

# Leeds

## Care Services Directory



> Home support

> Specialist care

> Care homes

> Useful contacts

The independent guide to choosing and paying for care

# Care, support and luxury living

Getting a Westward Care apartment was the perfect choice for Tony. It meant he kept his independence while his family had the reassurance of knowing that staff are available to help if he ever needs them.

**Southlands**, Wetherby Road,  
Roundhay, Leeds LS8 2JU

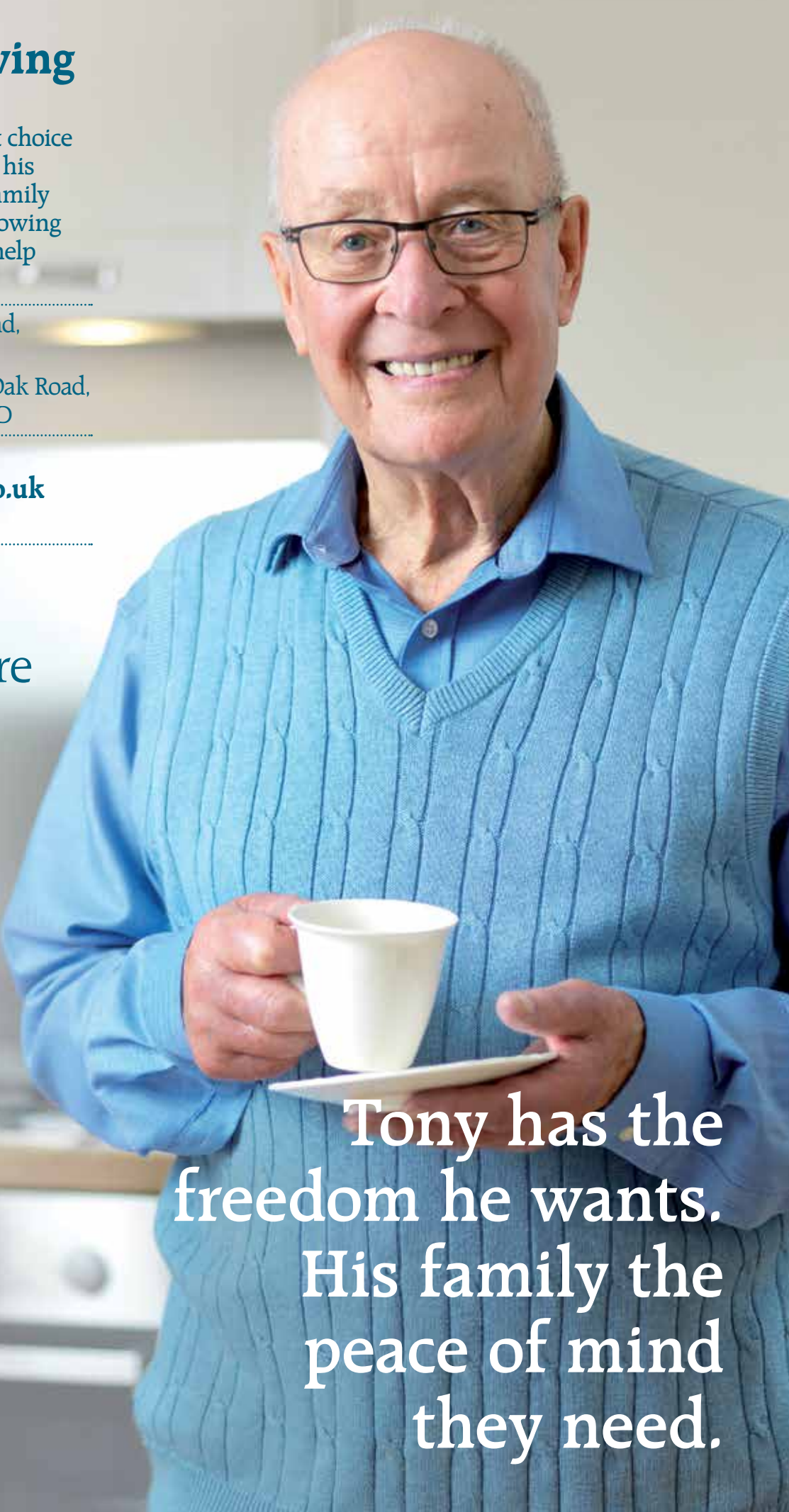
**Headingley Hall**, 5 Shire Oak Road,  
Headingley, Leeds LS6 2DD

Find out more at

[www.westwardcare.co.uk](http://www.westwardcare.co.uk)  
or call 0113 331 4830



Westward Care

A photograph of an elderly man named Tony, who is smiling and holding a white cup and saucer. He is wearing a blue cable-knit sweater over a blue collared shirt and glasses. The background is a blurred kitchen setting.

Tony has the  
freedom he wants.  
His family the  
peace of mind  
they need.



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All the listings in this publication of care homes, care homes with nursing and home care providers are supplied by the Care Quality Commission (CQC) and Care Choices Ltd cannot be held liable for any errors or omissions.

To obtain extra copies of this Directory, free of charge, call  
**Care Choices** on **01223 207770**.



### Alternative formats

This Directory is available electronically at [www.carechoices.co.uk](http://www.carechoices.co.uk) where there is a **Browsealoud** option for those requiring the information in spoken word.



# Oulton Manor

## OULTON, LEEDS



**FIVE STAR LUXURY CARE HOME FOR THE DISCERNING ELDERLY CLIENT**

**Oulton Manor is a beautifully appointed and luxury care home situated in the heart of the community in Oulton, Leeds, near to the Oulton Hall Hotel.**

**We provide high quality individualised residential and dementia care and also respite care for those individuals who need a little extra help for a short time.**

Our specially designed, high quality accommodation has 77 spacious furnished rooms, each with private ensuite bathrooms. Additional facilities include landscaped gardens, bar and bistros, hair and beauty salon, library area and shop.

In order to create a homely environment, rooms are arranged in small living groups where residents feel comfortable and settled. We also have the benefit of regular activities and events which are organised daily by our lifestyle co-ordinator.

**You are welcome to come and visit our home manager, Andrea Harley and the team to see our luxurious and homely facilities.**

**We look forward to showing you around, we are sure you will be impressed.**

If you would like more information please feel free to contact Andrea on 0113 282 8222 or email [oultomanor@hhcare.co.uk](mailto:oultomanor@hhcare.co.uk)



### **Oulton Manor**

3 Wakefield Road, Oulton, Leeds, LS26 8EL

**Telephone** 0113 282 8222 **Email** [oultomanor@hhcare.co.uk](mailto:oultomanor@hhcare.co.uk) **Web** [www.hadrianhealthcare.co.uk](http://www.hadrianhealthcare.co.uk)

Registered with the Care Quality Commission

# Introduction

Welcome to this edition of the independent Leeds Care Services Directory, which contains information for adults looking for care or support within the county, whether they are paying for it themselves or receiving support from the council.

Staying as independent as possible is important to everybody. This Directory contains information about the care and support services available to enable you to do this when remaining at home, moving into a housing with care scheme, or within a care home or care home with nursing.

If you feel you need support to remain independent, first look to your community. There's a host of organisations and voluntary services that could help you.

If you think you need more formal care and support, arrange an assessment with your local Adult Social Care department to establish your specific needs. This is free, irrespective of your income and available to all. More details are provided on page 14. The assessment will determine whether you are eligible for financial support via a Personal Budget, which may allow you to buy in your own support and take control of your situation.

Alternatively, your circumstances may mean you are classed as a 'self-funder', with the means to pay for your care. This is discussed on page 21 for those paying for care at home and 44 for those paying for residential care.

Support or care to remain living in your own home may be the option that best suits your circumstances. Ideas to make life easier at home start on page 8 and a list of local home care providers begins on page 24.

If you are unable to remain at home, you may want to consider a housing with care

scheme (see page 30) or residential care. Comprehensive lists of care homes and care homes with nursing in Leeds start on page 51.

There's also important information about care decisions, including finding care in another county, making a comment or complaint about a service and how solicitors can help you.



## Finding care options in your area

This Directory offers a telephone and website service allowing you to search by postcode or region for care homes, care homes with nursing and home care providers that meet your requirements across the country. Your search can be sent to you by post or email, or discussed with you over the telephone. If you are searching online, the results can be saved and emailed to others. You can also view an electronic version of this Directory on the site and have it read to you by using the 'Browsealoud' function.

Whatever your care needs, this Directory and the Care Choices telephone and website service will be able to point you in the best direction, however you would like care information presented.

Please call **0800 389 2077** or visit **[www.carechoices.co.uk](http://www.carechoices.co.uk)**



# PARK HOMES

*Quality Care Homes*



## Claremont Care Home with Nursing, Farsley, Leeds

Claremont Gardens, New Street, Farsley, Leeds LS28 5BF. T: 0113 236 0200. F: 0113 236 0742

Claremont Care Home offers 24 hour personalised nursing care in a friendly and comfortable atmosphere. This is a beautifully converted former mill-owner's house, purpose built to give excellent accommodation and set in the heart of the Farsley Conservation Area, with extended links to all aspects of the community. Open grounds are on all sides with beautiful views over Farsley Park.

- Fully trained, committed nurses and care and support staff.
- Visiting health and care professionals, including local GPs, dentists, opticians, hairdressers, motivational therapists and chiropodists.
- No visiting restrictions. Relatives and friends are welcomed.

