care packages for some service users.

There are groups of carers, some of whom will have already had a carer's assessment and received information and advice, some may be already accessing universal or care specific specialist services funded by the Council or CCGs who will qualify a carer's assessment under the new legislation. This will potentially impact on the number of carer's assessments that will need to be undertaken as soon as possible after April 2015.

- 3.23 The Group was informed that CCG carer breaks grants are funded by the two Clinical Commissioning Groups until 31st March 2015. In 2014/15 the allocation for these grants was £403,051 funded through a section 256 agreement, from April 2015 this money will form part of the Better Care Fund. The commitments on this fund are an extension of the original Personal Budgets pilot, Carers Support & Activity Group for people in the South, Central Cheshire Buddies, Parent Carer Support offering regular breaks for parent carers, Cheshire East Carer Roadshow for carers of people with muscular dystrophy. The emphasis on the Carer Breaks Innovation fund for 2014/2015 was identification of Hidden carers. Further review of the demand for carer break and funding may be required and further investment by the Council may be needed.

Cheshire East Joint Carers Strategy Event

- 3.22 On 22 November 2013 a Cheshire East Joint Carers Strategy event was held in Middlewich to enable carers and professionals from health, social care and the voluntary and community sector to work together to consider how everyone could work together to deliver what matters to carers in Cheshire East. The half day workshop was organised by the Cheshire East Carers Reference Group in partnership with the Council, Eastern Cheshire CCG and South Cheshire CCG.
- 3.23 During the event, participants were asked to focus on five key areas, taken from the joint commissioning plan for 2013/15, which were:

- 1) Improve the experience carers have when interacting with services

- 2) Increase the number of people represented on carers registers
- 3) Increase in the number of carers feeling supported to manage their loved ones' condition
- 4) Increase the percentage of carers engaging in social and educational activities
- 5) Improve the information and support available to carers

3.24 As part of the workshop the carers, voluntary and community sector organisation and commissioners looked at what the priority issues should be. They looked at which projects, initiatives or ideas needed to be: stopped (as they had limited benefit for carers); started (as a new idea or initiative which would provide benefit to carers and providers); or continued (as they had benefit to carers and providers). Having discussed the various existing and potential projects, initiatives and ideas the participants came up with a combined top ten priorities. They were:

- 1) Continue to provide Carers' Personal Budgets
- 2) Start marketing "Proud to be a Carer"
- 3) A single point of information for carers – i.e. one person
- 4) Organisations to Start talking to each other and work together, having systems that speak to each other for the benefit of the carer
- 5) Stop treating everyone the same, one size doesn't fit all
- 6) Use legislation e.g. Mental Capacity Act to protect people not the system
- 7) Start planning for a crisis early to ensure people feel empowered and services don't repeat actions that don't help
- 8) Start a local offer for carers (Carers Charter about what they can expect)
- 9) Start listening more to the unpaid carer. What matter to the individual
- 10) Continue Pathway planning – thinking ahead about the future

4.0 Findings

Identifying Carers

- 4.1 The Group has learned that there are a significant number of carers in the Borough that are unknown to health and care services. This is often due to the fact that the Carer does not identify themselves as a carer. Some people simply see themselves as performing their duties as a spouse/parent/child, or others who are performing minor roles to help a friend or family member and don't realise this could be classed as caring.
- 4.2 There is a risk that those carers who are unknown to services could cease their caring role as they are unable to continue leading to the deterioration of the cared for person and the need to greater intervention by health and care services. If services can identify these carers and provide the support required enabling them to continue their caring role then this can help reduce the demand for care services and the deterioration of cared for people. There will be a significant amount of publicity, both national and local about the Care Act with a view to reach out to unknown and unsupported carers.
- 4.3 The Group believes that GPs are in a valuable position to assist with identifying carers as they have access to the whole population as patients. As mentioned previously, the stresses and strains of a caring role can cause health issues. When a patient visits their GP there is an opportunity to identify whether they are currently performing any caring roles. If GPs routinely asked patients about possible caring roles and any potential impact on their health they could then signpost carers to local support services or where they could get additional information.
- 4.4 The Group has been informed that there are efforts ongoing to raise the profile of carers within primary care and GP practices have been asked to identify a "Carers' Champion" to promote carers and the benefits they bring, and to encourage carers to sign the practice register of carers. As well as practice champions there is also the opportunity to identify a CCG wide primary care Carers Champion to encourage all GP practices to engage with the initiative.
- 4.5 Others that could be in a position to identify carers are social workers, district nurses, occupational therapists, housing associations, Healthwatch and relevant charities/voluntary organisations (e.g. Age UK, Alzheimer's Society). Any services which interact with care users should be aware of the potential that there is someone performing an informal caring role and that there might be support services that they could benefit from.

Carers Assessments

- 4.6 The Care Act entitles a carer to their own assessment. The regulations which support the Act ensure that the assessment is appropriate and proportionate, so that people have as much contact with the authority as they need. In addition, they require the authority to consider the wider needs of the family of the person (for instance, if there is a young carer. The Group believes that it is important for Carers to have their needs properly considered. Where appropriate the carer and cared for should be offered the option to be assessed together, if all parties are in agreement. However a carer should always be informed of their right to their own assessment.
- 4.7 The Group was made aware that the Council used a 20 page pre-assessment questionnaire which was a legacy document from Cheshire County Council that Carers were asked to complete prior to their assessment. The Group found this to be too detailed and onerous on a Carer, particularly if it was carried out at a time of crisis and Carers often didn't have time to complete the questionnaire before their assessment.
- 4.8 In February 2014 the Group was also informed that there was an 18 month backlog on assessments and reviews for Cared For and Carers. The Group was concerned that this backlog was leading to people's needs not being met or that people were receiving services that they were no longer entitled to. The Group subsequently learned that additional staff had been recruited during the summer of 2014 to assist with reducing the backlog of assessments.
- 4.9 The Care Act places a statutory duty to assess carers and the Act gives local authorities a new legal responsibility to provide a support plan in the case of a carer. It is expected that there will be greater demand for assessments, putting more pressure on local authorities in carrying out assessments, referrals, allocations and annual reviews. The Group considered whether adult social care should consider the possibility of commissioning a provider to carry out carers' assessments.
- 4.10 There is also potential to set up an online self assessment process for Carers. This could be set up on the Council's website and would facilitate signposting by linking an individual's responses to services/information they might benefit from. The Group has been informed that this is under active consideration as part of improvements and options to make it easier for people to access social care using a range of methods.

Financial Assessments for Carers

- 4.11 The group received a briefing on the Council's current Financial Assessment process and fairer charging process/policy. Due to the new rules introduced by the Care Act there has been a requirement for public consultation and engagement with customers at all levels due to the changes around financial planning, care accounts and reviewing the care act guidance when published on Carers Fairer Charging and

policy implications. The consultation was due to close on 25 January 2015; results of the consultation would be reported to Overview and Scrutiny and Cabinet.

Cost Benefit of Supporting Carers

- 4.12 During its review the Group wanted to develop evidence that investing in support for Carers, therefore leading to less demand for residential care, would reduce the Council's overall care costs. It was explained to the Group that due to the complexity of care services and each individual case it was extremely difficult to prove that this would be the case. However, it was reasonable to assume, based on the cost of residential care and the costs of support services for carers, that the Council's costs would be reduced if supporting carers reduced the need for residential care.
- 4.13 The Group also acknowledges the role unpaid carers also play a vital role in discharge of patients from hospitals. Delayed discharge is one of the main issues hospitals are affected by and it's often the result of patients not having the appropriate care and support in place at home to enable them to be released safely. Delayed discharge is a cost to hospitals both in terms of staff caring for the patient longer than necessary and beds being blocked for new patients. Carers can provide safe environments for patients, enabling hospitals to discharge them sooner provided that they are given the information and support needed during pre discharge planning stages. Carers can also reduce the chances of readmission following discharge by, for example, ensuring medication is taken and falls are prevented although this may require some additional support post discharge.

Young Carers Transitioning to Adult Carers

- 4.14 How do young carers transition to being adult carers? How do we support them to enable them to take up further education? Pathways should be developed to ensure safe transition from young person to adult carer that enables young people to have equal access to education and employment as their peers.

A seamless service for carers

- 4.15 Changes in the Care Act require the council and, where appropriate, its partners to review the processes and Carer's Journey. The Group discussed the Implementation and Implications of the Care Act. Further concerns were raised by members that the lack of consistency in workers when the cared for goes into hospital and the change of social worker at each admission/discharge.
- 4.16 The Group discussed the number of transfers between services that take place when a patient moves from health to care services. The Group found that patients were transferred from the Hospital Teams, to the Intermediate Teams and then onto social care SMART Teams. The Members' experience this could sometimes result in issues

where patients care would be delayed because they were in limbo between teams. This can create stressful situations, not only for the cared for but for the carer trying to support them. Transfers often resulted in patients having to repeat their information to new people. The Group believes patients should only need to tell their story once and all teams who subsequently come into contact with them should have access to that information.

- 4.17 There has also been some concern regarding support for self-funding customers and the lack of information, case management for these individuals and families. The Care Act requires the Council to provide more support to self funders. Work has been carried out to improve the advice, information and support offered to self funders.

Identifying the current budget allocation and associated spend for carers

- 4.18 The group were updated on the Early Intervention and Prevention commissioned services for carers, universal services and the CCG Carer Breaks fund. The issue relating to carers receiving additional respite has been a consistent theme as members recognise that this is a key service which sustains carers within their caring role. Supporting officers have clarified the difference between carer breaks and respite for the cared for being an indirect break for the carer.
- 4.19 Cheshire East Council contracts commissioned services through the Voluntary, Community and Faith Sector (VCFS) relating to Early Intervention & Prevention and also manages Carer Breaks grants on behalf of the two Clinical Commissioning Groups. The services commissioned provide 'Early Help' through either specialist or universal services that support people to remain independent and can help to stop them reaching crisis point. Universal services are available to anyone who lives in Cheshire East and has an identified social care need, or to the carers of these people. Specialist services are for specific groups of people, for example Carers services are specifically for the Carer and not for the person who they care for.
- 4.20 The Group had been informed by carers at the events that what they could spend the Carers Breaks funding on was limited, and in many cases they couldn't spend it on what they really felt would support them as a carer. For example, one carer wanted to spend the money on driving lessons, to enable her to travel for her caring duties more easily, however she wasn't able to use it for this as it was not considered a break.

Assistive technology

- 4.21 Assistive technology provides a range of benefits for those with care needs, enabling them to remain in their own home and maintain health for longer. Assistive Technology can also play a role in reducing the demands on the carer. The Group

did not consider this issue in detail as there is another Task and Finish Group currently conducting a review of Assistive Technology.

Signposting on the Council's website

- 4.22 The Group examined the Council's website and how information on Adult Social Care services was communicated to the public. In their own experiences, the Group found examples of webpages which were out of date or contained incorrect information. The Web Team's goal was that all Council webpages were updated at least every three months. The Web Team was able to ensure the webpages worked effectively but did not have the expertise to know whether the information contained with a page on adult services was accurate or up to date. In quite a few cases it was unclear who was responsible for particular pages because no one had been allocated to monitor them.
- 4.23 Only 20% of visitors to the website went through the home page. Most visitors accessed pages directly through a search engine such as Google or Bing. Search engines use "tags" (words relevant to the information on the webpage) attached to webpages to produce the results of a search. Webpages with the most relevant tags to a search are placed at the top of search results list. Officers needed to attach the right tags to their pages to ensure they would appear on internet searches making it more likely that the public could find the information they are looking for.
- 4.24 The Council's website now includes a section called information Cheshire East (iCE). iCE is a directory of services that the public can use to search for services using key words and by location. This is currently being used by Children's Services and some external providers but Adult's Services is yet to make a decision about taking up the system. Having used iCE the Group believes it is an excellent tool for sharing information about services and signposting residents to what's available in their local area. By including Council services on the directory and encouraging all health and care providers and community organisations in the Borough to contribute to the directory and ensure their information is continually up to date residents will be able to access services they may otherwise be unaware of. This will help carers to maintain their caring role and improve their quality of life.
- 4.25 Since the Group considered the content of the website, Adult Social Care has been working on its web pages in order to make improvements and meet Care Act requirements regarding information and advice. The new web pages will be launched prior to April 2015.
- 5.0 Conclusions
- 5.1 This review of Carers has taken place during a period of considerable change for adult social care and carers. The Care Act has initiated some of the biggest changes

to services in recent memory and this has created a level of uncertainty that has made it difficult for the Group to develop detailed conclusions and recommendations. The Care Act is still in its early stages of implementation and will be followed by further regulations and guidance.

- 5.2 However there are a number of areas where the Group is clear on what is needed to improve outcomes for Carers.
- 5.3 Carers play a crucial role in keeping people out of residential care which reduces demand and saves cost of social care. Although it is difficult to clearly illustrate because of the complex nature of care and what the costs are, residential care and domiciliary care are the most costly to the Council. If budgets can be redirected to increase support for Carers, therefore reducing the demand for residential care and domiciliary care, then there is a possibility that the overall costs to the Council can be reduced and carers would feel more supported. Early intervention and prevention, rather than treatment, is one of the key themes in the future of health and care services.
- 5.4 Carers can also play a role in reducing costs for health services. They can facilitate the discharge of patients from hospital, avoiding additional costs associated with delayed discharge, and can reduce the chances of readmission. This impact could be enhanced by providing training to the carer in the use of equipment and managing the cared for person's needs prior to them being ready to be discharged.
- 5.5 The Group is aware that there are a wide variety of types of carer. All Carers should be valued by the Council. The Council should continuously be trying to identify hidden carers in order that they can be supported to continue their role. Many carers do not view themselves as carers and are reluctant to pursue or are unaware of any support that is available to them. A lack of support can lead to carers themselves becoming ill, in some cases requiring care themselves, or forcing them to relinquish their caring role therefore increasing the demand on health and care services.
- 5.6 GPs can play an important role in the identification of carers, signposting them to services and helping them to cope with their caring role. The Group urges the need for Carers Champions to encourage more services to be aware of Carers, the benefits they provide and their needs.
- 5.7 Carers Assessment process should be simplified. The Group would support the use of an online preassessment tool to enable carers to identify their needs with signposting to appropriate services and potentially on to a full assessment for those with eligible needs.
- 5.8 There should also be a seamless services for both cared for and their carers. Health and care teams should work closer together to ensure no one is lost in the system or

falls through the gaps between teams. The current drive to integrated health and care services through Caring Together and Connecting Care is an important opportunity to ensure that service users receive a seamless service focussed on their needs, including those of the carers.

- 5.9 There should be a directory of services as part of signposting. The Group believes that services should make it as easy as possible for Carers to locate them and Carers should be encouraged to seek out support where there is a need. A services directory would make it simple for Carers to find services and support in their local area but would also be beneficial to providers by advertising their services to a wider audience. Service directories also help organisations to identify where they may be duplicating each other or where there are gaps in service that they can work together to fill.
- 5.10 The Group supports budgets for carer breaks however would like to see more flexibility in what carer can spend the money on. Carers know what would really help them to feel better or support them in their caring role therefore funding should work in a way that maximises the benefits to them.
- 5.11 All social care employees should be aware of the Care Act and the new ways of working. All Services should be aware of Carers and their valuable role. They should have information to support Carers earlier. Every little helps for the carers and all contributes to reducing the burden of adult social care. This would be a Corporate Parent style approach.
- 5.12 The Council's Website is a key portal for connecting with service users and providing important information. Senior Managers should ensure that each service with webpages allocates someone to be responsible for monitoring the webpages to make sure they are up to date and accurate.

6.0 Recommendations

Recommendations to Cheshire East Council

- 6.1 The Council should agree the following principles to underpin the future development of carers services:

A. Carers should be informed of their entitlement to an assessment.

The Council should carry out an options appraisal for conducting carers' assessments to assess the best option for ensuring all carers known to adult social care have an assessment when they are identified and that existing carers who had a joint assessment with their cared for person are offered a review in their own right.

B. Carers should experience a seamless service across health and social care.

There needs to be seamless service between hospital, social care and community services. The number of transfers between care teams needs to be reduced. This could possibly be done by reducing the number of teams from three to two by integrating services.

C. “Tell Us Once” - Carers should only have to explain their situation once.

A person’s information should be available to all social workers, hospital teams, GPs and carers so there don’t have to repeat anything each time someone different interacts with them.

D. Carers should be targeted for information and advice about support available to them.

The Council needs to ensure it identifies as many carers as possible to ensure they get the support they need and avoid crisis. This includes educating those who may not see themselves as carers as they are unaware they are performing a caring role.

E. Carers should have easy access to their own assessment.

The Council needs to be prepared for the increased demand created by Carers’ entitlement to an assessment in the Care Act 2014. The Council should consider simplifying the reassessment process to avoid future backlogs.

F. Carers should have access to increased advice, information, preventative services and support.

The Council’s Adult Social Care budget should be redirected to invest more in supporting Carers and other preventative measures which may keep service users out of residential care and avoid the need for domiciliary care which are more expensive to provide. This should include training to carry their caring role effectively.

G. Carers should have access to advice and information about the support available to them.

Adult social care services need to establish the use of iCE, or something similar, to make information available to residents in the way that children and families services has. Managers also needed to encourage external providers and NHS services to use the directory to provide a comprehensive list of services to carers. Processes should also be in place to ensure pages are kept up to date and accurate.

H. Young Carers Pathway is developed to support them in their transition to adult status.

That a pathway for young carers transitioning to adult status be created to ensure all young carers are provided with the same opportunities for employment and

further education as their peers. A memorandum of understanding should be put in place between Children and Families and Adult Social Care to make it clear what is required during transition.

I. Carers should be identified in order that they can be supported in their caring role.

The Council should encourage commissioned services and community organisations to contribute towards the identification of carers.

J. Carers should have the opportunity to engage with the Council and CCGs to influence future developments and receive services.

The Council and CCGs should develop Engagement Strategies for carers and communities to improve standard and scale of engagement.

K. Carers should always feel safe and be aware of safeguarding issues if they occur.

That the Council and CCGs promote safeguarding for carers from abuse and train them to recognise the signs of abuse from their cared for person.

Recommendations to NHS Commissioners and Providers

6.2 NHS Commissioners and Providers should also consider the following recommendations to improve the interaction with carers:

- L. That GP surgeries should make it common practice to proactively identify carers but also inform their GPs about which of their patients are carers so they can monitor their wellbeing from that perspective. This should include young carers and parents carers.
- M. CCGs and GP practices should have a carers' champion (This could be a nurse or receptionist: it doesn't have to be a GP) to promote the role carers play and the need to support them.
- N. All identified carers should be offered annual "carer's health checks"; this could be at GPs' surgeries or in the community/at home if needed.
- O. That other NHS service providers also be mindful of the potential impact a caring role may be having on their patients and be aware of how where they can signpost them to services.
- P. CCGs should consider how Care Breaks Funding can be made more flexible to enable carers to use funding for products and services that they feel will benefit them the most.

- Q. Health services should ensure training and advice for Carers is provided prior to their Cared for Person being discharged to ensure Carers are prepared to fulfil their role effectively, helping to avoid readmissions and delayed discharge.

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Caring for Carers' A Joint Strategy for Carers of All Ages in Cheshire East 2016 – 2018

Delivery Plan (DRAFT V5)

Our Priorities

Priority Outcome 1: Respite and Carer Breaks

The terms 'short break' and 'respite' tend to be used interchangeably. Some carers and users of services prefer the term 'short break' or 'break from caring', 'signifying a break from the routine'.

Actions to meet objective:

There has been improved uptake and quality of carers' assessments and support plans. The assessments have enhanced accessibility to carers and reinforced the participatory and collaborative approach to assessing the carer's needs and planning for the future.

Objective	Actions	How will we know we have been successful	Who is responsible	Start by	Complete by	Benefits to carers What we have achieved
1.1 A range of breaks are available for carers to get a break from their caring role, both as a result of assessment of needs and also	Improved uptake and quality of carers' signposting, assessments and support plans which promoting universal opportunities available in the voluntary sector and local communities for short breaks and flexible respite	Carers know how to access a Carers Assessment and they are provided with Information on carer's breaks and flexible respite opportunities in a variety of settings.	CEC Adult Social Care CEC - Children's Social Care CEC Strategic Commissioning for Adults			

information promoting universal opportunities available in the voluntary sector and local communities		<p>Information and signposting is included as part of carers offer and within carers informal and formal support planning</p> <p>Matching need through collecting information from carers assessments and what carers tell us through surveys, engagement, and forums</p>	<p>CEC Strategic Commissioning for Children and families</p>			
	<p>More carer break options are available to carers of all ages through working with the market to provide the range and type of carer break options that carers and those cared for would want in the future</p>	<p>Individual carers have taken up:</p> <ul style="list-style-type: none"> – Universal services within the local community. – Commissioned carers specific services – Supporting carers and their families to provide flexible self-support – Flexible breaks with the local community through Lifestyle centres, local community activities – Carers feel and report that they are respected as equal partners throughout 	<p>CEC Adult Social Care</p> <p>CEC - Children's Social Care</p> <p>NHS Eastern and NHS South Cheshire CCG</p> <p>CEC Strategic Commissioning for Adults</p> <p>CEC Strategic Commissioning for Children and families</p>			

		the care process				
	Review Carers offer to ensure it is in line with the identified needs of carers including: – age, – location – the range of community activities or services offered. – carers of people with dementia	The carers offer is regularly reviewed and maintains a range of short breaks and respite to meet Carer's identified needs delivered through partner organisations, community facilities and identifies any gaps in provision.	CEC Adult Social Care CEC - Children's Social Care NHS Eastern and NHS South Cheshire CCG CEC Strategic Commissioning for Adults CEC Strategic Commissioning for Children and families			
	Co-ordinate information on the range of breaks options available to carers through different organisations within the community	Carers who have contacted CEC and NHS Eastern and NHS South Cheshire CCG are signposted to appropriate community facilities which can support them to have a break from their caring role Carers who have had an assessment of their needs and are eligible for support under the Care Act receive support to	CEC Adult Social Care CEC - Children's Social Care NHS Eastern and NHS South Cheshire CCG CEC Strategic Commissioning for Adults CEC Strategic Commissioning for Children and families			

		<p>access a range of community activities or a personal budget and Direct Payment where applicable, to access short breaks and respite opportunities</p> <p>Carers feel and report that they are respected as equal partners throughout the care process</p>				
1.3 Commissioning plans aligned across organisations to meet carers needs	<p>Are we achieving 'value for money' from the services we commission and are they achieving positive outcomes for carers who use those services</p>	<p>We have reviewed contracts and specifications and are satisfied we are achieving 'value for money' from the services we commission and they achieving positive outcomes for carers who use those services</p>	<p>CEC Strategic Commissioning for Adults</p> <p>CEC Strategic Commissioning for Children and families</p>			
	<p>Undertake quality assessment of directly commissioned universal and carers specific services to inform future commissioning</p>	<p>We have reviewed contracts and specifications and are satisfied we are achieving 'value for money' from the services we commission and they achieving positive outcomes for carers who</p>	<p>CEC Strategic Commissioning for Adults</p> <p>CEC Strategic Commissioning for Children and families</p>			

		<p>use those services</p> <p>Where services are not providing value for money or achieving positive outcomes for carers, these services have where necessary issued with a default notice to improve or decommissioned due to continued failure to meet their contractual arrangements</p> <p>Commissioned services are subject to Quality Assurance review</p> <p>Carers report that the services they access are of high quality and meet their outcomes</p>				
	Review outcome measures from commissioned services through the contract monitoring of Carers specific and Universal services commissioned to support carers	<p>Analysis of carers feedback through surveys/ complaints/compliments/ customer satisfaction reports/Quality Assurance Visits informs commissioning and targeted development areas to support carers in</p>	<p>CEC Strategic Commissioning for Adults</p> <p>CEC Strategic Commissioning for Children and families</p>			

		<p>the community</p> <p>We have reviewed contracts and specifications and are achieving 'value for money' from the services we commission and they are achieving positive outcomes for carers who use those services or community facilities</p>				
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Priority Outcome 2: Realising Carer Potential

In Cheshire East we value the key role carers play in providing care and believe carers should get similar opportunities in all areas of life; fun and social, education, employment, safeguarding, and training. Carers who receive the training feel better supported in their caring role and more confident.

Actions to meet objective: Through undertaking a full audit of carer and workforce training provision across Cheshire East an accurate and up-to-date picture has been obtained which enables a strategic view to be taken and leading to the development of plans and identification of funding requirements to address the needs identified

Objective	Actions	How will we know we have been successful	Who is responsible	Start by	Complete by	Benefits to carers What we have achieved
2.1 Carers will be supported to fulfil	Carers can balance their caring roles and maintain their desired quality of life	Carers have been supported to achieve their educational and employment goals through	CEC Adult Social Care			

their own ambitions and potential outside their caring responsibilities		effective and appropriate support from the appropriate organisations	CEC Children's Social Care			
	Identify and increase the number of carers who are supported to enter or retain their employment alongside their caring role through early support and signposting at the point of contact in health and social care settings	Cheshire East is a carer friendly community and local employers have 'Carer Friendly' policies in place to support working carers in their employ to ensure carers have a life alongside caring There has been an increase in the number of carers who are supported to retain their employment or into part time or full time work	CEC - Council wide services NHS Eastern and South Cheshire CCG NHS Acute services Community Resources, Voluntary Sector and Faith Groups DWP-Job Centre Plus			
	All Carers of working age are able to access the support to enter the workplace, remain in work or return to work and identify best practice in carers training	Carers have personal development plans for individual careers, education, training and career aspirations Improved educational achievement/attendance 'Carers specific' training programmes are in place for all carers to access Support is available to carers who are interested in sharing their skills through or wish to	CEC Business Development Team Education			

		take up volunteering opportunities				
		Carers access volunteering opportunities.				
	Support carers to access benefits advice and maximise their income	Carers have accessed Carer's Allowance and other universal benefits where they are eligible and report that they have maximised their income to maintain a quality of life				

Priority Objective 3: Information

Carers should have access to information at the right time. All those working with families have a key role in identifying and supporting carers and in providing information and advice at the time when it is needed to support them in their caring role.

Actions to meet objective:

Through maintaining focus, timely, accurate and good quality information and advice can be provided not only when someone is new to caring but also whenever information and advice is needed.

Objective	Actions	How will we know we have been successful	Who is responsible	Start by	Complete by	Benefits to carers What we have achieved
3.1 Provision of	Audit of specific and universal information requirements and	Carers information requirements using results from carers	CEC Adult Social Care			

co-ordinated and good quality information and advice for local carers via a number of channels to enable Carers to access the services they need to support them in their caring role at the time they need it.	<p>understanding of key issues for carers through a review of current delivery methods providing Information and Advice to carers within Cheshire East</p>	<p>assessments, carers survey, carers engagement events and commissioned service monitoring information have informed the provision of information available to carers</p> <p>Information requirements and understanding of key issues for carers has informed the development of a range of media to help carers of all ages across cheshire east to access information to support them in a caring role, at the time they need it</p> <p>Carers have access to a range of information and advice relating to: legal, finance, respite, support and crisis and NHS services such as Continuing Health Care, Long Term Condition information, as well as promoting carers rights</p>	<p>CEC Children's Social Care</p> <p>CEC - Council wide services</p> <p>NHS Eastern and South Cheshire CCG</p> <p>NHS Acute services</p> <p>Community Resources, Voluntary Sector and Faith Groups</p>			
	<p>Additional support to carers via the provision of on-line support in addition to telephone and face to face support across the Borough</p> <p>Carers have access to</p>	<p>Carers who are able are accessing advice and information from the web based information available to all members of the community.</p> <p>Carers are accessing advice and</p>	<p>CEC Adult Social Care</p> <p>CEC Children's Social Care</p> <p>CEC Council wide services</p>			