- Excellent in-house activities and entertainments are provided daily, with regular day trips out.
- Choice of single or double rooms with en-suite facilities.
- Delicious, wholesome food served fresh every day with menu choices. Special diets are catered for.
- Ideally situated for Leeds and Bradford, with good transport links. Plenty of parking.
- Close to local shops, amenities and Farsley Park.
- TV/Internet in all rooms.  
[Sky TV/Internet chargeable 3rd party package.]
- "Home is where the heart is" at Claremont Care Home.



**Holly Park  
Care Home  
with Nursing**  
Clayton Lane  
Clayton  
Bradford  
BD14 6BB  
T: 01274 883480  
/ 884918



**Hazel Bank  
Care Home  
with Nursing**  
Daisy Hill Lane  
Heaton  
Bradford  
BD9 6BN  
T: 01274 547331



**Allerton Park  
Care Centre**  
Oaks Lane  
Allerton  
Bradford  
BD15 7RT  
T: 01274 496321  
/ 482225

All our homes offer the quality of care you'd expect for your loved ones. We employ dedicated, well trained staff to provide 24 hour care in a professional respectful way. Nutrition and mental / physical stimulation is a key element of care, so menu choices are carefully planned to make meal times special and each home has an activities organiser to support our residents live active and fulfilled lives. Residents often enjoy local excursions in our minibus. Each resident has a personal care plan which is the base for developing a new lifestyle and allowing families to remain involved in the life of the resident wherever possible.



**Norman Hudson  
Care Home  
with Nursing**  
Meltham Road,  
Lockwood,  
Huddersfield  
HD1 3XH  
T: 01484 451669



**St. Andrews  
Care Home  
with Nursing**  
Stirches Lane  
Hawick  
Scotland  
TD9 7NS  
T: 01450 372360



*At Park Homes we are  
passionate about care*

Please contact our homes directly to request a brochure, arrange a visit or just some advice. You are welcome to visit at anytime and you can find more information on our website: [www.parkhomesuk.co.uk](http://www.parkhomesuk.co.uk) or email us at: [info@parkhomesuk.co.uk](mailto:info@parkhomesuk.co.uk)





# Leeds Care Association



Welcome to this independent edition of the Leeds Care Services Directory. As the membership body for care providers in Leeds, we hope you find it useful.

Finding care services, whether that's a care home or home care agency, for yourself or a loved one is never easy. You may find that you don't have time, or you aren't sure what you should be looking for. This Directory and Leeds Care Association could help you.

## Are you looking for a care provider?

Leeds Care Association (LCA) may be able to help.

Many of the independent care providers in Leeds are members of LCA and as such are committed to continuous improvement in the quality of the services they provide, the environment they create and in the training and development of their staff.

They cover a range of services, including care homes, care homes with nursing, intermediate care, domiciliary care, supported living and some can offer respite care.

Visit [www.leedscare.co.uk](http://www.leedscare.co.uk) for details of our member providers.

## LCA can assist you in finding a provider

Email [info@leedscare.co.uk](mailto:info@leedscare.co.uk) with the type of service you are looking for and brief details of the care and support you need. LCA will find out for you where the vacancies are amongst members.

## Aims and objectives

LCA has a number of main aims, including to:

- raise the profile and increase the status and

recognition of the work of its members;

- maintain a strategic knowledge bank for the benefit of its members; and
- develop membership, member benefits and services across all areas of care provision to meet the needs of service users.

This is done by:

- supporting members in the effective management and development of their business; and
- providing impartial advice to those seeking care/housing options.

## Funding

LCA distributes the Workforce Development Fund (WDF) on behalf of Skills for Care for accredited training. It also provides free support and guidance on how to access funding.

## Disclosure and Barring Service (DBS)

LCA is a registered umbrella body for the DBS. Members benefit from a discounted rate for their staff disclosures and LCA offers a personal and efficient service which supports care employers in their recruitment and HR activities.

## Website

A one-stop-shop for information on issues within the sector. LCA members are entitled to free advertising along with job vacancies and bed vacancies.

If you are a care provider and have any questions about **LCA** membership, or if you are looking for care in Leeds and need some support, please contact us.

Tel: **0113 287 3490**

Email: [info@leedscare.co.uk](mailto:info@leedscare.co.uk)

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

# Helping you to stay independent

## Services developed in partnership with the voluntary sector

Adult Social Care works with voluntary and community organisations to supply preventative care services. These are a vital form of support and help to maintain independence and social inclusion, and delay or avoid the need for more statutory interventions.

Examples include:

- day services, lunch clubs and social groups;
- befriending, visiting and telephone contact services;
- support schemes to help people being discharged from hospital;
- support for carers; and
- handyperson schemes.

## Day care centres

Many people can feel lonely or isolated without an opportunity to fill their days with meaningful activities. Research has shown that one way to alleviate loneliness and promote wellbeing and independence is to provide regular social contact and a focus for activities.

Day care centres give people the chance to change their routine, meet new people, take up an activity or receive specialist services such as chiropody or hairdressing. There is a wide variety around the county, catering for older people, people with mental health conditions, learning disabilities and dementia.

Centres can be as important for carers as those attending as they allow for a regular break from caring.



You can find local day opportunities by searching 'day centre' at <http://leedsdirectory.org>

## Meals on wheels

Some services are able to deliver frozen or freshly cooked meals to your home. Frozen meals can be delivered in bulk and kept in your freezer until required, while hot meals should be eaten immediately. In Leeds, Meals on Wheels delivers this service as part of Leeds City Council.

For more information, visit [www.leeds.gov.uk](http://www.leeds.gov.uk) and search 'meals on wheels'. You can also email [communitymealsleeds@leeds.gov.uk](mailto:communitymealsleeds@leeds.gov.uk) or call **0113 378 3750**.

Alternatively, you could arrange to have meals delivered privately. You may find a service by word of mouth or using the internet – your local library may be able to help here.

## Adapting your home

To remain in your own home for as long



as you would like, you should ensure that it is safe, secure and warm. Some forward planning to ensure that the garden doesn't become a burden is also sensible. If you are not planning to move, think about adaptations that would make life easier now and later on.

### **Home Improvement Agencies (HIAs)**

HIAs are local organisations funded and supported by local and central government. They work professionally and sensitively with older and disabled homeowners, providing advice, support and assistance to help them repair, improve, maintain or adapt their homes to meet their changing needs.

Most HIAs provide three main services, including: information and advice on repairs or adaptations you may be considering – this usually entails a visit to your home and is often free; a handyman service for small jobs and repairs – typically, the HIA will employ its own handypersons and charge

you an hourly rate for their services; and a home adaptations service for more major works.

The HIA will work with you to specify the adaptations needed, and they will normally offer to get estimates from one or more of their regular contractors. Subject to your acceptance, the HIA will then offer to manage the works contract for you for an agreed fee.

HIAs may also be helpful if you are not sure whether you can afford the home repairs or adaptations you need. They can advise on your eligibility for any grants and, if necessary, put you in touch with an independent financial adviser.

For further information about, and contact details for, local HIAs, visit [www.housingcare.org](http://www.housingcare.org) or contact **Leeds City Council**.  
Tel: **0113 222 4401**



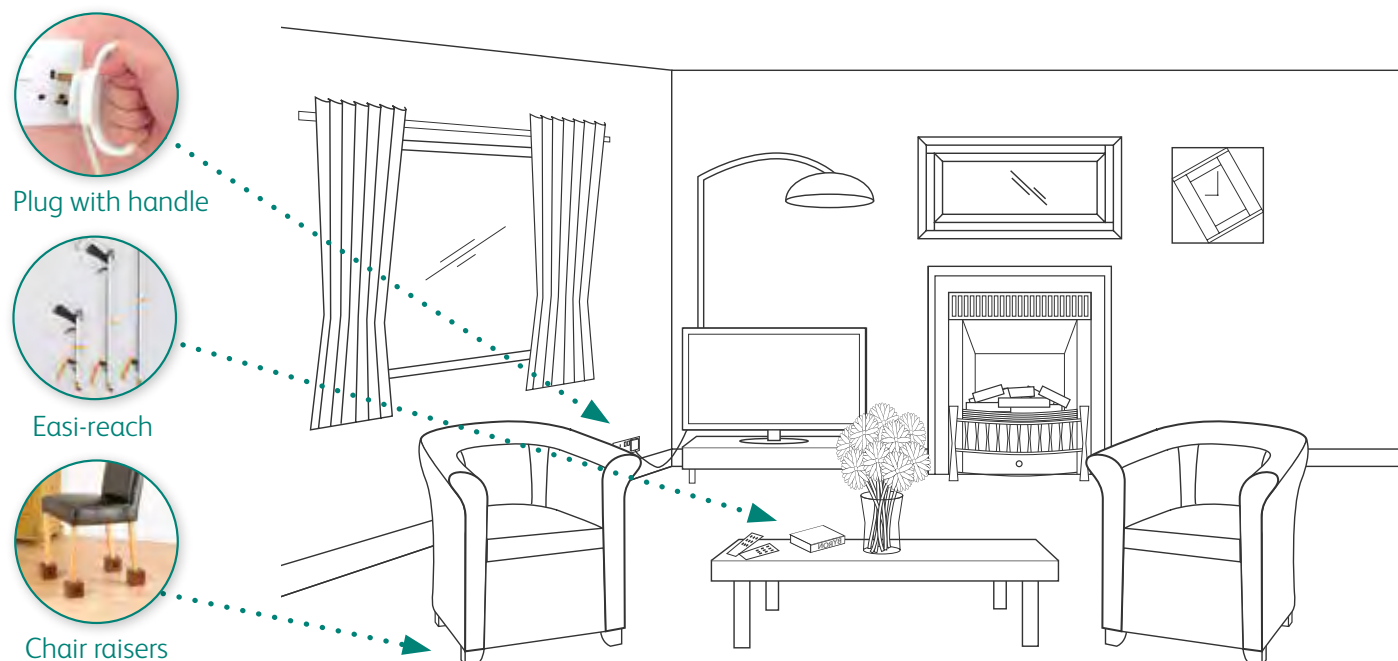
# What do you think about this publication?

Complete our short questionnaire

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



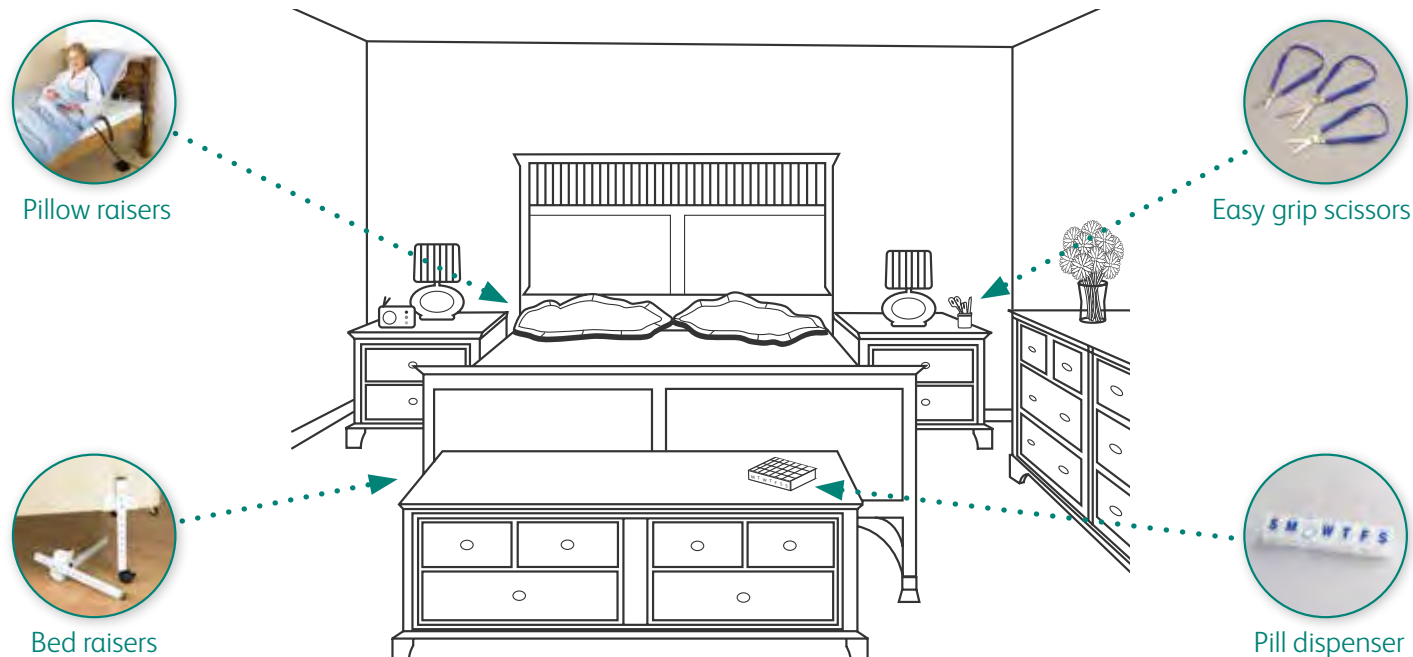
## In the living room



WHAT IS DIFFICULT?	SIMPLE SOLUTIONS	COMPLEX SOLUTIONS
<b>GETTING IN/OUT OF CHAIRS</b>	<ul style="list-style-type: none"> <li>• Block of foam in chair base</li> <li>• Buy ready-made chair raisers</li> <li>• Buy a chair at the right height</li> <li>• Take regular, gentle exercise</li> </ul>	<ul style="list-style-type: none"> <li>• Buy an electric riser chair</li> </ul>
<b>OPENING/CLOSING WINDOWS</b>	<ul style="list-style-type: none"> <li>• Move furniture out of the way</li> <li>• Install/purchase a fan</li> <li>• Buy a tool to open/close windows</li> </ul>	<ul style="list-style-type: none"> <li>• Install environmental controls or air-conditioning</li> <li>• Install new windows</li> </ul>
<b>CONTROLLING THE HEATING</b>	<ul style="list-style-type: none"> <li>• Change the switches for ease of use</li> <li>• Fit a timer switch</li> <li>• Purchase a standalone heater</li> </ul>	<ul style="list-style-type: none"> <li>• Move the heating controls</li> <li>• Install new or additional heating system</li> </ul>
<b>KEEPING WARM</b>	<ul style="list-style-type: none"> <li>• Use a trolley to transport the fuel for your fire</li> <li>• Replace the fire with a heater</li> <li>• Apply for a winter fuel payment</li> </ul>	<ul style="list-style-type: none"> <li>• Insulate your house</li> <li>• Swap to a cheaper heating system</li> <li>• Change to a simpler heating system</li> </ul>
<b>TURNING LIGHTS ON/OFF</b>	<ul style="list-style-type: none"> <li>• Install a light switch toggle</li> <li>• Purchase a socket extension</li> <li>• Purchase handi-plugs</li> </ul>	<ul style="list-style-type: none"> <li>• Move the light switches</li> <li>• Replace the light switches</li> <li>• Install environmental controls</li> </ul>
<b>HEARING THE TV</b>	<ul style="list-style-type: none"> <li>• Use subtitles</li> <li>• Purchase wireless headphones</li> </ul>	<ul style="list-style-type: none"> <li>• Request an assessment for a hearing aid</li> <li>• Install a room loop</li> </ul>