	<p>information provided to carers in a timely manner on Continuing Health Care and End of Life Planning to support them to have choice and control along with the person they care for</p>	<p>information from their local GP practice, Nursing services and recorded on the Carers Register</p> <p>Carers are accessing information through Community hubs</p> <p>New networks of peer support groups established to help carers to help themselves through skill sharing</p> <p>Community Resources, Voluntary Sector and Faith Groups are able to identify carers of all ages and support them to the resources available in a variety of settings which can support them in their caring role</p> <p>Carers know how to access the support they need and avoid crisis. This includes educating those who may not see themselves as carers as they are unaware they are performing a caring role.</p>	<p>NHS Eastern and South Cheshire CCG</p> <p>NHS Acute services</p> <p>Community Resources, Voluntary Sector and Faith Groups</p>			
	<p>Develop a process for continuous updating of</p>	<p>An integrated Cheshire East information and Advice resource</p>	<p>CEC Adult Social Care</p>			

	information and ensure a variety of approaches for sharing information with carers	for Children and Adults with a caring role has been developed	CEC Children's Social Care CEC Council wide services NHS Eastern and South Cheshire CCG			
	Review and maintain a directory of services and support in specifically for and/or which meet the needs of young and adult parent carers	<p>Young carers have been involved in deciding which services and support need to be included within the directory of services and this is available in a variety of formats such as Phone Apps.</p> <p>Young carer directory is in place, which has been developed by young carers and receives positive feedback from young carers</p> <p>The local offer in children's service has specific sections on parent carers and young carers support.</p> <p>Information is available to support Young carers through transition to adulthood and the support available to enable them to have a life outside of caring</p>	CEC Children's Social Care			

	<p>Increase in the identification of carers and the support they require prior to and at the point of hospital discharge planning</p> <p>Develop an exit survey for carers in Hospital Discharge experience to inform the changes required</p>	<p>All newly identified and existing carers are routinely identified and provided with a 'Local Offer' information pack prior to discharge</p> <p>Exit surveys provide information on what went well and what needs to be improved for carers in Acute Hospital settings</p>	<p>NHS Eastern and South Cheshire CCG</p> <p>NHS Acute services</p>			
	<p>Undertake review of the range of support services currently in place for carers and alignment to identified priorities to inform future commissioning</p>	<p>The range of services are in place for carers to meet the requirements of the Care Act and Children and Families Act 2014 and services are in place to support early intervention and prevention approach</p>	<p>CEC Adult social care</p> <p>CEC Childrens services</p>			
	<p>Align commissioning intentions to funding arrangements within available resources</p>	<p>Commissioned services are aligned to the priorities identified by the review and monitoring of carers specific and universal community services, feedback from carers, questionnaires and surveys, Quality Assurance reviews informs our commissioning of carers services</p>	<p>CEC Adult social care</p> <p>CEC Childrens services</p> <p>NHS Eastern and South Cheshire CCG</p>			



Priority 4: Assessment of

Carer Needs and Delivery

Carers want to have more control over the services developed and delivered to the person they care for, and over support for themselves in line with their individual needs. The voice of the carer and the person they care for to be paramount in the assessment of their care package, this is especially important in cases where people, young and old, don't recognise themselves as carers

Actions to meet the priority:

Improvements have been made to the uptake and quality of carer's assessments and support plans. The assessments enhance accessibility to the carers and reinforce the participatory and collaborative approach to assessing the carer's needs and planning for the future

Objective	Actions	How will we know we have been successful	Who is responsible	Start By	Complete By	Benefits to carers What have we achieved
4.1 To develop public facing 'self-assessment' tools	Develop a tool which enables carers to self-assess their needs and identify the support available to them from a variety of community resources which can support them in their caring role	Carers in Cheshire East are able to access web based self-assessment tools to enable them to make informed choices about what support is available to them within their local community and how to access support	CEC Adult Social Care CEC Children's Social Care NHS Eastern and South Cheshire CCG			
4.2 To increase the number of carers who have an assessment of their needs	The assessment of need enhances accessibility and reinforces the participatory and collaborative approach to assessing the carer's needs and planning for the future	Carers feel able to request a Carers Assessment and the quality of carer's assessments and support plans reflect the equity carers have with those they care for There has been an increased uptake of people who have had a carers assessment and Carers feel and report that they are	CEC Adult Social Care CEC Children's Social Care			

		respected as equal partners throughout the care process				
4.3 To review the carer's assessment process and to link needs and unmet needs to inform commissioning.	<p>To review the process for conducting carers' assessments to identify the best options for ensuring all carers who request an assessment of their needs are identified and that existing carers who had a joint assessment with their cared for person are offered an assessment in their own right following the implementation of the Care Act and the Children and families Act 2014 to inform future commissioning</p> <p>The carers GP identifies all carers within their practice and provide appropriate support to maintain or improve the carers health and wellbeing</p> <p>.</p>	<p>The carer's assessment process has been reviewed following the implementation of the Care Act and the Children and families Act 2014 and has informed future commissioning requirements for carers of all ages</p> <p>GP surgeries make it common practice to proactively identify Adult carers, young carers and parents carers and they monitor their health and wellbeing and provide appropriate support and information to support the carer</p> <p>Carers are offered annual "carer's health checks" at GPs' surgeries or in the community/at home if needed</p> <p>NHS service providers and District nursing staff are informed and recognise the potential impact of a caring role and the effects on their patients and be aware of how/ where they can signpost them to</p>	<p>CEC Adult Social Care</p> <p>CEC Children's Social Care</p> <p>CEC Strategic Commissioning for Adults</p> <p>CEC Strategic Commissioning for Children and families</p> <p>NHS Eastern and South Cheshire CCG</p>			

		services.				
4.5 To review the 'Carers ACE Card' Crisis Support Plan	Review of the current service model through feedback from carers and contract monitoring to establish if the current delivery model supports carers crisis planning and adds to improvements in their health and wellbeing	The current model of supporting carers to crisis plan has been reviewed and has identified if the service supports carers in times of crisis and adds to improvements in their health and wellbeing to inform future commissioning	CEC Strategic Commissioning for Adults			
4.6 To develop within the Caring Together and Connecting Care Integration Programmes single points of access for carers.	Develop within the Caring Together and Connecting Care Integration Programmes single points of access for carers	<p>Carers are routinely identified within GP practices through carers champions, GP/Surgery staff promotional information, packs and carers sign-posting cards within each GP surgery in Cheshire east</p> <p>There is more effective intelligence gathering on admission and discharge from acute services to inform support for carers.</p> <p>"Tell Us Once" - Carers should only have to explain their situation once.</p> <p>A person's information should be available to all social workers, hospital teams, GPs and carers so there don't have to repeat anything each time someone</p>	NHS Eastern and South Cheshire CCG			

		different interacts with them. There is a seamless service between hospital, social care and community services. The number of transfers between care teams has been reduced				
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Priority 5: Evaluation, Co-Production and Commissioning

Carer involvement and participation in commissioning, design and procurement of services is essential to empower carers, and to ensure that services properly take account of carers' needs.

Actions to meet objective: Carers continue to be involved in the planning, shaping and delivery of services and support. Carer's involvement is seen as crucial to ensuring that the best quality services and support are delivered in a personalised way

Objective	Actions	How will we know we have been successful	Who is responsible	Start By	Complete By	Benefits to carers What we have achieved
5.1 A 360 degree	Undertake a 360 degree review of	A 360 degree review of Health	CEC Adult Social			

review of Health and Social Care in Cheshire East using the NHS 9 principles Model to establish a baseline on Carers commissioned services	Health and Social Care for carers in Cheshire East using the NHS 9 principles Model to establish a baseline on carers services from information received from carers and staff across Social care and Health	and Social Care for carers in Cheshire East using the NHS 9 principles Model to establish a baseline on carers services has been undertaken and the information gained has informed the future requirements of carers services in Cheshire East	Care CEC Children's Social Care CEC Strategic Commissioning for Adults CEC Strategic Commissioning for Children and families NHS Eastern and South Cheshire CCG			
5.2 Establish a robust engagement framework to capture the view and experiences of a wide range of carers	Establish a range of carers forum's which enable carers of all ages to engage with Social care and Health services and share their stories	<p>Carers feel and report that they are respected as equal partners throughout the care process and their contribution and involvement in the design, procurement and commissioning of services is empowering and inclusive</p> <p>We work with carers to develop co-produced material for carers which is timely, clear and concise to assist with the navigation of services available in the instances of immediate or gradual caring responsibilities</p> <p>There is increased access and</p>	CEC Adult Social Care CEC Children's Social Care CEC Strategic Commissioning for Adults CEC Strategic Commissioning for Children and families			

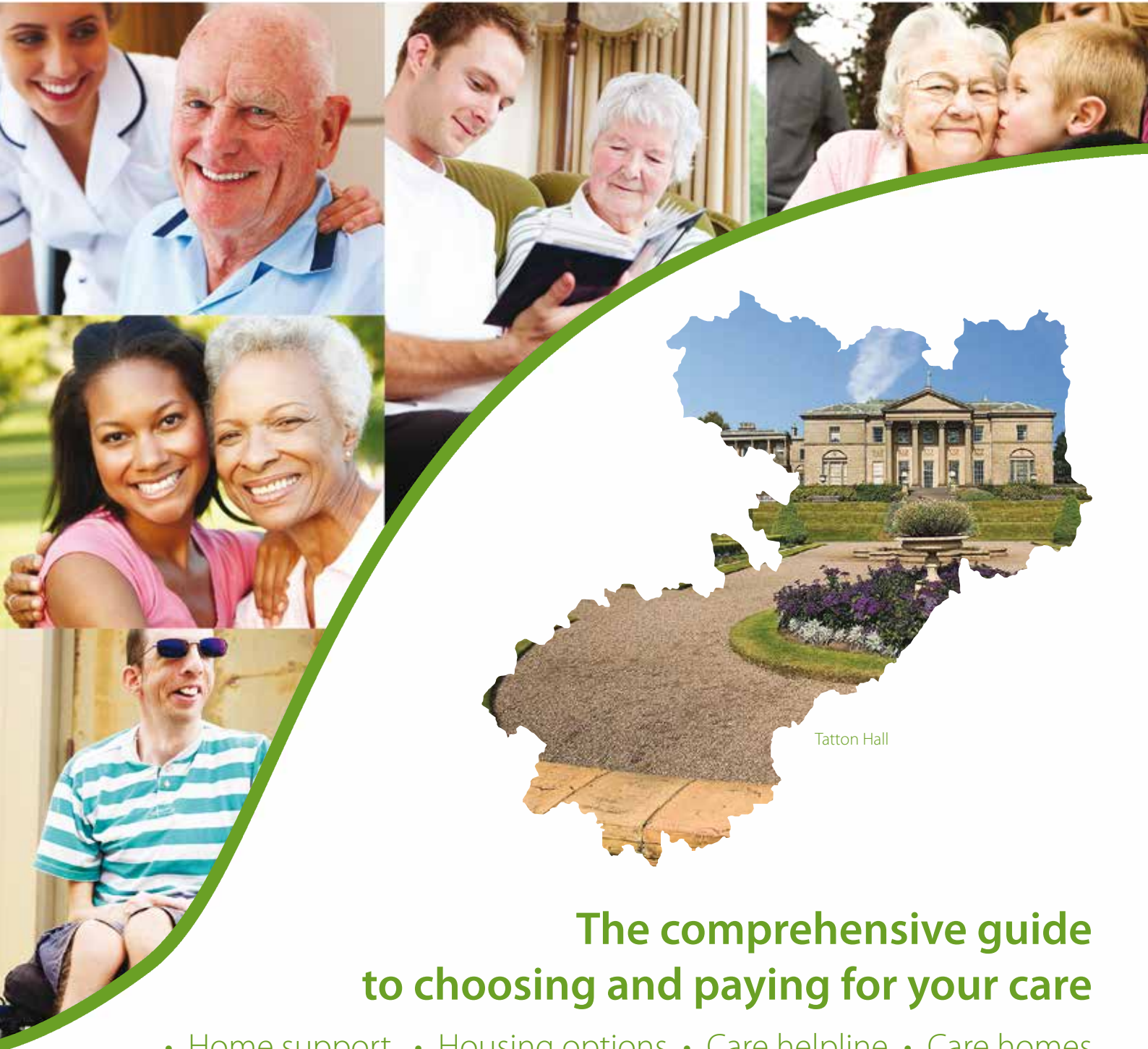
		<p>engagement with hidden Young Carers</p> <p>We meet the costs of some out-of-pocket expenses and care support that will release carers from their caring role to attend meetings</p>	NHS Eastern and South Cheshire CCG			
5.3 To establish training for assessors based on the principles of co-production across health and social care	Staff in Health and social care will receive training in principles and application of co-production to inform their practise.	Staff in Health and social care have received training in the principles and application of co-production and are applying this within their role and as part of the personalisation agenda	CEC / NHS Eastern and South Cheshire CCG Workforce development			
5.4 To develop a Joint Co-Production strategy for Cheshire East	Develop a Joint Co-Production strategy for Cheshire East that refers to a way of working whereby decision-makers and citizens, or service providers and users and their carers, work together to create a decision or a service which works for them all. The approach is value-driven and built on the principle that those who are affected by a service are best placed to help design it.	<p>A Joint Co Production strategy has been developed and we view carers and those they care for as assets, with inherent abilities, competencies and resources and the strategy seeks to build upon these strengths</p> <p>Social care and health professionals role is one of empowering individuals to enable them to make decisions about social support, health, care and treatment and</p>	<p>CEC</p> <p>NHS Eastern Cheshire CCG</p> <p>NHS South Cheshire CCG</p>			

		recognises the importance of networks in bringing about and supporting change is based on equality and at its centre is a relationship of mutual respect				
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Cheshire East

Care Services Directory 2015



Tatton Hall

The comprehensive guide to choosing and paying for your care

• Home support • Housing options • Care helpline • Care homes



In association with



Do you need a Helping Hand?

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

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

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

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

To find out how we can help you, call:

01270 861 745

or visit: www.helpinghands.co.uk

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

Lisa Carr, Director of The Great British Care Awards





Introduction from Cheshire East Council	4	Paying for care	19
Healthy lifestyles	5	Protecting adults from harm /	
Staying independent	6	Keeping people safe	20
Do you look after someone?	9	Useful national contacts	21
Support to stay at home	11	Commissioned Services	21
Living with dementia	13	Listings	30 - 36
Housing with care	14	Home care providers	30
Residential and nursing homes	15	Blue home providers	32
What happens if I ask for an assessment from adult social care?	17	Care home with nursing providers	35
		Index	37



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To obtain extra copies of this Directory, free of charge, call the **Adult Social Care team** on **01270 371315**.

Alternative formats

This Directory is available electronically at www.carechoices.co.uk. There is also a Browsealoud option for those requiring the information in the spoken word.



Introduction from Cheshire East Council

Cheshire East – Best in the North West. We all know that Cheshire East is an amazing place to live, work, visit and invest. A recent announcement in the annual Halifax Quality of Life Survey has announced that Cheshire East is the 'best place to live in the North West'. And it's getting better.

Cheshire East Council is committed to ensuring:

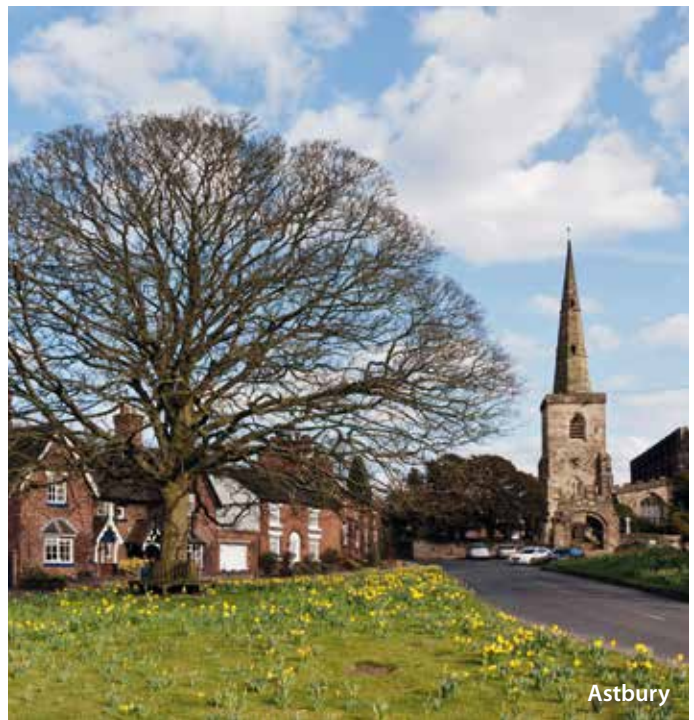
- Our local communities are strong and supportive;
- People have the life skills and education they need to thrive;
- A green and sustainable place;
- People live well and for longer; and
- Responsible, effective and efficient organisation.

Cheshire East Council is committed to supporting local citizens to live well for longer by remaining as independent as possible and living in their own homes for as long as they can safely do so. As well as sign-posting people to access activities and support independently, Adult Social Care offers a number of services focussed on preventing people from becoming dependent on others for their care and support needs. Local, community-based groups and organisations, assistive technology and the Council's Reablement Service can help people to feel supported and safe at home, whilst home care and residential care is available as and when required.

With a focus on a preventative, enabling approach where people are supported to be as independent as they can be, services are set up to ensure that people are encouraged to maximise self-reliance and to learn or relearn skills in order to remain as active as possible. Adult Social Care works closely with other organisations, both in the independent and voluntary sectors, to ensure that support services are joined-up and integrated by way of reducing confusion or duplication for services users and their families.

From April 2015, the new Care Act will help make the care and support system more consistent across England - care and support is changing for the better. Many of us will need care and support at some point in our lives and the new national changes are designed to put you in control of the help you receive. Any decisions about your care and support will consider your well-being and what is important to you and your family, so you can stay healthy and remain independent for longer. For further information on what this may mean for you see page 17.

Further information on the Care Act can be found on our website, and you can also obtain independent advice from ACE (Advice Cheshire East) on **01260 288353**.



The aim of this Directory is to provide Cheshire East residents with details of services and organisations that can provide them with information about a range of issues and advice, the chance to learn or re-learn skills in order to remain as active as possible, or opportunities to meet and talk with others. The Directory also provides information about housing, healthy living and links to local resources such as libraries and leisure services. If you require more assistance, the Directory provides details about how to ask for an assessment of your needs and describes a number of services available to people requiring more support.

We hope that you find the Directory helpful.

Cheshire East Borough Council

Westfields,
Middlewich Road,
Sandbach
CW11 1HZ

Telephone: **0300 123 5500**

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

The offices are open 8.30am to 5.00pm
Outside of working hours (emergency only):

0300 123 5025

Further details are also available from
the Cheshire East Council website:

www.cheshireeast.gov.uk



A healthy lifestyle should include eating a balanced diet and taking part in exercise. You can find lots of opportunities to keep healthy and active in this section.

Healthy Eating - we all need a balanced diet and exercise to ensure that we have good physical and mental health. For self-help tools and information visit www.nhs.uk/livewell/healthy-eating/Pages/Healthyeating.aspx

Active ageing - there are specialised activity programmes for older people which aim to improve independence, well-being and quality of life, and to reduce the risk of falls.

For more information visit www.cheshireeast.gov.uk/ActiveAging

For self-help tools and information about how to increase physical activity visit www.nhs.uk/livewell/

fitness/Pages/Fitnesshome.aspx

Alcohol and Drug Misuse - An easy access service is available for people whose drug or alcohol use is a problem, with the aim of promoting health and minimising harm to the individual, their families and the community. Visit www.cwp.nhs.uk/services/2540-cheshire-east-substance-misuse-service

Stopping Smoking - Smoking is bad for your health. Use the NHS stop smoking tool to get daily tips for success to stop smoking. Visit the NHS Choices website at www.nhs.uk/livewell/smoking

For further information on improving your health and well-being, and on any of the above services, contact the Health Improvement Team on **01270 686600**.

Leisure

Leisure centres in Cheshire East offer many opportunities for getting active and healthy. For details of what's on, visit your local leisure centre, or visit their website via this link www.cheshireeast.gov.uk/LeisureCentres or call **0300 123 5018**.

Exercise does not have to be in a leisure centre and you may prefer to go on walks. Go to www.cheshireeast.gov.uk/Walks for useful walking links and a free map of local walks.

Libraries

We have 16 libraries in towns and villages across the borough, with a mobile library service serving the more remote rural areas. Our libraries provide much more

than just books - look online at www.cheshireeast.gov.uk/libraries or visit one of the libraries to learn more. Alternatively, you can call **0300 123 5018**.

Community hubs

Community hubs will include a network of well-connected community buildings that will provide spaces, services and activities for people in their local area. It is intended that community hubs will be designed and led

by the community.

For more information contact the Partnerships and Communities Team on **01270 685809** or email partnerships@cheshireeast.gov.uk

Dying Well - What does end of life care involve?

End of life care is support for people who are approaching death and includes palliative care. It helps people to be as comfortable as possible and to die with dignity. It also includes support for their family or carers. The Cheshire End of Life Partnership can provide useful information and local support. Visit www.eolp.co.uk for more information or call **01270 758120** or visit www.nhs.uk/Planners/end-of-life-care/Pages/planning-ahead.aspx



This is the consumer champion for health and social care that gathers knowledge, information and opinion to influence policy and commissioning decisions, monitoring quality of services and reporting to regulators.

For more information visit

www.healthwatchcheshireeast.co.uk or call
03300 882 843.

NHS Choices - Helping to put you in charge of your healthcare

NHS Choices is a reliable source of health information and advice. Visit **www.nhs.uk**

Staying independent

This section explains how we can support you to remain independent, improve your quality of life and help to prevent you or the people you care for from reaching

crisis point. The following services are available to help prevent your needs escalating and to delay your need for ongoing care and support.

Information and advice

ACE (Advice Cheshire East)

Information and advice service on The Care Act via a dedicated Care Act telephone helpline, including the choice of types of care and support available, the choice of providers, how to access the care and support, how to access independent financial advice, support individuals to understand the financial implications of the Act, and how to raise concerns about the safety or well-being of an adult who has needs for care and support.

Tel: **01260 288353**

Citizens Advice Bureau

Provides free confidential and independent advice and information on a wide range of subjects including finances, housing and relationships.

Macclesfield, Wilmslow, Poynton and Knutsford

Tel: **01625 428006**

Email: **mhia@cecab-north.org.uk**

Congleton, Sandbach, Crewe and Nantwich

Tel: **01270 303106**

Email: **mhia@cecab.org.uk**

Information and advice for older people

Age UK

'Supporting You' is run by Age UK for people over 50, and offers you a range of information and advice. It can help you to find the right support to manage everyday tasks or advise you at times of change in your life like coming out of hospital or retirement.

Macclesfield, Wilmslow, Poynton and Knutsford

Tel: **01625 612958**

Email: **enquiries@ageukcheshireeast.org**

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

Congleton, Sandbach, Crewe and Nantwich

Tel: **01606 881660** Email: **admin@ageukcheshire.org.uk**

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

Information and advice for people with dementia and their carers

Alzheimer's Society

The 'Living Well' service gives you detailed information about the support available in Cheshire East if you are living with dementia or caring for someone who is. The Alzheimer's Society also runs regular support groups where you can share your experiences.

Crewe

Tel: **01270 501901**

Email: **southcheshire@alzheimers.org.uk**

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

Macclesfield

Tel: **01625 503302**

Email: **east-cheshire@alzheimers.org.uk**

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

Information and advice for adults with a mental health condition

Citizens Advice Bureau

The Citizens Advice Bureau's service will give you

information on stress, anxiety, depression and other mental health issues either through its self-help website or in person.

Web: www.cecab.org.uk/A02/mental_health_info_project/about_us/about_us.html

Macclesfield, Wilmslow, Poynton and Knutsford

Tel: **01625 428006**

Email: mhia@cecab-north.org.uk

Congleton, Sandbach, Crewe and Nantwich

Tel: **01270 303106**

Email: mhia@cecab.org.uk

Information and advice for people who are Deaf

Deafness Support Network

If you are D/deaf it can be very difficult for you to access the information and advice you need. Deafness Support Network (DSN) offers a one stop shop of information and advice for all ages using your preferred method of communication, for example British Sign Language.

Tel: **01606 47831**

Textphone: **01606 350823**

Email: dsn@dsnonline.co.uk

Web: www.dsnonline.co.uk

Information and advice for adults with a physical disability

Disability Information Bureau

If you are looking for information or confidential advice on a wide range of disability issues from sports and leisure to local support, the Disability Information Bureau's service can help you.

Tel: **01625 501759**

Email: info@dibservices.org.uk

Web: www.dibservices.org.uk

The Neuromuscular Centre

The Neuromuscular Centre has more specific information if you have a neuromuscular condition, and provides advice through its website, face to face or by home visits.

Tel: **01606 860911**

Email: matthew.lanham@nmcentre.com

Web: www.nmcentre.com

Early intervention and prevention services

Early intervention and prevention for older people

Audlem and District Community Action runs coffee clubs, befriending and home library services to help you if you are housebound or living alone. It also has a voluntary driving scheme to take you to appointments if you struggle to get there by yourself.

Tel: **07845 495973**

Email: ronni@chapelhouse.org

Web: www.audlem.org/newsroom/audlem-district-community-action.html

If you need a little extra help and live in Macclesfield and surrounding areas, Methodist Homes can offer you support including a teleprompt for important reminders, like taking medicine, telephone befriending, assisted pension collection and shopping.

Tel: **01625 612410**

Email: enquiries@mha.org.uk

Web: www.mha.org.uk

Wishing Well, which serves Crewe and the surrounding areas, can provide you with a range of social and learning opportunities, many run by volunteers from the local community.

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

Email: jessica.cole@cecpct.nhs.uk

Web: www.wishingwellproject.com

If you like singing and socialising, Crossroads Care runs social singing and reminiscence activities in Congleton, Macclesfield and Crewe.

Tel: **01260 292850**

Email: cheshireeast@carerstrust4all.org.uk

Web: www.carerstrust4all.org.uk

Cheshire Community Action's agents can help you to find out what is available to support you in your local area, including financial advice and community groups.

Tel: **01606 350042**

Web: www.cheshireaction.org.uk/our-services/community-agents

Early intervention and prevention for adults

The Bridgend Centre in Bollington has an open door policy, and is there to support you with information, help to fill in forms, health and education sessions and many more activities.

Tel: **01625 576311**

Email: info@bridgendcentre.org.uk

Web: www.bridgendcentre.org.uk

>>

>> Social activity group for adults with a disability

If you have a physical or learning disability and are aged 19 to 65, Cheshire Centre for Independent Living runs groups for you to become involved in activities such as photography or cooking and days out. All venues are fully accessible.

Tel: **01606 331853**

or **0845 3402777**

Email: **office@cheshirecil.org**

Web: **www.cheshirecil.org**

Support and activities for adults with a learning disability

Independent Advocacy's service for adults with a learning disability can support you to access services such as housing, healthcare, employment and education. It also arranges activities like sports or arts in the local community.

Tel: **01625 429922**

Email: **admin@ecadvocacy.co.uk**

If you live in the Wilmslow area, the Time Out Group holds drop-in evening sports sessions and social groups which look at financial training courses and employment skills workshops for adults with a learning disability.

Tel: **07845 968331**

Email: **miriamwild@hotmail.co.uk**

Web: **www.timeoutgroup.org.uk**

Financial support for adults with a physical disability

Do you worry about your financial situation? If you are over 18 and have a physical disability, the Disability Information Bureau's service will give you and your family practical support, helping you to understand your options and to stay out of financial crisis.

Tel: **01625 501759**

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

Web: **www.dibservices.org.uk**

Support for adults with a neuromuscular condition

The Neuromuscular Centre specialises in giving advice and practical support to help with finding relevant services to understanding your housing options, home adaptations, personal budgets, accessing mutual support, and provides relaxation therapies.

Tel: **01606 860911**

Email: **matthew.lanham@nmcentre.com**

Web: **www.nmcentre.com**

Help with community care assessments for the D/deaf

As a D/deaf person it can be difficult to navigate through official systems. Deafness Support Network will support you to communicate with professionals and social workers, assisting you to complete assessments. This service is open to people of any age.

Tel: **01606 47831**

Textphone: **01606 350823**

Email: **dsn@dsnonline.co.uk**

Web: **www.dsnonline.co.uk**

Support for adults with a visual impairment

Iris Vision's service promotes eye health and supports you if you are living with sight loss. It provides a range of services including visual assessments, advice on equipment and social activities.

Tel: **01270 250316** Email: **info@iriscentre.org.uk**

Web: **www.iris-centre.co.uk**

Support for adults with a mental health condition

If you need to access advice and support, Making Space is specifically designed for adults with a mental health condition and their families. These include one-to-one support, access to education/training placements, drop-in sessions and workshops on topics that concern you.