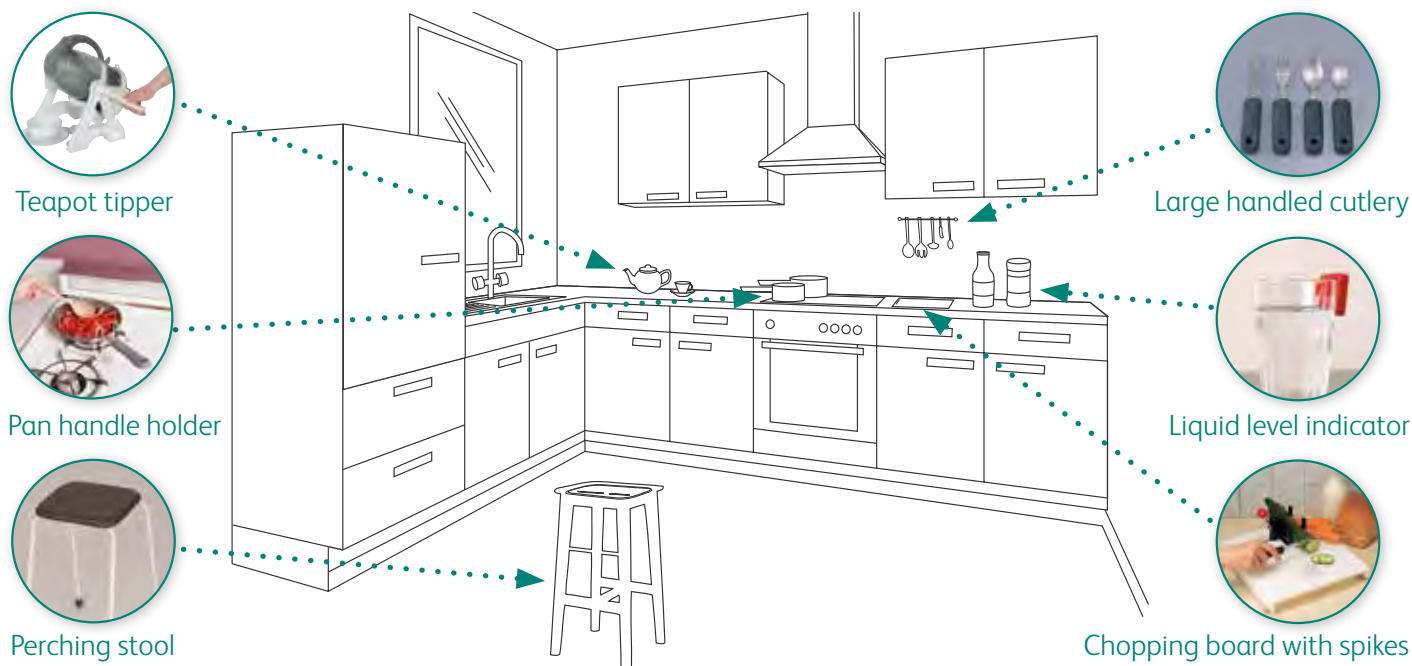
## In the bedroom



WHAT IS DIFFICULT?	SIMPLE SOLUTIONS	COMPLEX SOLUTIONS
<b>GETTING IN AND OUT OF BED</b>	<ul style="list-style-type: none"> <li>• Learn new ways of moving safely</li> <li>• Purchase a leg lifter</li> <li>• Raise the bed</li> <li>• Fit grab rails</li> </ul>	<ul style="list-style-type: none"> <li>• Use a transfer board</li> <li>• Buy an electric adjustable bed</li> <li>• Install a hospital bed</li> <li>• Use a hoist</li> </ul>
<b>SITTING UP IN BED, TURNING OR ROLLING OVER</b>	<ul style="list-style-type: none"> <li>• Change to less heavy bedding</li> <li>• Learn new ways of moving safely</li> <li>• Purchase a pillow raiser</li> <li>• Change the mattress</li> </ul>	<ul style="list-style-type: none"> <li>• Buy a bed cradle/bed ladder</li> <li>• Use a bed lever</li> <li>• Buy a specialised mattress</li> <li>• Install a drop-down rail</li> <li>• Install an over-bed pole</li> </ul>
<b>KEEPING WARM IN BED</b>	<ul style="list-style-type: none"> <li>• Buy a heavier duvet</li> <li>• Buy thermal clothing</li> </ul>	<ul style="list-style-type: none"> <li>• Buy an electric blanket (make sure it's tested regularly)</li> </ul>
<b>GETTING DRESSED</b>	<ul style="list-style-type: none"> <li>• Learn new ways of dressing</li> <li>• Buy alternative/adaptive clothing</li> <li>• Buy simple gadgets: long-handled shoe horn; dressing stick; button hook</li> <li>• Contact ■ (see below) for an assessment</li> </ul>	<ul style="list-style-type: none"> <li>• Consider home support</li> </ul>
<b>CUTTING YOUR NAILS</b>	<ul style="list-style-type: none"> <li>• Buy easy grip scissors</li> </ul>	<ul style="list-style-type: none"> <li>• See a podiatrist</li> </ul>
<b>TAKING YOUR TABLETS</b>	<ul style="list-style-type: none"> <li>• Ask for an easy-open bottle</li> <li>• Keep a note of when you take a tablet</li> <li>• Get a pill dispenser</li> </ul>	<ul style="list-style-type: none"> <li>• Get an automatic pill dispenser</li> <li>• Ask someone to prompt you</li> </ul>
<b>READING THE TIME</b>	<ul style="list-style-type: none"> <li>• Buy a clock with large numbers</li> </ul>	<ul style="list-style-type: none"> <li>• Buy a clock that 'speaks'</li> </ul>

■ Leeds City Council: 0113 222 4401

## In the kitchen

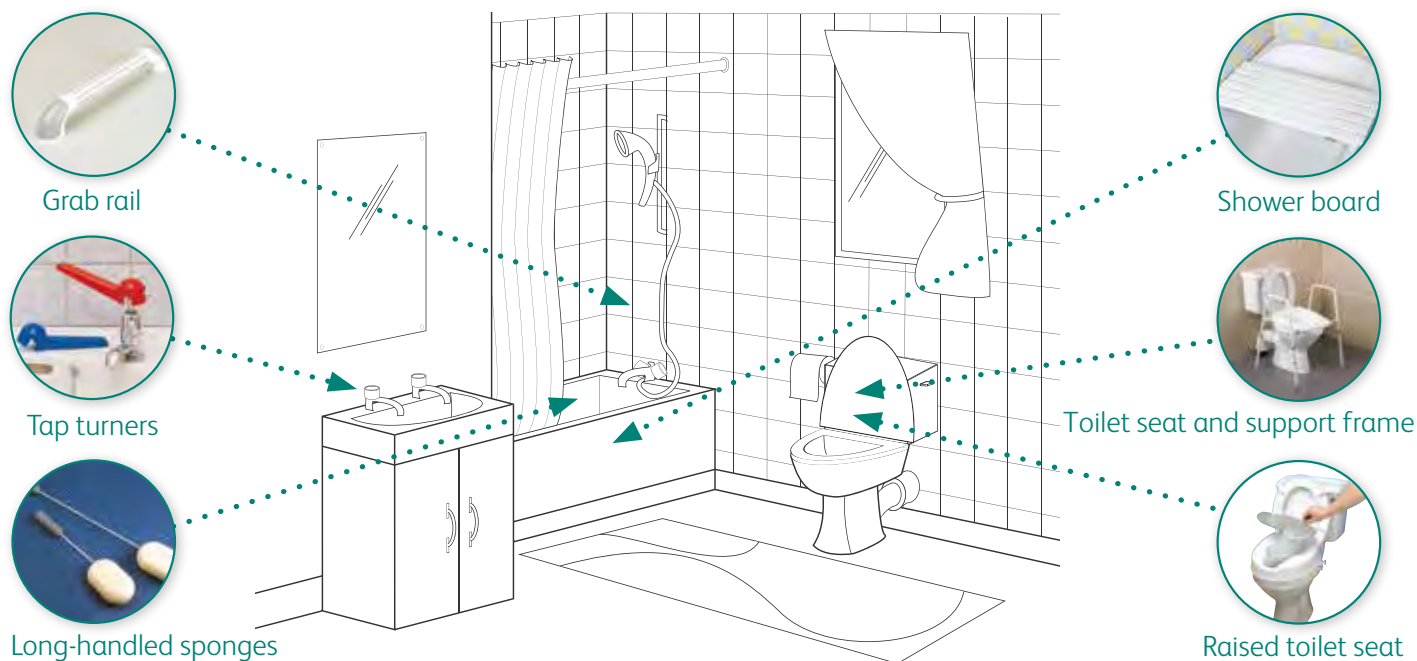


WHAT IS DIFFICULT?	SIMPLE SOLUTIONS	COMPLEX SOLUTIONS
<b>REACHING INTO CUPBOARDS</b>	<ul style="list-style-type: none"> <li>• Rearrange your cupboards/surfaces</li> <li>• Buy an Easi-Reacher or Handi-Reacher</li> </ul>	<ul style="list-style-type: none"> <li>• Alter the spring in the doors</li> <li>• Lower or raise the cupboards</li> </ul>
<b>USING TAPS AND SWITCHES</b>	<ul style="list-style-type: none"> <li>• Fit tap turners</li> <li>• Purchase Handi-Plugs</li> </ul>	<ul style="list-style-type: none"> <li>• Change switches</li> <li>• Raise or reposition taps</li> <li>• Fit lever taps or new taps</li> <li>• Alter the kitchen</li> </ul>
<b>PREPARING/COOKING FOOD</b>	<ul style="list-style-type: none"> <li>• Sit at a table</li> <li>• Consider kitchen gadgets including: knife with a thick handle; chopping board with spikes; pan handle holder; teapot tipper; lid gripper</li> </ul>	<ul style="list-style-type: none"> <li>• Use a food processor</li> <li>• Purchase a perching/high stool</li> <li>• Buy a trolley</li> <li>• Raise/lower work surface</li> <li>• Make space under worktop for your knees when sitting</li> </ul>
<b>MOVING AROUND KITCHEN</b>	<ul style="list-style-type: none"> <li>• Re-organise the furniture</li> </ul>	<ul style="list-style-type: none"> <li>• Review mobility equipment</li> <li>• Adapt the kitchen</li> </ul>
<b>EATING AND DRINKING</b>	<ul style="list-style-type: none"> <li>• Use large handled cutlery</li> <li>• Use a non-slip mat</li> <li>• Use a lightweight cup/mug</li> <li>• Use a cup with two handles</li> <li>• Contact ■ (see below) for an assessment</li> </ul>	<ul style="list-style-type: none"> <li>• Buy a trolley</li> <li>• Consider home support for meal times</li> </ul>
<b>LAUNDRY/IRONING</b>	<ul style="list-style-type: none"> <li>• Install a wall-fixed ironing board</li> </ul>	<ul style="list-style-type: none"> <li>• Raise/lower washing machine</li> </ul>

■ Leeds City Council: 0113 222 4401



## In the bathroom



WHAT IS DIFFICULT?	SIMPLE SOLUTIONS	COMPLEX SOLUTIONS
<b>WASHING HANDS, FACE AND BODY</b>	<ul style="list-style-type: none"> <li>• Install tap turners</li> <li>• Buy a long-handled sponge</li> <li>• Purchase a flannel strap</li> <li>• Contact ■ (see below) for an assessment</li> </ul>	<ul style="list-style-type: none"> <li>• Install lever taps or new taps</li> <li>• Purchase a stool</li> <li>• Raise or lower basin</li> <li>• Consider home support</li> </ul>
<b>HAVING A BATH</b>	<ul style="list-style-type: none"> <li>• Purchase a non-slip mat</li> <li>• Buy a long-handled sponge</li> <li>• Use a half-step</li> <li>• Install grab rails</li> <li>• Use a bath board or bath seat</li> </ul>	<ul style="list-style-type: none"> <li>• Install a bath lift</li> <li>• Use a hoist</li> <li>• Replace the bath with a shower</li> <li>• Convert to a wet room</li> <li>• Consider home support</li> </ul>
<b>DRYING YOURSELF</b>	<ul style="list-style-type: none"> <li>• Use a non-slip mat</li> <li>• Purchase a towelling gown</li> </ul>	<ul style="list-style-type: none"> <li>• Change the floor covering</li> <li>• Purchase a hot air body dryer</li> </ul>
<b>USING THE TOILET</b>	<ul style="list-style-type: none"> <li>• Install a raised toilet seat</li> <li>• Use a combined toilet seat and support frame</li> <li>• Install a flush lever extension</li> <li>• Contact ■ (see below) for an assessment</li> </ul>	<ul style="list-style-type: none"> <li>• Review mobility equipment</li> <li>• Consider home support</li> </ul>
<b>CLEANING TEETH</b>	<ul style="list-style-type: none"> <li>• Purchase a toothbrush gripper</li> <li>• Buy an electric toothbrush</li> <li>• Use a stool</li> </ul>	
<b>HAVING A SHOWER</b>	<ul style="list-style-type: none"> <li>• Have a strip wash</li> <li>• Use non-slip mats</li> <li>• Purchase a half-step</li> <li>• Contact ■ (see below) for an assessment</li> </ul>	<ul style="list-style-type: none"> <li>• Use a shower board</li> <li>• Use a shower chair or stool</li> <li>• Replace shower controls</li> <li>• Consider home support</li> </ul>

■ Leeds City Council: 0113 222 4401

## Telecare

Telecare is equipment that can detect falls, inactivity, smoke, flooding, gas or extreme temperatures in the home. Sensors, when activated, will connect to a response centre where trained operators will contact the individual through their home unit. They will take the most appropriate action, such as contacting a nominated responder, family member, carer, neighbour, doctor or the emergency services.

Telecare can allow users to regain confidence

in their homes and remain independent. Relatives and carers are also reassured, safe in the knowledge that should an incident occur, they will know about it. Some devices can also help monitor particular health conditions and reduce the need for hospital admission.

You can buy telecare and assistive technology from private companies and organisations or, if you're eligible through an assessment (see below), Leeds City Council may be able to provide it for you. For further information, please visit [www.leeds.gov.uk](http://www.leeds.gov.uk) and search 'equipment for the home'.

# Support from the council

The way councils provide services to eligible adults and their carers is called personalisation. This term is used to describe a number of ways in which eligible adults can receive a mixture of local authority and government money to pay for the care services they need without direct council involvement.

If you approach the council for social care support, your needs and finances will be assessed. If you have a carer, they can be involved and have their needs assessed too.

## Your assessment

If you appear to have care or support needs, you have the legal right to an assessment of your care needs and finances. Councils are statutorily obliged to provide this to you, regardless of whether you access their services. The assessment (which is free) will consider:

- how you can best be supported to live as independently as possible;
- your home and how you are coping in it;

- your emotional wellbeing;
- your diet; and
- any health and medical treatments you need.

You will need to contact Adult Social Care, which is responsible for this process. Call **0113 222 4401**.

Once Adult Social Care has an understanding of your care and financial needs, the next stage is to determine what services you may be eligible for and who will pay for them. The council will give you more information on eligibility and the national eligibility criteria it uses at the time of your assessment.

Information on paying for care can be found on page 21 if you are receiving home care and page 44 if you are moving into a care home.

## Personal Budgets

If you are eligible for support from the council, you may be given a Personal Budget.



A Personal Budget is the amount of money that the council calculates it will cost to meet the support needs of eligible people. If you are eligible for a Personal Budget, the actual amount you receive will depend on your eligible needs and your finances. The money should be spent in line with a support plan that has been agreed by both you and the council and can be either a full or a partial contribution to such costs. You may also choose to pay for additional support on top of the budget. Any eventual contractual agreement for services is between you and your care provider, not the council.

If you are eligible, a Personal Budget may be taken:

- in the form of a Direct (cash) Payment, held directly by you or, where you lack capacity, by a 'suitable person';
- by way of an account held and managed by the council in line with your wishes; or
- as a mixture of the above.

Personal Budgets cannot currently be used to pay for residential care.

## Assessments from hospital

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If you have been admitted to hospital and you might need care on discharge, you may be referred to the discharge team for an assessment, which will take place on the ward. The team may be made up of social workers, carers' officers, mental health workers and housing officers.

Whatever services you need on discharge, Adult Social Care will work with you, your family and carers to either restart services already in place prior to admission or to provide the appropriate services if you are eligible.

Sometimes interim care packages are set up to facilitate your discharge and you will be reassessed by a community social worker within four to six weeks.

## Reablement

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Reablement is an intensive short-term service that helps people regain skills and confidence, for example, after a fall or hospital stay. You may need to have an assessment of your care needs to decide whether you are eligible. If you are eligible, a reablement worker will support you for a limited period, usually up to six weeks.

Reablement helps people to learn or re-learn daily living skills. It is not about doing things for you, it's about giving you the skills and confidence to do things for yourself. It can also mean that you do not start to depend on support that could cost you money. For example, a reablement worker could help you regain your confidence following a fall, or provide support that enables you to prepare a meal if there has been a change in circumstances that means you need to cook. They may also identify pieces of equipment that could support you to regain or maintain your independence for as long as you can.

Speak to your GP, hospital staff or care manager if you think you might benefit from reablement. They can put you in touch with the right services if they feel that reablement will help you.

## Intermediate care

---

This aims to give recovery and rehabilitation support to help people regain their independence when they come out of hospital or, just as importantly, prevent them going unnecessarily into hospital.

Intermediate care can be provided in your

own home or in a care home, depending on local policy and your specific needs. It can be provided by care staff, occupational therapy and physiotherapy, with additional support provided by the local GP surgery, social workers and community nurses. This combined resource helps people to regain their independence and feel confident in their ability to manage for themselves with any necessary additional support.

Intermediate care, including any care home fees where relevant, is provided by the NHS and is free. It is usually limited to a maximum of six weeks. If, after this, you have ongoing care or support needs, the council will conduct an assessment and may help you to arrange any services you might need. There may be a charge for these services.

### NHS Continuing Healthcare

NHS Continuing Healthcare is a package of continuing care that is arranged and funded

solely by the NHS. This is free of charge, wherever it is delivered. NHS Continuing Healthcare support may be provided in a care home or care home with nursing or in a person's own home.

People eligible for NHS Continuing Healthcare will have been assessed to have a 'primary health need' and are likely to have complex medical needs and substantial or intense ongoing care needs. See page 45 for more information.

### Personal health budgets

A personal health budget is an amount of money to support a person's identified health needs. It is planned and agreed between the person and their local NHS team.

The aim is to enable people with long-term conditions and disabilities to have greater choice, flexibility and control over the healthcare and support they receive.

## Services for carers

### Who is a carer?

Carers regularly look after, help or support someone who wouldn't be able to manage everyday life without their help. A carer doesn't have to be living with the person they care for, and the help they give doesn't have to be physical. The carer may be caring for a partner, another relative, a friend or a neighbour. For example, it may be someone who:

- is over 60;
- is living with dementia;
- has a physical or learning disability or a mental health condition;

- has sight, hearing or communication difficulties;
- has a long-term health condition; or
- misuses drugs or alcohol.

The carer may be helping with:

- personal care, such as washing and dressing;
- going to the toilet or dealing with incontinence;
- eating or taking medicines;
- getting about at home or outside;

- practical help at home and keeping someone company; or
- emotional support or communicating.

Anyone who is caring for someone in Leeds can contact Leeds Carers for information and advice. There's a host of guidance on the website, or carers can call, email or drop in for support with their specific needs.

6-8 The Headrow, Leeds LS1 6PT  
 Tel: **0113 380 4300**  
 Email: **advice@carersleeds.org.uk**  
 Web: **www.carersleeds.org.uk**

## Having a carers' assessment

Anyone who provides, or intends to provide, regular unpaid support to someone who could not manage without their support has the right to have their own needs assessed, even if the person they care for has refused support services or an assessment of their own needs.

A carers' assessment is an opportunity for people to tell the council what they need as a carer, and to find out what support might be available. The assessment is an essential first step for carers to get the support they may need. It looks at:

- the care the carer provides and how this affects their life;
- any support they are getting now and what else would help; and
- what they would like their support to achieve.

The assessment can also give lots of information about other services that might help, and other ideas for support. The carer's assessment will show if the carer qualifies for support from Adult Social Care.

## Carers' Personal Budgets

The carers' Personal Budget is a single payment that can be used towards the cost of something specific that will support carers in their caring role. For example, it could be used for leisure activities, education or training, or just to take a short break from caring.

When Adult Social Care considers a carer's Personal Budget, it gives priority to situations where there is a significant risk of the carer not being able to continue to provide care if they do not get some support. The amount a carer could get depends on their needs identified by their carers' assessment. The money is not taxed and it will not affect any benefits.

## Respite at home

Home-based respite services give carers a break from their caring responsibilities. A care worker can come in to look after the person they care for, so the carer can have some time to themselves. The breaks could be regular or just when needed.

Respite at home is considered to be a service for the person who is being cared for. If they have a Personal Budget (see page 14) for their own needs they could use that money to pay for it. A financial assessment of the person being cared for will confirm whether they need to pay towards the cost of this service.

## Benefits

Carers may want to explore whether they are entitled to Carer's Allowance – currently £62.70 per week but this may change over the life of this Directory.

Carers may also qualify for Carer's Premium



or Carer's Credit depending on their eligibility. The Government's website, [www.gov.uk](http://www.gov.uk) has more information on benefits, including carers' benefits. Alternatively, contact a local carers' organisation which may be able to help undertake a benefit check.

You can find out more about what organisations support carers in Leeds by exploring <http://leedsdirectory.org>

## Resource for those supporting disabled children



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

# Care in your own home

Carefully chosen home care with a good quality provider is an excellent way to retain your freedom and independence, whilst getting the help you need to stay happy and safe. It can offer the opportunity to stay at home, in your own familiar surroundings, and to retain a quality of life you might have feared lost.

## Why choose home care?

Reasons for choosing home care can vary. Sometimes, after a stay in hospital, someone might find they need some help whilst they recuperate. Others can find that a long-term condition or disability means they can no longer cope and they need a bit of help.

After a stay in hospital someone may carry out an assessment of your situation to see if home care will benefit you. You and your family will be fully involved in looking at

what will suit you best if you'd like them to be.

Alternatively, you or those close to you might notice changes in your ability to manage the day-to-day things you normally cope with easily, like preparing meals or looking after yourself. If this happens, contacting Adult Social Care is a good first step towards finding help.

## How home care can help you

The level of home care provided can be tailored to meet your needs – from a visit once a day to a much greater amount of support.

Even those with quite significant and debilitating medical conditions can get skilled personal care that can enable them to stay in their own homes. Some agencies will provide live-in care, where a care worker

will stay with you at home to support you throughout the day and night.

A list of all home care agencies operating in Leeds starts on page 24.