Tel: **01606 786710**

Email: **jane.reeves@makingspace.co.uk**

Web: **www.makingspace.co.uk**

Day opportunities

This covers all opportunities for people whether it be in the day, evening or at the weekend. We want you to have more choice and control about what activities you do and to increase people's involvement in their local community. Up-to-date information on the large number of activities available can be found by calling **01625 378182** (North area) or **07768 987332** (South area) or by visiting the Cheshire East page of the Care Choices website **www.carechoices.co.uk**



Supported Employment offers support to people with disabilities to find or retain employment. Employment is a key ingredient for real social inclusion. We are committed to supporting people with disabilities to gain independence through work.

Tel: **01260 375468**

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

Blue Badge Scheme

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

Tel: **0300 123 5020**

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

Do you look after someone?

In Cheshire East, around 40,000 people provide unpaid care or support to an adult family member or friend, either in their own homes or somewhere else. It can be difficult to recognise yourself as a carer; you might think you're just being a good friend, neighbour or spouse and are 'just doing your

job'. In reality, being a carer can be difficult and lonely at times. If you are in this position, a good place to start is with a Carer's Assessment. This is an opportunity to share your feelings and experience as a carer with a dedicated person who can help guide you towards the help and support you are entitled to.

Assessing your well-being

A Carer's Assessment will look at the different ways that caring affects your life and work out how you can carry on doing the things that are important to you and your family. Your physical, mental and emotional well-being will be at the heart of this assessment. As a result of the

assessment, you may be eligible for support. We will also offer you advice and guidance to help you with your caring responsibilities and maintain your own well-being. To find out more about a Carer's Assessments visit **www.eastcheshire.gov.uk** and search for 'carer's assessment'.

The right help at the right time

There is a range of support services which can help you in your caring role.

Cheshire and Warrington Carers Centre provide the three services below.

Freephone helpline: **0800 085 0307**

Email: **advice@cheshirecarerscentre.org.uk**

Web: **www.carers.org/Cheshire**

Carers' reablement service

If you are struggling to cope with your caring role, or finding that it is getting more demanding, this service is there to support you. The Carers Centre will work with you, looking at ways you can take a break and helping you to plan for the future.

Carer breaks

This is a regular opportunity to meet up with other carers at monthly group meetings or to take a relaxation break of your own with an individual relaxation session.

Information and advice for carers

The Carers Centre's freephone helpline is available Monday to Friday. They will answer your queries, provide a listening ear if you are feeling isolated and signpost you to relevant local and national agencies and services.

Carer breaks for carers of people with muscular dystrophy

This service provides regular breaks for carers of people with muscular dystrophy. You have the opportunity >>

>> to get involved in activities such as gardening and DIY, alternative therapy and carer counselling sessions.

For more information contact The Neuromuscular Centre
Tel: **01606 860911**
Email: **matthew.lanham@nmcentre.com**
Visit: **www.nmcentre.com**

Other carer breaks

A range of carer breaks can be provided, details of these can be found by visiting **www.cheshireeast.gov.uk** and searching for 'carer breaks'.

Carer training

Training is available for carers, including a Caring with Confidence course to help you in your caring role, one-off practical skills training sessions and personal development sessions. If you are interested in a different course, there is also a training opportunities fund that you can apply to for support to pay for this.

This is available through Cheshire and Warrington Carers Centre and Crossroads Care, Cheshire, Manchester and Merseyside.

Cheshire and Warrington Carers Centre
Freephone helpline: **0800 085 0307**
Email: **advice@cheshirecarerscentre.org.uk**
Web: **www.carers.org/Cheshire**

Crossroads Care, Cheshire, Manchester and Merseyside
Tel: **01260 292850**
Email: **cheshireeast@carerstrust4all.org.uk**
Web: **www.carerstrust4all.org.uk**

Carer support

The Alzheimer's Society provides information and support for anyone who cares for someone with any type of dementia. They can direct you to support from a number of organisations, and there are eight monthly dementia cafes across Cheshire East where you can come for mutual support.

There are branches in the north and south of the region.
North

Tel: **01625 503302** (north)
Email: **east-cheshire@alzheimers.org.uk**
Web: **www.alzheimers.org.uk**

South

Tel: **01270 501901** (south)
Email: **southcheshire@alzheimers.org.uk**
Web: **www.alzheimers.org.uk**

Carers' early intervention

If you are new to caring or have not had any support as a carer before, the In-Time service gives you the opportunity to discuss how caring is affecting you, and to complete an individual action plan.

For more information contact Crossroads Care Cheshire, Manchester and Merseyside

Tel: **01260 292850**
Email: **cheshireeast@carerstrust4all.org.uk**
Web: **www.carerstrust4all.org.uk**

Carers' employment support

The Careers Adviser can give you information, advice and support on employment, training and volunteering, helping you to stay in work, or to look for employment, volunteering or training opportunities.

For more information contact Greater Merseyside Connexions Partnership

Tel: **07791 333241**
Email: **nicola.holyoak@connexionslive.com**
Web: **www.connexionslive.com**

Carer's Alert Card for Emergencies (ACE)

What would happen if you were unable to care? When you sign up to this scheme, an emergency plan is agreed which provides detailed instruction for others to follow, giving you peace of mind.

For more information contact Peaks and Plains Housing Trust

Tel: **01625 428433**
Email: **trust@peaksplains.org**
Web: **www.trustlink.peaksplains.org**

Carers' Assessments

Making Space carries out and reviews Carers' Assessments for people aged 18 and over who care for someone with a mental health condition.

For more information contact Making Space
Tel: **01606 786710**
Email: **jane.reeves@makingspace.co.uk**
Web: **www.makingspace.co.uk**

NEED HELP IN YOUR SEARCH FOR CARE?

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

www.carechoices.co.uk
can help you out.

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

www.carechoices.co.uk

Support to stay at home

Help in your home with maintenance and gardening

The Care and Repair service offers guidance to older people and people with a disability on carrying out repairs and adaptations in their own home. The service can offer help with many different jobs around the home, from fixing a dripping tap to building an extension.

Tel: **0300 123 5017** (select option 3) or **0300 123 5500**

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

The Home Safety service is part of Care and Repair. A team of handypersons is available who can provide 'that little bit of help' with jobs around the home for older and disabled people living in their own homes.

Tel: **0300 123 5017** (select option 3)

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



Finding a contractor

Buy With Confidence provides details of local, reliable and reputable contractors to carry out housing repairs and maintenance.

Web: **www.buywithconfidence.gov.uk**

Adaptations to your home

If you or someone living in your property is disabled, you may qualify for a Disabled Facilities Grant towards the cost of adapting your home. Your occupational therapist or social worker and housing authority will work with you to assess what improvements and adaptations you may need in order to live more independently in your own home.

To arrange an assessment call **01625 374028**.

For more information on adapting your home

Tel: **0300 123 5017 (option 3)**

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

Visit: **www.cheshireeast.gov.uk/DFG**

Financial help for home adaptations

If you can't afford to pay for the home repairs and adaptations, we may be able to help you to find other ways to pay for the work, or provide financial assistance (depending on your circumstances). There is also a grant available if you need to move home because your home can't be adapted.

For more information on financial assistance to adapt your home

Tel: **0300 123 5017 (option 3)**

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

Visit: **www.cheshireeast.gov.uk/FinancialHelp**

Trading Standards

If you are a Cheshire East resident and wish to report a consumer related issue or complaint to Trading Standards, or to seek civil advice, contact The Citizens Advice Consumer Service.

Tel: **0345 404 0506**

To complete an online form visit

www.cheshireeast.gov.uk/TradingStandards

Aids for daily living (Assistive Technology)

Most people want to remain independent for as long as possible. The Cheshire Community Equipment Service provides advice and access to equipment to support people with disabilities and their carers to remain at home and be as independent as possible.

The Independent Living Centre (ILC) at Wilmslow is available to anyone who requires assessment and advice and there are also Advice Clinics available in the Crewe area.

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

Small equipment is available either on an equipment prescription from health or social care workers, or self purchase through accredited retailers across Cheshire East. People can top up to the cost of equipment if they prefer a higher specification. A list of these retailers is available on the Cheshire East section of the Care Choices website www.carechoices.co.uk



Telecare

Telecare is a piece of technology that can help you or your relatives to maintain your independence and to stay living at home safely. Telecare can help people with physical disabilities, memory problems, learning disabilities, mental health conditions and older people. It can help by reminding you of important things, making sure you get

help when you need it via the use of sensors, providing reassurance for your carers and relatives, and helping to keep you safe. There is a Telecare-contracted Response Service which provides an alert to a control centre in the event of an emergency. For more information visit www.cheshireeast.gov.uk/Telecare or call **0300 123 5070**.

Occupational Therapy Service

The Occupational Therapy Service provides advice and assessments for people living in their own home, and have physical functional difficulties. They provide advice and solutions such as equipment and adaptations.

You may be referred to these services following an assessment by a social care or health professional. For more information visit www.cheshireeast.gov.uk/OTService or call **0300 123 5070**.

Staying safe at home

Fire safety in your home

We have worked in partnership with Cheshire East Fire and Rescue to devise a number of safety tips to help keep you safe from fire and other dangers in your home. For more information and safety tips visit www.cheshirefire.gov.uk/public-safety

Message in a bottle

A free and simple way to ensure that essential information is readily available to the emergency services should you suffer an accident or sudden illness at home. Visit www.cheshireeast.gov.uk/MessageBottle or call **0300 123 5070** to see how it works.

Reablement services

Reablement is a period of short-term, intensive support that is designed to help you manage independently following a period of illness or a fall, or if you have lost some of the skills you need to maintain your independence. Following the support many people will not require any further assistance, however if you do, a care and support plan will be developed. You may be referred to these services following an assessment by a social care or health professional. For more information visit

www.cheshireeast.gov.uk/Reablement

Together with our health partners we also offer a Mental Health Reablement Service. The support will focus on coping techniques, promoting social inclusion, building self-esteem,

goal setting and can refer to other support services. You may be referred to these services following an assessment by a social care or health professional. For more information visit **www.cheshireeast.gov.uk/MHReablement**

Cheshire East is launching a new Dementia Reablement Service in May 2015. The new service will offer support to individuals - in the early stages of dementia following a formal diagnosis - to manage independently, and to families and carers to take positive steps to ensure they continue to lead a good quality of life.

For more information and contact details visit

www.cheshireeast.gov.uk/DementiaReablement or call **0300 123 5070**.

Home care (domiciliary care)

Home care (domiciliary care) is practical help with your personal care which can be provided in your own home to enable you to remain independent and improve your quality of life. This is usually help with day-to-day personal tasks which could include getting up, dressing, washing, going to bed and help with eating. The amount and type of support you receive depends on what is decided

following an assessment of your needs.

Regardless of whether you are paying for your own care or not, you can choose who provides this service for you.

For more information, contact this Directory's independent helpline, call **0800 389 2077**. Providers of home care are listed on pages 30 to 32.

Shared Lives

This service offers long-term respite or day support for people either within the Shared Lives Carer's own family home or in the service user's home. The person can either live with the family permanently, or go to stay with them for overnight short breaks, or for a few hours per week. The Shared Lives Scheme is available to any vulnerable adult over 18 years old, who meets Cheshire East Council's

eligibility criteria.

If you would like to live in a Shared Lives home and be cared for by a Shared Lives carer, or to become a Shared Lives carer, then you (or a family member, relative, friend, neighbour or any other adult) should call **01260 375456** or email **sharedlivesservice@cheshireeast.gov.uk** or visit **www.cheshireeast.gov.uk/SharedLives**

Living with dementia

If you are worried that your memory – or that of someone you know – is getting noticeably worse, or if memory loss is beginning to effect everyday life, it is worth seeking advice. That's because memory problems can sometimes be an early sign of a medical condition such as dementia.

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

possible as there may be support or treatment available that can help you.

Cheshire East is launching a new Dementia Reablement Service in May 2015. The new service will offer support for individuals - in the early stages of dementia following a formal diagnosis - to manage independently, and for families and carers to take positive steps to ensure they continue to lead a good quality of life. For more information and contact details visit **www.cheshireeast.gov.uk/DementiaReablement** or call **0300 123 5070**.

Registered Social Landlords operating in Cheshire East area

Registered Providers (RPs) provide social housing across Cheshire East. This housing is generally accessed by applying via Cheshire Homechoice.

Tel: **0300 123 5017 (option 1)**

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

Some of these providers also offer supported short-term housing under contract to Cheshire East. To apply for this housing you will need a referral - contact the Council for advice, call **01625 378219**.

Supported living

Supported living is designed to help people live more independently in their local community. In supported living accommodation, housing and support are provided separately, and the customer has a licence or tenancy. Support can vary from a few hours a week up to 24 hours

a day, depending on assessed needs. There are several different models of supported living, such as living in shared houses, or living in individual tenancies in the community.

For more information call **0300 123 5010**.

Sheltered housing

Sheltered housing is predominately for people aged 55 and over or for people with a medical need for this type of housing. A sheltered housing scheme consists of individual apartments with their own front door enabling people to live independently. Each scheme will have different facilities which can include 24-hour emergency response, communal areas and optional social events, and is available to both buy and rent. If you are looking for a property in Cheshire East many of the large housing associations

advertise their properties on Cheshire Homechoice. Cheshire Homechoice will be happy to discuss your options and help you with any application forms.

Tel: **0300 123 5017 (option 1)**

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

Web: **www.cheshirehomechoice.org.uk/Data/ASPPages/1/208.aspx**

Extra Care housing

Extra Care housing supports people aged 55 and over who may require 24-hour support to live independently in their own home. Schemes consist of individual apartments; most provide communal facilities and hold regular social activities. There are six Extra Care schemes in Cheshire East run by Housing Associations and other

schemes that are run privately.

Tel: **0300 123 5010**

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

You can also visit **www.housingcare.org**



Residential and nursing homes

Sometimes living at home is no longer an option and the time comes to consider other care options. All care providers in the country must be registered with the Care Quality Commission. All services are inspected by the Commission, who report on their findings. These inspection reports along with new quality ratings are available from the care home or the Care Quality Commission website at **www.cqc.org.uk**

There are two types of care home which are available for people who are no longer able to live independently in their own home.

Residential care homes (personal care only) - If you need care and support on a 24-hour basis but you have no nursing needs, a care home offering only personal care may be the best option. Personal care includes bathing, feeding, dressing and help with moving.

Nursing homes - This kind of home is suitable for those needing nursing care, where your care, support and

nursing needs will be delivered by qualified nursing staff alongside care workers. Nurses are on duty around the clock.

In addition, both residential and nursing care homes can provide specialist care and support for people with a range of illnesses and conditions, such as dementia.

The decision to move into a residential or nursing care home should only be made when all other options for remaining at home have been considered and tried. Once it is established that your care and support will be most appropriately provided for in a care home, there are a number of questions that you will want answering before making a final decision about which care home you will choose.

Visit **www.cheshireeast.gov.uk/ChooseCareHome** to see further advice.

For more information call **0300 123 5010**.

WHAT ARE THE CARE OPTIONS?
HOW WILL I KNOW WHICH TO CHOOSE?
 WHAT IF MUM DOESN'T AGREE?

VISIT THE NEW CARE SELECT WEBSITE **WWW.CARESELECT.CO.UK**

CARE *select*

CALL CARE SELECT FOR MORE INFORMATION:

0800 389 2077

Home 1 £ p/w

Home 2 £ p/w

Home 3 £ p/w

First impressions**1 2 3**

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

Fees**1 2 3**

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

Transport**1 2 3**

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

Accommodation**1 2 3**

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

Accessibility**1 2 3**

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

Life within the home**1 2 3**

- Are there any rules and restrictions (e.g. going out, time of return etc)? ☐ ☐ ☐
- Can you choose when to get up and retire every day? ☐ ☐ ☐
- How are residents involved in decisions about life in the home? ☐ ☐ ☐
- Is there a telephone where you can make and take calls in private and comfort? ☐ ☐ ☐
- Is alcohol served or permitted? ☐ ☐ ☐

- Are there smoking and non-smoking areas? ☐ ☐ ☐
- Are there arrangements for religious observance? ☐ ☐ ☐
- Can you handle your own money? ☐ ☐ ☐
- If not, what arrangements are in place? ☐ ☐ ☐
- Does a hairdresser/chiroprapist visit? ☐ ☐ ☐
- Are residents accompanied on visits to the GP or hospital? ☐ ☐ ☐

Staff**1 2 3**

- Do the staff appear clean, cheerful and respectful? ☐ ☐ ☐
- Do the staff talk to residents and how do they talk to them? ☐ ☐ ☐
- Are the staff formally trained? ☐ ☐ ☐
- Is there an adequate number of staff on day and night? ☐ ☐ ☐

Visitors**1 2 3**

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

Food**1 2 3**

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

Activities**1 2 3**

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

Gardens**1 2 3**

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

Contract terms**1 2 3**

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

The Care Quality Commission (CQC) registers, inspects and reviews all adult social care and healthcare services in England in the public, private and voluntary sectors. This includes care homes, care homes with nursing, home care agencies and NHS services, amongst others. When considering a care home, a care home with nursing or home care agency, it's always a good idea to check their inspection reports on the CQC's website: **www.cqc.org.uk**. The CQC has also started publishing quality ratings.

For any enquiries or to register a concern or a complaint, contact the CQC.

Tel: **03000 616161** Email: **enquiries@cqc.org.uk**

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

What happens if I ask for an assessment from adult social care?

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

be requested from Adult Social Care. The assessment may result in giving you advice or signposting you to services which can provide you with support.

The assessment will identify whether you have care and support needs which the Council can help you with. This help may include financial support. After carrying out your assessment, we will work with you to identify if you have any needs that are eligible for care and support.

Eligibility for care and support from the Council

From April 2015, the Government is introducing new national eligibility criteria for care and support arranged by the Council to ensure everyone has the same opportunity to access care. This means that you will be eligible for support from the Council if you meet all of the following criteria:

- You have care and support needs as a result of a physical or mental condition or illness;
- As a result of these needs, you are unable to achieve two or more outcomes (as specified in the regulations). For instance, being able to wash or use your home safely; and
- There is a significant impact on your well-being.

If you think you may need care and support, contact Cheshire East Council for an assessment of your needs, call **0300 123 5010**. An assessment is how we look at whether you have needs for care and support to help you live your day-to-day life. A trained assessor will work with you to carry out the assessment considering a number of factors such as your needs and how they impact on your well-being, the outcomes that matter to you, whether

you are lonely and want to make new friends, and your other circumstances, for example, whether you live alone without support.

The aim is that you will be at the centre of the process and we will gain a full picture of what your wishes, needs and goals are. You may wish for someone to be present with you, such as a member of your family. Following your assessment, Cheshire East Council will give you advice and information about what support is available in the community to help you, and we will work with you to identify if you have any needs that are eligible for care and support arranged by the Council.



Planning your support

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

how much it will cost to meet your needs, including how much Cheshire East Council will contribute towards the cost.

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

Advocacy / Someone to speak on your behalf

As part as the assessment process the Council will assess whether you require someone to speak on your behalf. The following independent advocacy services are available to provide this help:

- General advocacy;
- Independent Mental Capacity Advocacy service; and
- Independent Mental Health Advocacy.

For more information on all these services, contact Cheshire Independent Advocacy Services (Lead Age UK).

Tel: **01606 305004** or **01606 881660**

Email: **advocacy@ageukcheshire.org.uk**

What is a personal budget?

A personal budget is the amount of money that is available to be spent on your care following your social care needs assessment. You can choose to receive your budget as a cash payment so that you can buy the care and support you need yourself. This is called a Direct Payment. Alternatively, the Council can arrange your care and support for you.

What can I spend my Direct Payment on?

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

What will I be responsible for?

Direct Payments give you control of the support you receive. However, you will also have the responsibilities that come with managing a budget and potentially becoming an employer.

If you feel you are unable to manage the day-to-day financial responsibilities of a Direct Payment, then you can nominate someone else (a nominee) or you can opt for a 'managed account', whereby a third party manages all

aspects of your Direct Payment and financial monitoring (at a cost to you) on your behalf.

What support is available to help me to organise services with my Direct Payment?

The Cheshire Centre for Independent Living and Age UK Cheshire can help you to arrange services or employ a personal assistant paid for by your personal budget, assist with paperwork and provide information and advice on directing your own care.

For people under 65, contact Cheshire Centre for Independent Living.

Tel: **01606 331853** or **0845 340 2777**

Email: **office@cheshirecil.org**

Visit: **www.cheshirecil.org**

For people aged 65 and over, contact Age UK Cheshire.

Tel: **08450 530 280**

Email: **brokereast@ageukcheshire.org.uk**

Visit: **www.ageuk.org.uk/cheshire**



Will I have to pay for my care?

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

full cost of care services unless your assets, savings and income are very low.

How much will I have to pay?

The amount you will have to pay depends on the type of help you need and the savings and income that you have. There are three levels: if you have income and savings of more than £23,250, you will need to pay the full cost of your care; if your income and savings are between £14,250 and £23,250, you will need to pay a contribution towards your care; and if you have less than £14,250, you may not have to pay anything.

This is worked out between you and the Council

through a financial assessment. The Council will start your financial assessment using data it holds or can access through the Department for Work and Pensions. It may involve a telephone call and could also involve looking at any disability benefits that you might receive.

Some changes to paying for care are being brought in by the new Care Act. However, these do not come into place until 2016.

Deferred payments

A deferred payment agreement is an arrangement with the Council that will enable people to use the value of their homes to help pay care home costs, rather than having to sell their home. If you are eligible, we will help to pay your care home bills on your behalf. You can delay repaying us until you choose to sell your home, or until

after your death.

To find out more about who is eligible for a deferred payment agreement, how to apply and further information on how the scheme operates, call **0300 123 5010**, email **careact@cheshireeast.gov.uk** or visit **www.cheshireeast.gov.uk/DeferredPayments**

Independent financial advice

For information about how to find independent financial advice or if you have any issues or questions about a financial service or product, contact the Financial Conduct Authority

Freephone: **0800 111 6768**

Tel: **0300 500 8082**

Email: **consumer.queries@fca.org.uk**

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

The Citizens Advice Bureau can also provide independent financial advice.

Tel: **0344 411 1444**

Recorded information is also available at any time of day or night.

Web: **www.cecab.org.uk**

Web: **www.cecab-north.org.uk**

Advice Cheshire East (ACE) can also provide advice.

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

Web: **www.advicece.org.uk**



Protecting adults from harm /

Keeping people safe

What is adult abuse?

Adult abuse is when a person is treated in a bad way or in a way that harms, hurts, exploits them or makes them feel frightened or unhappy. Anyone can be vulnerable to abuse at any time in their lives. Men and women, rich and poor, from any ethnic background can be at risk.

Abuse is not always deliberate. It sometimes happens when people are trying to do their best but feel stressed. Or they don't know what to do because of a lack of knowledge, training or understanding.

Who can abuse?

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

Where does abuse happen?

Abuse can happen anywhere, in someone's own home, at work, at a day centre, at college, in hospital, in residential care or nursing homes, at a club or social event. No matter where you are, you shouldn't suffer abuse. If you or someone you know is being abused, there are people you

can talk to about it. Contact us on the number below.

What might you be concerned about?

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

What should I do if I am concerned?

If you or someone you know is being abused, we can help. Please contact us. We will work with you and listen to you.

Adult Social Care

Tel: **0300 123 5500**

If you are in any doubt about whether it is abuse or not - please call. In cases of an emergency dial **999**.

The Care Act and Making Safeguarding Personal

The Care Act 2014 means that there are major changes in Safeguarding Adults – it is all about Making Safeguarding Personal. The change starts from 1st April 2015. Making Safeguarding Personal puts you more in control of your own safeguarding and generates a more person-centred set of outcomes.

The key focus is to develop a real understanding of what you wish to achieve, recording your desired outcomes and

then seeing how well these have been met.

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

Complaints and compliments

We want you to tell us what you think about our services; we like to know when we are getting things right, but we also need to know when there are problems. If we have made mistakes, or could have done things better, please tell us by either using the online form which can be found at **www.cheshireeast.gov.uk/CustomerFeedback** or call **0300 123 5038** or write to us at:

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

Useful national contacts

Alcoholics Anonymous

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

Tel: **0845 769 7555**

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

Alzheimer's Society

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

Tel: **0300 222 1122** Web: **www.alzheimers.org.uk**

Care Quality Commission

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

Tel: **03000 616161** Web: **www.cqc.org.uk**

CRUSE

This is a national organisation providing information and bereavement support.

Tel: **0844 477 9400**

Web: **www.crusebereavementcare.org.uk**

National Drugs Helpline

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

Tel: **0800 776 600** Web: **www.talktofrank.com**

NHS Choices

Information about local health services and health conditions.

Web: **www.nhs.uk**

Relate

Relationship counselling.

Tel: **0300 100 1234** Web: **www.relate.org.uk**

The Samaritans

Tel: **0845 790 90 90** Web: **www.samaritans.org**

Saneline

A telephone helpline for people affected by mental illness, available from 6pm to 11pm every day of the year.

Tel: **0845 767 8000**

Shelter

Produces a number of guides on housing issues, covering topics such as housing rights, housing benefits, private tenants' rights, tenancy agreements etc. They also run a free telephone help and advice line.

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

Stroke Association Helpline

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

Tel: **0303 303 3100** Web: **www.stroke.org.uk**

Women's Aid

(National Domestic Violence Helpline)

Women's Aid is the national charity for women and children working to end domestic abuse.

Tel: **0808 200 0247**

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

Commissioned Services

Early Intervention and Prevention Services

Audlem and District Community Action (ADCA)

Hankelow Methodist Church, 11 Old School Lane, Hankelow, Crewe CW3 0JN

Tel: **07845 495973**

Email: **ronni@chapelhouse.org**

Web: **www.audlem.org/newsroom/audlem-district-community-action.html**

People aged over 50.

Supports older people with coffee clubs, befriending, volunteer driving to appointments and home library services.

Bridgend Centre

104 Palmerston Street, Bollington, Cheshire SK10 5PW

Tel: **01625 576311**

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

Web: **www.bridgendcentre.org.uk**

All client groups over 18.

Provides community support including drop in services, form filling, information provision, health and education sessions.

Cheshire Centre for Independent Living (CCIL)

Sension House, Denton Drive, Northwich CW9 7LU

Tel: **01606 331853** or **0845 340 2777**

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>> Email: office@cheshirecil.org

Web: www.cheshirecil.org

Physically disabled and learning disability aged 18 to 65

Weekly social activity group in fully accessible venues.

Cheshire Community Action

Suite G7, Ground Floor, Northwich Business Centre,

Meadow Street, Northwich CW9 5BF

Tel: **01606 350042**

Carol Weaver, Community Agent South

Tel: **07825 291958**

Email: carol.weaver@cheshireaction.org.uk

Lisa Gordon, Community Agent South

Tel: **07823 325766**

Email: lisa.gordon@cheshireaction.org.uk

Alyssa Baines, Community Agent Centre

Tel: **07901 787272**

Email: alyssa.baines@cheshireaction.org.uk

Kelly Druce, Community Agent North

Tel: **07825 296091**

Email kelly.druce@cheshireaction.org.uk

Older people aged 55 and over.

Signposting and support service including financial awareness, community-based activities, drop-in sessions and information and advice to access other services.

Crossroads Care – Cheshire, Manchester and Merseyside

Overton House, West Street, Congleton CW12 1JY

Tel: **01260 292850**

Email: cheshireeast@carerstrust4all.org.uk

Web: www.carerstrust4all.org.uk

Older people over 50.

Provides social drop-in reminiscence activities and music/singing social activities in Congleton.

Deafness Support Network (DSN)

144 London Road, Northwich, Cheshire CW9 5HH

Head office Tel: **0808 2082440**

Northwich Tel: **01606 47831**

Textphone: **01606 350823**

Email: dsn@dsnonline.co.uk

Web: www.dsnonline.co.uk

Children and adults who are D/deaf, their families and carers.

Support service providing assistance with community care assessments, specialist assessments, assisting with communication and rehabilitation including mobility and life skills.

Disability Information Bureau (DIB)

Pierce Street, Macclesfield, Cheshire SK11 6ER

Tel: **01625 501759**

Email: info@dibservices.org.uk

Web: www.dibservices.org.uk

Physically disabled adults, their families and carers.

Support service providing practical financial support to keep people out of financial crisis including benefit checks, form filling, better off in work calculations and training.

Independent Advocacy (Cheshire)

Sension House, Denton Drive, Northwich, Cheshire CW9 5HB

Tel: **01625 429922**

Email: dave.corp@independent-advocacy.org.uk

Adults with a learning disability aged over 18.