## Finding the right support

This Directory offers a telephone and website service allowing you to search by postcode or region for care homes, care homes with nursing and home care providers that meet your requirements across the country. Your search can be sent to you by post or email, or discussed with you over the telephone.

If you are searching online, the results can be saved and emailed to others. You can also view an electronic version of this Directory on the site and have it read to you by using the 'Browsealoud' function.

Whatever your care needs, this Directory and the Care Choices telephone and website service will be able to point you in the best direction, however you would like care information presented. Call **0800 389 2077** or visit **[www.carechoices.co.uk](http://www.carechoices.co.uk)**

The Care Quality Commission (**[www.cqc.org.uk](http://www.cqc.org.uk)**) is responsible for checking that any care provided meets essential standards of quality and safety. Further information is on page 48.

The United Kingdom Homecare Association (UKHCA) requires its members to comply with a code of practice. This code includes a commitment to treat customers with dignity and respect and operate at a level above the legal minimum required in legislation.

Social care regulations do not apply to cleaners, handymen or gardeners. However, some home care agencies are increasingly providing staff who can help meet these needs too.

The benefits of using a regulated agency include:

- assessing your care needs and tailoring a plan to meet those needs;
- advertising, interviewing and screening suitability of workers;
- arranging necessary insurance cover;
- providing training and development for care workers;
- managing workers' pay, including compliance with the National Minimum Wage;
- managing employment relationships, including sickness, absence and disciplinary matters; and
- managing health and safety issues.



## What do you think about this publication?

Complete our short questionnaire

**[www.carechoices.co.uk/reader-survey](http://www.carechoices.co.uk/reader-survey)**

# Living with dementia at home

If you are concerned about persistent forgetfulness or memory difficulties, it is important to consult a GP. They can undertake an initial examination and refer you to a memory clinic for further investigation if necessary.

The various types of support available to you and your carer are likely to involve NHS services, Adult Social Care and voluntary agencies. Some examples of services and support to help people living with dementia include:

- specialist day centres;
- respite care or short breaks;
- assistive technology and community alarms;
- home care;
- meals at home;
- community equipment;
- extra care sheltered housing; and
- carers' support groups.

## Family support

If you know someone who is worried about their memory, encourage them to visit their GP.

The more support you can give someone, the better life with dementia can be, especially in the early years. Focus on what the person can do, not what they cannot do, help with little errands or with cooking, listen to the person with dementia, and find out more about the condition.

When someone is living with dementia, they need:

- support to live their life;

- reassurance that they are still valued and that their feelings matter;
- freedom from as much external stress as possible; and
- appropriate activities and stimulation to help them to remain alert and motivated for as long as possible.

## Dementia Friends

People with dementia sometimes need a helping hand to go about their daily lives and feel included in their local community. Dementia Friends is giving people an understanding of dementia and the small things they can do that can make a difference to people living with dementia – from helping someone find the right bus to spreading the word about dementia. See [www.dementiafriends.org.uk](http://www.dementiafriends.org.uk) for further information.

## Respite care

Spouses, partners and relatives who care for a person with dementia may require a break from their caring responsibilities. This is known as 'respite care' and may be a regular break of a few hours a week or a period of a few weeks. It may be planned or be required in an emergency and can involve the person with dementia attending a day centre or a care worker visiting the person's home to enable the carer to have a break. Contact the council to see if you are eligible for support with arranging these services, see page 14 for information on assessments.

## Care at home

It can often be best for a person with dementia to stay living in their own home for as long as possible. This may mean that they require some support services at home.



The person living with dementia will respond best to the same care staff who know them well. Continuity of care can be provided by either care agencies or carers employed directly by the person or his or her family.

## Specialist dementia day centres

A good day care service will be able to offer a range of activities and support that will enable the person with dementia to retain skills and remain part of their local community.

Specialist day centres for people with dementia should be organised and run with their needs in mind, aiming to build on their strengths and abilities. Activities may include outings, entertainment, personal care, meals, hairdressing and support for carers.

Attendance at day centres can be offered

from just a few hours a week to a number of days. Contact the council or your local Alzheimer's Society office for more details, see 'Useful local contacts' on page 68.

## Alzheimer's Society

This leading charity works to improve the quality of life of people affected by dementia. If you have concerns about any form of dementia, please contact your local office for information and support and access to local services. See page 68 for contact details.

Alzheimer's Society's National Dementia Helpline is available on **0300 222 1122** and can provide information, support, guidance and signposting to other appropriate organisations. The Helpline is open from 9.00am to 5.00pm, Monday to Friday and 10.00am to 4.00pm, Saturday and Sunday.

# Paying for care in your home

Councils provide upfront information on how much people can expect to pay for home care and how charges are worked out. This information must be made available when a needs assessment is carried out. Written confirmation of how the charge has been calculated must be provided after a financial assessment.

If you have more than £23,250 in savings or capital you will have to pay the full cost of your care. The value of your home is not counted when working out charges for non-residential care. If you have more than £23,250, you should tell Adult Social Care when your savings are likely to fall below this amount.



The council calculates charges in accordance with national eligibility criteria set by the Government. This ensures people are only required to pay what they can afford, taking into account capital, income and expenditure.

Your assessment looks at how much money you have coming in, gives an allowance (set by the Government) for everyday living expenses and makes allowance for disability-related expenditure. This is the extra amount you spend as a result of your disability or illness. Adult Social Care can help you to identify these costs. They will also carry out a full benefit check and, if you want them to, assist you with claiming your full entitlement. Figures mentioned here may change over the lifetime of this Directory.

## Non-means tested care and support

Care provided by the NHS is free; for example, services provided by a community or district nurse. Some people do not have to pay towards care services. For example, aftercare services provided under section 117 of the Mental Health Act are free of charge.

If you need care or support you may be eligible to claim Attendance Allowance (AA), or Personal Independence Payments (PIP). AA and PIP are non-means tested benefits. Provided you are eligible, you can receive AA or PIP regardless of how much income or capital you have. AA is payable to people over the age of 65 and PIP to those aged 16 to 64. There are different rates that can be awarded, dependent on the level and type

of help you need. These can be found at [www.gov.uk](http://www.gov.uk)

## Other ways to fund your care and support

It is important to seek independent financial advice if you are paying for your own care and support. There are independent financial advisers that focus specifically on care funding advice, often referred to as specialist care fees advisers. They are regulated by the Financial Conduct Authority (FCA) and must stick to a code of conduct and ethics and take shared responsibility for the suitability of any product they recommend.

### The Society of Later Life Advisers (SOLLA)

Aims to assist consumers and their families in finding trusted, accredited financial advisers who understand financial needs in later life.

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

### The Money Advice Service

A free and impartial money advice service set up by the Government. It offers free and unbiased advice.

Tel: **0800 138 7777**

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

Further information on paying for care can be found beginning on page 44.

## SEARCHING FOR CARE OPTIONS IN YOUR AREA?

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

- find care providers quickly and easily
- search by location and care need
- information on care quality
- links to inspection reports
- additional care provider information, photos and direct website links
- brochure requests

Developed by the publisher of this Directory

Alternatively, call our friendly team on **0800 389 2077** to talk to someone directly.



Agency 1 .....

Agency 2 .....

Agency 3 .....

Fees per week	Quality rating*
£	
£	
£	

We suggest that you have paper with you when speaking with home care agencies so you can make notes.

## About the agency

How long has the agency been operating? ☐ ☐ ☐

How long are staff allocated per visit? ☐ ☐ ☐

Can you contact the agency in an emergency or outside office hours? ☐ ☐ ☐

Does the agency have experience with your specific needs? ☐ ☐ ☐

## Staff

Are you likely to be visited by different staff each day? ☐ ☐ ☐

Are all staff checked with the Disclosure and Barring Service? ☐ ☐ ☐

Will you be notified in advance if your care worker is on holiday or sick? ☐ ☐ ☐

Are staff matched to you specifically, based on your needs and preferences? ☐ ☐ ☐

Can you meet your care worker(s) before they start? ☐ ☐ ☐

Does the agency have both male and female staff? ☐ ☐ ☐

## Notes

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\*See page 48.

## Accommodating your needs

Can the agency accommodate your needs if they increase? Ask about the process for this. ☐ ☐ ☐

Does the agency have a training scheme in place? ☐ ☐ ☐

Are all staff trained to a certain level? ☐ ☐ ☐

Are staff able to help with administering medication if required? ☐ ☐ ☐

Is there a way for staff to communicate with each other about the support they provide when they visit you? How? ☐ ☐ ☐

## Regulation

Can you see the agency's contract terms? ☐ ☐ ☐

Can you lodge a complaint easily? ☐ ☐ ☐

Are complaints dealt with quickly? ☐ ☐ ☐

Will your support plan be reviewed at regular intervals? ☐ ☐ ☐

Can you see a copy of the agency's CQC registration certificate and quality rating? ☐ ☐ ☐