Provides support to access services related to housing, healthcare, employment, education and community activities.

IRIS Vision

14 Chapel Street, Crewe, Cheshire CW2 7DQ

Tel: **01270 250316**

Email: info@iriscentre.org.uk

Web: www.iris-centre.co.uk

Visually disabled adults aged over 18.

Provides general advice and information, transcript services, visual assessments, social/educational activities, access to counselling, benefits and housing advice.

Making Space

Waterside House, Navigation Road, Northwich, Cheshire CW8 1BE

Tel: **01606 786710**

Mobile: **07843268001** (Jane Reeves)

Email: jane.reeves@makingspace.co.uk

Web: www.makingspace.co.uk

Adults with mental health needs including dementia and carers.

Support service including 1:1 support, information and advice, emotional and practical support, drop-in sessions and access to education / training placements.

Methodist Homes (MHA)

Live at Home Manager, Macclesfield and District Live at Home Scheme, Westminster Road SK10 1BX

Tel: **01625 612410**

Email: enquiries@mha.org.uk

Web: www.mha.org.uk

Adults over 50.

Support service including teleprompt, medication/meal reminders, telephone befriending, assisted pension collection, shopping and pop up/dementia cafés.

Neuromuscular Centre (NMC)

Woodford Lane West, Winsford, Cheshire CW7 4EH

Tel: **01606 860911**

Email: matthew.lanham@nmcentre.com

Web: www.nmcentre.com

Adults over 18 with neuromuscular conditions, their families and carers.

Support service including advice on home adaptations, personal budgets, treatments / therapies and bereavement support.

Time Out Group

11 Heyes Lane, Alderley Edge, Cheshire SK9 7LA

Tel: **0784 596 8331**

Email: miriamwild@hotmail.co.uk

Web: www.timeoutgroup.org.uk

Adults with a learning disability aged over 18.

Social leisure and learning activities including drop-in sports sessions, financial training, employment skills and networking groups.

Wishing Well

Jubilee House, St Paul's Street, Crewe CW1 2QA

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

Email: jessica.cole@cecpct.nhs.uk

Web: www.wishingwellproject.com

Adults over 50.

Social activities group to improve the health and well-being of local people providing a range of social and learning activities.

Information and Advice Services**ACE (Advice Cheshire East)**

Tel: **01260 2883583**

Adults over 18.

Information and advice service on the Care Act via a dedicated Care Act telephone helpline, including the choice of types of care and support available, the choice of providers, how to access the care and support, how to access independent financial advice, support individuals to understand the financial implications of the Act, and how to raise concerns about the safety or well-being of an adult who has needs for care and support.

Age UK Cheshire

314 Chester Road, Hartford, Northwich CW8 2AB

Tel: **01606 881 660**

Email: admin@ageukcheshire.org.uk

Web: www.ageuk.org.uk/cheshire

Adults over 50, their families and carers.

Information and advice service to assist at times of change including retirement, bereavement, discharge from hospital by phone, online or by home visit.

Age UK Cheshire East

Head Office, New Horizons Centre, Henderson Street, Macclesfield SK11 6RA

Tel: **01625 612958**

Email: enquiries@ageukcheshireeast.org

Web: www.ageuk.org.uk/cheshireeast

Adults over 50, their families and carers.

Information and advice service to assist at times of change including retirement, bereavement, discharge from hospital by phone, online or by home visit.

Alzheimer's Society

Springbank Centre, Victoria Road, Macclesfield, Cheshire SK10 3LS

Tel: **01625 503302**

Email: east-cheshire@alzheimers.org.uk

Electra House, Electra Way, Crewe Business Park, Crewe CW1 6GL

Tel: **01270 501901**

Email: southcheshire@alzheimers.org.uk

Web: www.alzheimers.org.uk

Adults with any type of dementia and their carers.

Information service detailing support available through an electronic bulletin and peer support groups.

Cheshire East Citizens Advice Bureau

50 Victoria Street, Crewe, Cheshire CW1 2JE

Tel: **01270 303106**

Web: www.cecab.org.uk

Adults over 18.

Provides free confidential and independent advice and information on a wide range of subjects including finances, housing and relationships.

Cheshire East North Citizens Advice Bureau

Sunderland House, Sunderland Street, Macclesfield SK11 6JF

Tel: **01625 428006**

Web: www.cecab-north.org.uk

Adults over 18.

Provides free confidential and independent advice and information on a wide range of subjects including finances, housing and relationships.

Cheshire East Citizens Advice Bureau

50 Victoria Street, Crewe, Cheshire CW1 2JE

Tel: **01270 303106**

Email: mhia@cecab.org.uk

Adults over 18 with a mental health condition.

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>> Provides information and advice on stress, anxiety, depression and where to go for help and support.

Cheshire East North Citizens Advice Bureau

Sunderland House, Sunderland Street, Macclesfield SK11 6JF

Tel: **01625 428006**

Email: **mhia@cecab-north.org.uk**

Web: **www.cecab.org.uk/A02/mental_health_info_project/about_us/about_us.html**

Adults over 18 with a mental health condition.

Provides information and advice on stress, anxiety, depression and where to go for help and support.

Deafness Support Network

144 London Road, Northwich, Cheshire CW9 5HH

Head Office Tel: **0808 208 2440**

Northwich Office Tel: **01606 47831**

Textphone: **01606 350823**

Email: **dsn@dsnonline.co.uk**

Web: **www.dsnonline.co.uk**

Children and adults who are D/deaf, their families and carers.

Provides a one-stop-shop for information and advice including translating, explaining letters, free use of internet and training support for IT.

Disability Information Bureau (DIB)

Pierce Street, Macclesfield, Cheshire SK11 6ER

Tel: **01625 501759**

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

Web: **www.dibservices.org.uk**

Physically disabled adults, their families and carers.

Provides information and advice through helplines, face to face appointments, and drop-in sessions, social media and websites.

Neuromuscular Centre (NMC)

Woodford Lane, West Winsford, Cheshire CW7 4EH

Tel: **01606 860911**

Email: **matthew.lanham@nmcentre.com**

Web: **www.nmcentre.com**

Adults over 18 with neuromuscular conditions, their families and carers.

Information and advice including face-to-face, home visits, workshops, leaflets and online advice forums.

Services for Carers

Alzheimer's Society

Springbank Centre, Victoria Road, Macclesfield, Cheshire SK10 3LS

Tel: **01625 503302**

Email: **east-cheshire@alzheimers.org.uk**

Electra House, Electra Way, Crewe Business Park, Crewe CW1 6GL

Tel: **01270 501901**

Email: **southcheshire@alzheimers.org.uk**

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

Adults with any type of dementia and their carers.

Information and support through monthly dementia cafes, befriending service, advisers, and bulletins and peer support groups.

Cheshire & Warrington Carers Centre

146 London Road, Northwich, Cheshire CW9 5HH

Freephone: **0800 085 0307** Office Tel: **01270 257331**

Email: **advice@cheshirecarerscentre.org.uk**

Web: **www.carers.org/cheshire**

Carers who are aged over 18.

Provides intensive support including carer breaks, carer training and information and advice for carers.

Crossroads Care – Cheshire, Manchester and Merseyside

Overton House, West Street, Congleton CW12 1JY

Tel: **01260 292850**

Email: **cheshireeast@carerstrust4all.org.uk**

Web: **www.carerstrust4all.org.uk**

Carers who are aged over 18.

Offers tailor-made training sessions through community-based assessment, information, support and advocacy service for carers who are new to caring or who have not accessed any support before.

Greater Merseyside Connexions Partnership

Head Office, Strand House, 21 Strand Street, Liverpool L1 8LT

Tel: **07791 333241**

Email: **nicola.holyoak@connexionslive.com**

Web: **www.connexionslive.com**

Carers who are aged over 18.

Provides information, advice and support to carers on employment, training and volunteering and supported work experience placements.

Making Space

Waterside House, Navigation Road, Northwich, Cheshire CW8 1BE

Tel: **01606 786710**

Mobile: **07843 268001** (Jane Reeves)

Email: **jane.reeves@makingspace.co.uk**

Web: **www.makingspace.co.uk**

Carers who are aged over 18.

Carries out carers' assessments for people who care for someone with a mental health condition.

Neuromuscular Centre (NMC)

Woodford Lane West, Winsford, Cheshire CW7 4EH

Tel: **01606 860911**

Email: matthew.lanham@nmcentre.com

Web: www.nmcentre.com

People 18 and over with Neuromuscular conditions and their families/carers.

Provides regular breaks for carers through activities such as gardening and DIY, alternative therapy and carer counselling sessions.

Peaks and Plains Housing Trust

Ropewalks, Newton Street, Macclesfield SK11 6QJ

Tel: **01625 428433**

Email: trust@peaksplains.org

Web: www.trustlink.peaksplains.org

All carers.

Provides an Alert Card for Emergencies (ACE) scheme where an emergency plan is agreed and an emergency contact number is given.

Advocacy Services**Independent Mental Capacity Advocacy (IMCA)****Cheshire Independent Advocacy Services (Lead Age UK)**

314 Chester Road, Hartford, Northwich CW8 2AB

Tel: **01606 305004** (Direct Line)

Tel: **01606 881660** (General Switchboard)

Fax: **01606 881667**

Email: advocacy@ageukcheshire.org.uk

This service is available to vulnerable people aged 18+ who lack the capacity to make certain important decisions.

Gathers information and provides support to the person, as well as representing their wishes, feelings, beliefs and values during decision making processes.

Advocacy Services**Independent Mental Health Advocacy (IMHA)****Cheshire Independent Advocacy Services (Lead Age UK)**

314 Chester Road, Hartford, Northwich CW8 2AB

Tel: **01606 305004** (Direct Line)

Tel: **01606 881660** (General Switchboard)

Fax: **01606 881667**

Email: advocacy@ageukcheshire.org.uk

This service is available to people who are 18+ and meet the eligibility criteria under the Mental Health Act 1983 (as amended by the Mental Health Act 2007).

Helps people obtain information and understand the legislation relating to them and the rights that this provides both them and other people.

General Advocacy**Cheshire Independent Advocacy Services (Lead Age UK)**

314 Chester Road, Hartford, Northwich CW8 2AB

Tel: **01606 305004** (Direct Line)

Tel: **01606 881660** (General Switchboard)

Fax: **01606 881667**

Email: advocacy@ageukcheshire.org.uk

All client groups over 18.

Promotes equal opportunities by supporting and enabling people to express their views and concerns, access information and services, defend and promote their rights/responsibilities and explore options and choices.

Specialist Assessments**Deafness Support Network**

144 London Road, Northwich, Cheshire CW9 5HH

Head Office Tel: **0808 208 2440**

Northwich Office Tel: **01606 47831**

Textphone: **01606 350823**

Email: dsn@dsnonline.co.uk

Web: www.dsnonline.co.uk

D/deaf people aged 50+.

Provides a range of services including Assessments at home or at DSN's Resource Centre in Macclesfield or in care/nursing homes.

Brokerage**Cheshire Centre for Independent Living (CCIL) in partnership with Age UK Cheshire**

Sension House, Denton Drive, Northwich CW9 7LU

Tel: **01606 331853** or **0845 340 2777**

Email: office@cheshirecil.org

Web: www.cheshirecil.org

FACS eligible people from all client groups, and self funders aged 18+.

Advice and support planning service around personal welfare, financial assistance, peer support, recruitment of PA's and signposting to community based services.

Healthwatch**Consortium led by Cheshire East CVS**

81 Park Lane, Macclesfield SK11 6TX

Tel: **0330 088 2843**

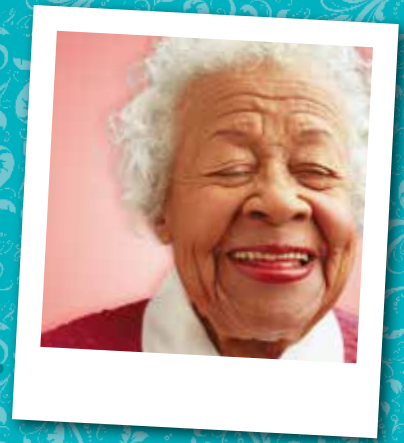
Email: info@healthwatchcheshireeast.co.uk

Web: www.healthwatchcheshireeast.co.uk

All client groups.

The consumer champion for health and social care that gathers knowledge, information and opinion to influence policy and commissioning decisions.

Laughter is the Best Medicine



Nursing, Dementia & Young Physically Disabled Care Home Congleton | Cheshire

Clayton Manor Care Home, on the A34 at Congleton, is under new ownership. The Home is now run by leading care provider Avery Healthcare and brings to Congleton care provision from a national company with an award winning reputation.

With daily activities, hotel standard interiors and dining, as well as the best in clinical care.

Clayton Manor offers: Generously proportioned en-suite bedrooms • Restaurant standard food prepared daily • Vibrant lounges, comfortable quiet rooms and communal dining areas
Hotel standard support services including a daily programme of therapeutic activities
Mature garden with sensory beds.

Come and see for yourself, call 01260 299622.



Clayton Manor

It's time to think differently about care

Manager: Nicki Oliver | averyhealthcare.co.uk | enquiries.claytonmanor@averyhealthcare.co.uk

The Life You Want. The Care You Need.



Step inside a Sunrise community and you'll know you've arrived somewhere special - a vibrant place where life is lived to the full.

Whether it's assisted living or specialist dementia care, everything we do stems from a commitment to providing only the very best care for the elderly.

Don't just take our word for it. Come and see for yourself how rewarding life can be with Sunrise.

Pop in or call to arrange a tour of your local Sunrise community today.