# Home care providers

## ADLINGTON HOUSE

### – OTLEY

Otley  
Tel: 01943 854720

OP PD SI YA

## AFFINITY TRUST

### – DOMICILIARY CARE AGENCY – NORTH

Holbeck  
Tel: 0113 242 1388

LDA

## AJ COMMUNITY CARE LTD

Leeds  
Tel: 0330 555 2277

OP D PD LDA MH YA

## ALL SEASONS

Garforth  
Tel: 0113 287 4221

OP D PD SI

## ALLIED HEALTHCARE LEEDS

Seacroft  
Tel: 0113 201 8281

OP D PD LDA MH SI YA AD

## ANCHOR TRUST (THE LAUREATES)

Guiseley  
Tel: 01943 876228

OP YA

## ANGELS COMMUNITY ENTERPRISES CIC

Beeston  
Tel: 0113 277 2222

OP D PD LDA MH SI YA AD

## ARK HOME HEALTHCARE LEEDS

Pudsey  
Tel: 0113 205 2990

OP D PD LDA MH YA AD

## ARLKREES HEALTHCARE LTD

Leeds  
Tel: 0113 270 8378

OP D PD LDA MH SI YA

## ASSISI PLACE

Leeds  
Tel: 0113 200 8140

OP D PD LDA MH SI YA

## ASTHA LTD – LEEDS

Leeds  
Tel: 0113 237 9635

OP D PD LDA MH SI YA AD

## AVANTA CARE LTD

Horsforth  
Tel: 0113 212 2894

OP D PD SI YA

## BLUEBIRD CARE (LEEDS NORTH)

Horsforth  
Tel: 0113 258 9677

OP PD YA

## CARDINAL CARE SERVICES LTD

Leeds  
Tel: 0113 262 9168

OP D PD YA

## CARE SIGNATURE CHRISTIAN HOMECARE SERVICES LTD

Chapelton  
Tel: 07783 597254

OP D PD LDA MH SI YA AD

## CAREMARK (LEEDS) LCA

Leeds  
Tel: 0113 264 4466

OP D LDA MH SI YA AD

## CARING HEARTS AND HANDS LTD

Yeadon  
Tel: 0113 834 3787

OP D YA

## CARING PARTNERSHIP LTD

Leeds  
Tel: 0113 426 0805

OP D PD LDA MH SI YA AD

## CASA LEEDS

Leeds  
Tel: 0113 277 7871

OP D PD LDA MH SI YA

## CATHOLIC CARE – DIOCESE OF LEEDS

Headingley  
Tel: 0113 388 5400

LDA

## CLARRIOTS CARE LEEDS & YORK

Leeds  
Tel: 0113 251 5889

OP D PD LDA MH SI YA

## COMMUNITY INTEGRATED CARE – WAKEFIELD REGIONAL OFFICE

Leeds  
Tel: 0113 288 3292

PD LDA SI YA

<b>Service</b>	OP Older people (65+)	D Dementia	PD Physical disability	LDA Learning disability, autism
<b>User Bands</b>	MH Mental health	SI Sensory impairment	YA Younger adults	AD People who misuse alcohol or drugs
<b>LCA</b>	Leeds Care Association member – see page 7.			

**COMMUNITY INTEGRATED CARE**
**– LEEDS REGIONAL OFFICE**

Leeds

Tel: 0113 288 3292

LDA YA

**COMMUNITY SUPPORT SKILLS – CENTRAL**

Leeds

Tel: 0113 247 7620

OP D MH YA

**COMPLETE CARE AGENCY LTD**

Yeadon

Tel: 0333 200 0441

OP D PD LDA MH SI YA AD

**CONNECTIONS CARE LTD**

Leeds

Tel: 0113 277 2272

OP D PD LDA MH SI YA AD

**CREATIVE SUPPORT – HAMPTON CRESCENT**

Leeds

Tel: 0113 243 8668

OP D PD

**CREATIVE SUPPORT – LEEDS SERVICE**
**(BRANDLING COURT)**

Leeds

Tel: 0113 271 3246

LDA MH

**CREATIVE SUPPORT LEEDS SERVICE**

Cookridge

Tel: 0113 261 1600

LDA

**DOVETAIL CARE LTD**

Horsforth

Tel: 0113 258 7373

OP D PD YA

**ECOCLEAN COMMUNITY CARE**

Leeds

Tel: 0113 212 0450

OP D

**EPOCH HOMECARE LTD**

Leeds

Tel: 0113 258 4294

OP PD MH SI YA

**ETHICAL HOMECARE SOLUTIONS**

Leeds

Tel: 0113 345 9492

OP D PD LDA MH YA

**EXPRESS HEALTHCARE UK LTD**
**DOMICILIARY CARE AGENCY**

Leeds

Tel: 0113 249 4799

OP D PD LDA MH SI YA

**FIRSTPOINT HOMECARE – LEEDS**

Leeds

Tel: 01274 294484

OP D PD LDA MH SI YA AD

**GOSHEN SOCIAL CARE LTD**

Leeds

Tel: 0113 414 1113

OP D PD LDA MH SI YA AD

**GRACE HOMECARE LTD**

Leeds

Tel: 0113 276 8838

OP D PD MH

**GRAYSON HOME CARE**

Wetherby

Tel: 01937 918141

OP D PD SI YA

**HALES GROUP LTD – LEEDS**

Leeds

Tel: 0113 208 3346

OP D PD LDA MH SI YA AD

**HELPING HAND CARE SERVICES LTD**

Leeds

Tel: 0113 225 2777

OP D PD MH SI YA

**HELPING HANDS LEEDS**

Garforth

Tel: 0808 274 2935

OP D PD LDA MH SI YA

Advert page 26

**HF TRUST – LEEDS DCA**

Colton

Tel: 0113 251 5155

OP LDA YA

**HILLSIDE**

Leeds

Tel: 0113 426 0805

OP D PD LDA MH SI YA AD

**HILLSIDE HOUSE DOMICILIARY CARE**

Headingley

Tel: 07970 810947

LDA MH YA

**HOMELIFE (LEEDS) LTD**

Leeds

Tel: 0113 387 6333

OP D LDA MH SI YA AD

**HUMAN SUPPORT GROUP LTD**
**– WEST LEEDS**

Farsley

Tel: 0113 447 0092

OP D LDA MH YA

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

Advertisers are highlighted

## ICARE WORLD LTD

Leeds

Tel: 07949 132322

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

## ILS24HEALTH CARE LTD

Leeds

Tel: 0113 831 3613

**Advert below**

**OP PD LDA MH SI YA**

## INTERSERVE HEALTHCARE – LEEDS

Leeds

Tel: 0113 243 5995

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

## JAYS HOMECARE LTD

Leeds

Tel: 0113 273 6457

**OP D LDA MH SI YA AD**

## KENNORES HEALTHCARE

### RECRUITMENT LTD

Leeds

Tel: 0113 272 1839

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

## KESTREL HOUSE

Leeds

Tel: 0113 242 8822

**OP D PD**

## LEEDS COUNTY COUNCIL

### – EXTRA CARE SERVICE

Swarcliffe

Tel: 07595 218258

**OP**

## LEEDS FEDERATED HOUSING ASSOCIATION

Leeds

Tel: 0113 386 1000

**OP PD LDA MH YA**

## LEEDS LEARNING DISABILITY COMMUNITY SUPPORT SERVICE

### – EAST AND NORTH EAST LEEDS

Potternewton

Tel: 0113 378 1035

**OP PD LDA MH SI YA AD**



**Helping Hands**  
Care and Nursing at Home  
Est. 1989

### Do you need a helping hand?

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

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

**Looking for care? 0800 274 2935**

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






**We provide the following services:**

- Eating disorders
- Learning disabilities
- Mental health conditions
- Personal care
- Physical disabilities
- Sensory impairments
- Caring for adults under 65 yrs and over
- End of life care
- Live in care
- Supported living
- Staff for care homes

Call us now on **0113 831 3613**  
or email [admin@ils24healthcare.co.uk](mailto:admin@ils24healthcare.co.uk)  
**[www.ils24healthcare.co.uk](http://www.ils24healthcare.co.uk)**

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 CareChoices

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

Advertisers are highlighted



## LEEDS LEARNING DISABILITY COMMUNITY SUPPORT SERVICE

– SOUTH AND SOUTH EAST LEEDS

Woodlesford

Tel: 07891 277031

OP LDA YA

## LEEDS LEARNING DISABILITY COMMUNITY SUPPORT SERVICES

– WEST AND NORTH WEST LEEDS

Bramley

Tel: 0113 378 1014

OP PD LDA MH SI YA AD

## LEEDS MEDIA CENTRE

Leeds

Tel: 0113 262 1866

OP D PD LDA MH SI YA AD

## LOCAL CARE FORCE

Leeds

Tel: 0113 244 4644

PD LDA MH YA

## LOVE IN CARE

Leeds

Tel: 07507 766242

OP D PD LDA MH SI YA

## MEARS CARE LTD LEEDS

Leeds

Tel: 0113 240 4164

OP D PD LDA MH SI YA AD

## MEARS HOMECARE LTD – LEEDS DCA

Leeds

Tel: 0333 200 1723

OP D PD LDA MH SI YA AD

## MEDACS HEALTHCARE PLC

Leeds

Tel: 0113 887 3800

OP D PD LDA MH SI YA AD

## MOOR ALLERTON CARE CENTRE

Leeds

Tel: 0113 288 8355

OP D PD LDA MH SI

## MOORCARE

Leeds

Tel: 0113 268 4211

OP D PD MH SI

## MTS24 HEALTHCARE LTD – LEEDS

Leeds

Tel: 0113 323 0672

OP D PD LDA MH YA

## MY HOMECARE YORKSHIRE

Leeds

Tel: 0333 920 9500

OP D LDA MH YA

## NEW MABGATE CENTRE

Armley

Tel: 0113 263 5120

LDA YA

## OOJ HOMECARE SERVICES LTD

Leeds

Tel: 07735 579243

OP D PD LDA SI YA

## OPTIONS THE THICKET

Otley

Tel: 01943 851424

LDA YA

## PARK LODGE

(VILLA CARE GROUP)

Roundhay

Tel: 0113 265 9353

Advert below

OP YA



## Villa Home Care

Providing you with the best home care by an experienced team, with a proven record of exceptional service.

We are dedicated to providing you with the best care along with courtesy, understanding and friendly attention to enable you to enjoy a high quality of life.