Connect with us:     


SUNRISE
SENIOR LIVING
THE JOY OF EVERY DAY



Sunrise of Mobberley

Hall Lane, Mobberley, Knutsford,
Cheshire WA16 7DZ

01565 818 040

sunrise-care.co.uk/mobberley



Respectful care with kindness and intelligence

alice chilton care services

- Companionship
- Home Help
- Personal Care
- Dementia & Alzheimer's
- Respite & Live in Care
- Learning & Physical Disabilities
- End of Life Care

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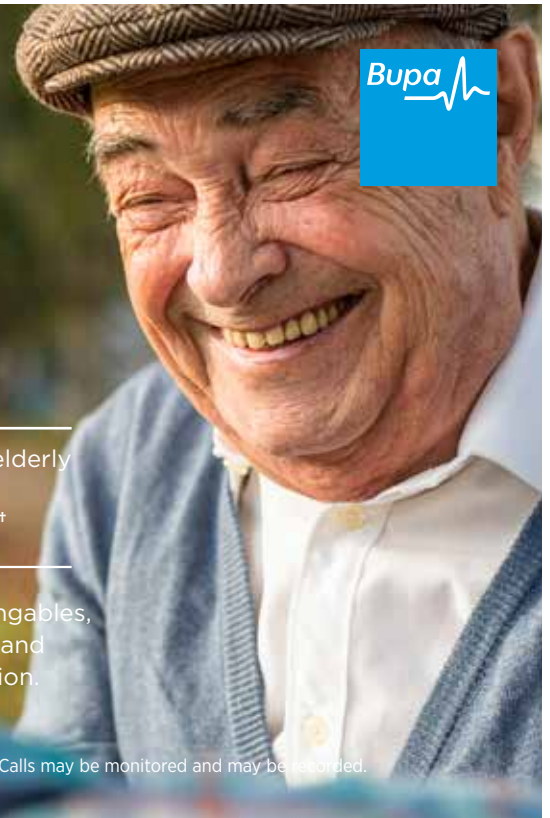
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Bands MH Mental health SI Sensory impairment YA Younger adults AD People who misuse alcohol and drugs

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OP D PD

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OP D PD

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OP D

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OP D

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OP

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

Advertisers are highlighted

HUNTERCOMBE NEURODISABILITY CENTRE – CREWE, THE

Sherbourne Road, Crewe, Cheshire CW1 4LB
Tel: 01270 531080

PD MH YA

JACKSON HOUSE

2 Lode Hill Cottages, Altrincham Road, Styal, Wilmslow, Cheshire SK9 4LH
Tel: 01625 52267

OP D LDA MH SI YA

LAWTON MANOR CARE HOME

Church Lane, Church Lawton, Stoke-on-Trent, Staffordshire ST7 3DD
Tel: 01270 844200

OP

MINSHULL COURT NURSING HOME

Minshull New Road, Crewe, Cheshire CW1 3PP
Tel: 01270 257917

D

MOUNT HALL NURSING HOME

Flash Lane, Bollington Cross, Macclesfield, Cheshire SK10 5AQ
Tel: 01625 839689 **Advert page 27**

OP

NEWTON COURT NURSING AND RESIDENTIAL HOME

28 St Ann's Road, Middlewich, Cheshire CW10 9BJ
Tel: 01606 822611 **Advert page 27**

OP PD

PATHWAYS AND COMMUNITY – WARFORD

Mill Lane, Warford, Alderley Edge, Cheshire SK9 7UD
Tel: 01565 640177

OP D PD LDA YA

PRESTBURY BEAUMONT

Collar House Drive, Prestbury, Macclesfield Cheshire SK10 4AP
Tel: 01625 242743 **Advert page 27**

OP PD

PRESTBURY HOUSE CARE HOME

West Park Drive, Macclesfield, Cheshire SK10 3GR
Tel: 01625 506132 **Advert outside back cover**

OP D

PRIMROSE HOUSE NURSING HOME

72 Crewe Road, Haslington, Crewe, Cheshire CW1 5QZ
Tel: 01270 250110

OP D YA

ROSEDALE MANOR CARE HOME

Sherborne Road, Crewe, Cheshire CW1 4LB
Tel: 01270 259630 **Advert page 28**

OP D PD MH

ROWANS CARE CENTRE

Merriden Road, Macclesfield, Cheshire SK10 3AN
Tel: 01625 422284

OP D

SHARSTON HOUSE NURSING HOME

Manor Park South, Knutsford, Cheshire WA16 8AQ
Tel: 01565 633022

OP

ST CATHERINES CARE HOME

Barony Road, Nantwich, Cheshire CW5 5QZ
Tel: 01270 610881

OP D

ST STEPHENS CARE HOME

St Stephens Court, London Road, Elworth, Sandbach, Cheshire CW11 4TG
Tel: 01270 759565

OP D

STATION HOUSE

Victoria Avenue, Crewe, Cheshire CW2 7SF
Tel: 01270 250843

OP D PD LDA MH

SUNRISE OF MOBBERLEY

Hall Lane, Mobberley, Knutsford, Cheshire WA16 7DZ

Tel: 01565 818040 **Advert page 26**

OP D

TABLEY HOUSE

Tabley Lane, Knutsford, Cheshire WA16 0HB
Tel: 01565 650888

OP D PD MH

WESTBOURNE CARE HOME, THE

Cricketers Way, Holmes Chapel, Cheshire CW4 7EZ
Tel: 01477 535604

OP D PD MH SI YA

WESTON PARK CARE HOME

Moss Lane, Macclesfield, Cheshire SK11 7XE
Tel: 01625 613280 **Advert page 28**

OP D

WILLOWS, THE

Warford Park, Faulkners Lane, Mobberley, Cheshire WA16 7AR
Tel: 01565 818420

OP

WOODLANDS

Middlewood Road, Poynton, Stockport, Cheshire SK12 1SH
Tel: 01625 877112

OP

WOODLANDS CARE CENTRE

Woodlands Road, Macclesfield, Cheshire SK11 8AQ
Tel: 01625 432471

OP D

WRENBURY NURSING HOME

Wrenbury Hall Drive, Wrenbury, Nantwich, Cheshire CW5 8EJ
Tel: 01270 780114

OP D PD

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

Advertisers are highlighted

A		
Abbey Services (UK) Ltd	30	
Able Living Care Services	30	
Ablewell Care	30	
Adlington Manor	35	
Alice Chilton In-Home Care Services Ltd	30	
All Age Aid	30	
Allied Healthcare - Macclesfield	30	
Alsager Court Care Home with Nursing	35	
Alternative Futures Group (Cheshire Branch Office)	30	
Always There (Crewe)	30	
AMG Nursing and Care Services - Crewe	30	
Applecroft Residential Care Home	32	
Arclid, The	32	
Ashfields Care Home	32	
Astbury Mere Care Home	35	
Audlem Country Nursing Home	35	
B		
Belong at Home Domiciliary Care Agency - Crewe	30	
Belong at Home Domiciliary Care Agency - Macclesfield	30	
Belong Crewe Care Village	35	
Belong Macclesfield Care Village	35	
Belvedere, The	35	
Betamindes Ltd	30	
Bluebird Care (Cheshire East) Domiciliary Care Agency	30	
Bradwell Court	32	
Brantwood Residential Care Home	32	
Bridgewood Homecare Ltd	30	
Brookfield House Care Home	32	
Brookview Nursing and Residential Centre	35	
Bucklow Manor Nursing Home	35	
C		
Care at Home - Warford	30	
Care Innovations Ltd	30	
Care Plus Homecare Services Ltd	30	
Caremark (Cheshire North East)	30	
Caremark (Cheshire South East)	30	
Carmel Lodge Care Home	33	
Cavendish Court	35	
Cedar Court Nursing Home	35	
Cedars Residential Care Home, The	33	
Cherish U Ltd	30	
Cheshire & Staffordshire Homecare Ltd	30	
Cheshire East Council Domiciliary Care Service (Macclesfield)	30	
Cheshire East Council Domiciliary Care Service (Sandbach)	30	
Cheshire East Homecare t/a Surecare	30	
Cheshire East	30	
Cheshire East Short Breaks	33	
Cheshire Rural Care	31	
Church House Care Home	35	
Clarendon Court Care Home	35	
Clayton Manor	35	
Clumber House Nursing Home	35	
Complete Aid Services Ltd	31	
Concept Home Care	31	
Congleton Supported Living Network	31	
Consort Close - Bollington	33	
Corbrook Court Nursing Home	35	
Crewe & Nantwich Supported Living Network	31	
Crossroads Care Cheshire East	31	
Cypress Court Care Home	35	
D		
Direct Health (Crewe)	31	
Dystlegh Grange	33	
E		
East Cheshire Housing Consortium (2 High Street)	33	
East Cheshire Housing Consortium (20-22 Nixon Street)	33	
Eden Care Services Ltd	31	
Eden Mansions Nursing Home	35	
Elm Cottage - Middlewich	33	
Elm House Residential Care Home	33	
Elms Residential Care Home, The	33	
Emmie Dixon Home, The	33	
European Wellcare Lifestyles Limited (Crewe)	31	
Evolving Care Ltd	31	
F		
Fairfield Care Ltd	31	
Family Care Solutions	31	
G		
Genesis Care Home	33	
Gilly's Here 4 You	31	
Greengables Nursing Centre	35	
H		
Hawthorns Residential Care Home, The	33	
Hazelmere House Nursing Home	35	
Heather Brae Supported Living Network	31	
Heliosa Nursing Home	33, 35	
Highfield House Nursing Home	35	
Hill House - Care Home with Nursing Physical Disabilities	35	
Hillside Residential Care Home	33	
Hollins Park	35	
Hollins View Community Support Centre	33	
Hollymere House General Nursing Home	35	
Homecare 4U Cheshire	31	
Homecare Northwest	31	
Homecare Northwest Ltd	31	
Homecare UK	31	
Hope Green Residential Home	33	
Huntercombe Neurodisability Centre – Crewe, The	36	
I		
Ingersley Court Residential Care Home	33	
Inglewood Residential Care Home	33	
InSafeHands Ltd	31	
Intercare Services	31	
J		
Jackson House	36	
Jordangate	31	
JustCo Ltd t/a Home Instead Senior Care (East Cheshire)	31	
K		
KARE PLUS Cheshire	31	
Knutsford Supported Living Network	31	
L		
Lady Verdin Trust - Claremont, The	33	
Lady Verdin Trust - Crewe Road, The	33	
Lady Verdin Trust - Personalised Support, The	31	
Lady Verdin Trust - Wellswood Drive, The	33	
Lantern Care Services	31	
Laurels Care Home, The	33	
Lavender House Residential Home	34	
Lawton Manor Care Home	36	
Leycester House Residential Care Home	34	
Lincoln House Community Support Centre	34	
Lyme Green Hall	34	
M		
Macclesfield Supported Living Network	32	
Manor Care Home - Middlewich	34	
Mayfield House	34	

Meadowsweet Home Care	32	Prestbury Beaumont DCA	32	T	
Mears Care - Congleton ECHS	32	Prestbury House Care Home	36	Tabley House	36
Mill Lane - Macclesfield	34	Primrose Avenue - Crewe	34	Tunncliffe House	34
Minshull Court Nursing Home	36	Primrose House Nursing Home	36	Turnpike Court Residential Care Home	34
Mount Hall Nursing Home	36				
N		R		U	
New Milton House Residential Care Home	34	Redshank Senior Care Services Ltd t/a Home Instead Senior Care - Suite 2 Technology House	32	Ultimate Care Services Ltd	32
Newton Court Nursing and Residential Home	36	Richmond Village Nantwich	34	Upton Grange Residential Home	34
Next Step Domiciliary Care Ltd	32	Richmond Village Nantwich DCA	32	V	
O		Rosedale Manor Care Home	36	Valleywood Care Ltd	32
Old Chapel, The	32	Rossendale Hall	32	W	
Orcadia	34	Rowans Care Centre	36	Westbourne Care Home, The	32, 36
P		S		Westbury Drive - Macclesfield	34
Park House Care Home	34	Sharston House Nursing Home	36	Westhaven	34
Park Lane Residential Home	34	Special People North	32	Weston Park Care Home	36
Park Mount Care Home	34	Spiritual Inspiration Ltd	32	WhyNot In Homecare Ltd	32
Parklands Residential Care Home	34	St Catherines Care Home	36	Willows, The	36
Pathways and Community - Warford	34, 36	St Stephens Care Home	36	Wilmslow Supported Living Network	32
Petunia Grove - Macclesfield	34	Station House	36	Woodeaves Residential Care Home	34
Prestbury Beaumont	36	Station Road - Holmes Chapel	34	Woodlands	36
		Sunrise of Mobberley	36	Woodlands Care Centre	36
		Susan Bidwell Case Management Ltd	32	Wrenbury Nursing Home	36

Other Advertisers

Arbour Court	27	Care Select	15	Money Carer Foundation	29
Avery Healthcare	26	Four Seasons Health Care	28	Porthaven Care Homes	
Barchester	27	Helping Hands Home Care		Outside back cover	
Bupa	27		Inside front cover	Sunrise Senior Living	26
Care Choices Website	10, 29	Marple Dale	27	Winnie Care	28



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Regional Team Manager: Russell Marsh. **National Sales Manager:** Paul Leahy.

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Designer: Holly Cornell. **Creative Artworkers:** Gemma Cook, Kathryn Regan. **Distribution:** David Mulry.



First for care

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01270 256700
www.ladyverdintrust.org.uk

Who we are

The Lady Verdin Trust supports adults and young people with learning disabilities living in Cheshire. We support people with all degrees of learning disabilities including Autistic Spectrum disorders and Asperger's syndrome, Acquired Brain Injury (ABI) and other physical disabilities.

We provide all our clients with the encouragement, support and opportunity to live independent, fulfilling lives within their local community.



What we do

We offer a range of interlinking services that can help you live your life in the way that you want.

Daily Options - a flexible and personal service that enables you to access facilities in your community.

Living Options - supporting you to live where and how you wish.

Work Experience & Training - opportunities to gain confidence and understanding of the workplace.



Our staff

Our guarantee to you is to provide you with the best possible service. By developing a knowledgeable, skilful and motivated team, we ensure an environment where people with learning disabilities may live valued, meaningful and fulfilling lives.



LVT Dementia Services

Living with dementia or caring for somebody with dementia at home can be a demanding, stressful and uncertain time. At LVT Dementia Services we understand that at times we all need help and support - whether a few hours a day, overnight or a long weekend. Our unique, affordable and flexible service is delivered by an experienced and highly trained team.





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You will sense this from the moment you walk in the front door; it's unmistakable.

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We look forward to hearing from you.

- ~ Residential care
- ~ Nursing care
- ~ Dementia care
- ~ Respite care
- ~ Tailored activities and dedicated activities room
- ~ Private ensuite bedrooms
- ~ Expert care staff
- ~ Excellent menu
- ~ Restaurants and private dining room
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Astbury Mere Care Home

Newcastle Road, Astbury, Congleton CW12 4HP
Tel: 01260 296772

Prestbury House Care Home

West Park Drive, Macclesfield SK10 3GR
Tel: 01625 506132