- Dedicated team of care and nursing staff
- Experience in complex and end of life home care
- Full time care available
- Overnight home care available



10 Park Avenue, Roundhay Leeds LS8 2JH

Tel: 0113 265 9353

E: info@villacaregroup.com

www.villacaregroup.com

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

Advertisers are highlighted

**PENNINGTON COURT CARE HOME LCA**

Beeston

Advert pages 38 &amp; 39

Tel: 0113 228 4040

OP

**PEOPLE MATTERS**

Leeds

Tel: 0113 234 6896

OP PD LDA YA

**PERSONAL CARE SPECIALISTS**

Leeds

Tel: 0113 345 0630

OP D PD MH SI YA

**PRESTIGE NURSING****– LEEDS**

Leeds

Tel: 0113 275 2555

OP D PD LDA MH SI YA AD

**PROF-CARE LTD**

Westgate

Tel: 07714 785276

OP D PD LDA MH SI YA

**RADIS COMMUNITY CARE  
(LEEDS)**

Morley

Tel: 0113 252 3461

OP D PD LDA MH SI YA AD

**RAINBOW OUTREACH AND HEALTHCARE  
SOLUTIONS LTD – LEEDS**

Leeds

Tel: 0113 240 6123

OP D PD LDA MH SI YA

**RANI CARE C.I.C.**

Leeds

Tel: 07720 260209

OP YA

**REAL LIFE OPTIONS – YORKSHIRE**

Leeds

Tel: 0113 271 4100

OP D PD LDA MH SI YA

**REFLECTIONS COMMUNITY SUPPORT**

Guiseley

Tel: 01943 876649

Advert below

OP D PD MH SI YA

**REST ASSURED****HOMECARE SERVICES**

Otley

Tel: 01943 466292

OP D PD LDA MH SI YA AD

**ROCHE CARING SOLUTIONS**

Leeds

Tel: 0113 271 9456

OP D PD LDA MH SI

**SCOPE INCLUSION LEEDS**

Leeds

Tel: 07436 810645

OP PD LDA SI YA

**SIGNHEALTH CONSTANCE WAY**

Leeds

Tel: 0113 245 7991

MH SI YA

**SOUTHLANDS CARE HOME LCA**

Leeds

Advert pages 38 &amp; 39

Tel: 0113 265 5876

OP

**SPRINGFIELD HOME CARE  
SERVICES LTD LCA**

Garforth

Tel: 0113 287 6789

Advert page 52

OP D PD LDA MH SI YA AD

**ST ANNE'S COMMUNITY SERVICES  
– LEEDS DCA**

Leeds

Tel: 0113 200 8347

LDA

**STABLE LIVES**

Leeds

Tel: 0113 870 7095

OP D PD MH SI YA

**STEP AHEAD  
HOME CARE SERVICES**

Leeds

Tel: 07725 817157

OP YA

**SUGARMAN HEALTH AND WELLBEING  
– LEEDS**

Leeds

Tel: 0113 457 3150

OP D PD LDA SI

**SUMMERFIELD COURT**

Leeds

Tel: 0113 236 2229

PD LDA MH SI YA AD



“Positively engaging with the community”

Reflections | Community | Support

**Services we provide:**

- Domiciliary Care
- 24 hour care packages
- Hospitals to home care
- Sitter services (day or night)
- Respite for carers
- Day support in the community
- Domestic and shopping support

We provide outcome based services in the community.

Our aims are to reduce social isolation and promote social inclusion for adults with complex needs.

24 hour services, 365 days a year

Tel: 01943 876 649 • E: info@reflections-communitysupport.co.uk  
4 Oxford Street, Guiseley, Leeds, West Yorkshire, LS20 9AX

We are a not for profit organisation Registered by the Care Quality Commission

## SURECARE NORTH LEEDS LTD

Leeds

Tel: 0113 457 4772

**Advert below**

**OP D PD LDA MH YA**

## SYNERGY HOMECARE – LEEDS

Leeds

Tel: 0113 274 1900

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

## TEAM PERSONNEL SOLUTIONS LTD

– WEST YORKSHIRE **LCA**

Leeds

Tel: 0113 244 1584

**OP D PD LDA MH SI YA**

## TOTAL CARE NURSING LTD

Leeds

Tel: 0113 288 8728

**OP D PD LDA MH SI YA**

## TRUST LIFE CARE

Leeds

Tel: 0113 823 2858

**OP D PD MH SI YA**

## VALEO DOMICILIARY CARE SERVICE

Leeds

Tel: 0113 272 6020

**PD LDA MH YA AD**

## VICTORIA COURT

Leeds

Tel: 0113 278 7588

**OP**

## VIVE UK SOCIAL CARE LTD

Leeds

Tel: 0113 320 2222

**OP D PD LDA MH SI YA**

## WARFEDALE VIEW

Yeadon

Tel: 07779 596382

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

## WESTWARD CARE

– OUTREACH OFFICE **LCA**

Headingley

Tel: 0113 331 4834

**Advert pages 38 & 39**

**OP**

**At SureCare, we're committed to providing exceptional care services for those in need at all stages of life's journey.**

- Deliver person centred live-in-care focused 100% on our clients' needs.
- Tailor made packages to meet the exact needs of our clients. We work closely with you to determine how we can best improve the quality of your lives.
- Thorough and rigorous recruitment process to ensure all staff meet and exceed CQC requirements, including interviews, DBS and Reference checks.
- Friendly, approachable and knowledgeable management team, who are always on hand for you, providing advice, guidance and support.
- Wide range of services from domestic/shopping to social inclusion and companionship.

**A bespoke service from the first point of contact**

Suite 4, Dunbar Business Centre, Sheepscar Court,  
Northside Business Park, Leeds LS7 2BB

[enquiries@surecarenorthleeds.co.uk](mailto:enquiries@surecarenorthleeds.co.uk)

**0113 457 4772**

[www.surecare.co.uk/northleeds](http://www.surecare.co.uk/northleeds)



**SureCare**   
For life's journey  
North Leeds

<b>Service</b>	<b>OP</b> Older people (65+)	<b>D</b> Dementia	<b>PD</b> Physical disability	<b>LDA</b> Learning disability, autism
<b>User Bands</b>	<b>MH</b> Mental health	<b>SI</b> Sensory impairment	<b>YA</b> Younger adults	<b>AD</b> People who misuse alcohol or drugs
<b>LCA</b> Leeds Care Association member – see page 7.				

**Advertisers are highlighted**



**WETHERBY HOME CARE LTD**

Wetherby

Tel: 01937 589377

**OP D PD LDA SI YA****WOODLEIGH CARE**

Yeadon

Tel: 0113 239 1507

**OP LDA MH YA****WILF WARD FAMILY TRUST DOMICILIARY CARE LEEDS AND WAKEFIELD, THE**

Leeds

Tel: 0113 287 7606

**OP D PD LDA MH SI YA****YORKSHIRE SENIOR CARE****T/A HOME INSTEAD (WETHERBY)**

Wetherby

Tel: 01937 220510

**OP D PD LDA MH SI****WOODHALL CARE SERVICES LTD**

Pudsey

Tel: 0113 229 0850

**OP D PD LDA MH SI YA AD****YOUR LIFE (LEEDS)**

Leeds

Tel: 0113 269 8365

**OP D SI**

## Housing with care

Housing with care combines independent living in a home with security of tenure, along with care services arranged according to need. Schemes may be run by housing associations, the local authority, voluntary organisations or private companies. Properties may be available for rent, mixed tenure or to purchase.

### Supported Living

Supported Living is a term generally used to describe situations in which people (often adults with a learning disability or mental health condition) rent their home, and their personal care or support is arranged separately. This means they can change their support without having to move, or move and take the same support with them. People have greater security of tenure, and can claim a wider range of welfare benefits than in residential care.

Supported Living can be delivered in a range of settings, including individual flats or houses, clusters of self-contained flats on the same site, shared accommodation, and extra care housing. The individual, a private landlord, a housing association, a local authority or a charity may own the property.

Supported Living refers to the way in which accommodation and support are organised,

rather than the amount of support. This will be tailored to individual need and can include access to support 24-hours a day if assessed as necessary, although many people do not require this – particularly with the use of assistive technology (discussed on page 14).

Contact the council for more information.

Tel: **0113 222 4401**

### Shared Lives

Shared Lives is a care service for adults with learning or physical disabilities and for older people. It is family-based care provided by individuals and families. Shared Lives carers are local people recruited and trained to make sure they have the right qualities to provide care and support.

### Sheltered housing

Sheltered (or retirement) housing is provided by local authority housing departments and housing associations for older people who would like to remain independent but prefer the added security and reassurance of a scheme manager and an alarm call service. A scheme manager is either based at the site or visits regularly. Many sheltered housing schemes also have communal lounges, laundry

facilities, lifts, door entry systems and specially-adapted facilities. For further information please see the Elderly Accommodation Council (EAC) website at **[www.eac.org.uk](http://www.eac.org.uk)**

## Extra care housing

Extra care housing is similar to sheltered schemes, with self-contained accommodation together with some communal facilities. In an extra care scheme, instead of low-level support traditionally provided by wardens in sheltered schemes, higher levels of care and support are provided on site by a designated team of care workers, who can be available 24-hours a day.

Extra care allows you to retain your own tenancy and have care services delivered, ensuring that you can remain safely in your own self-contained accommodation. For information on extra care housing in your region, contact Adult Social Care or visit the Elderly Accommodation Council (EAC) website at **[www.eac.org.uk](http://www.eac.org.uk)**

### Extra care housing schemes in Leeds

#### Assisi Place

Belinda Street, Leeds LS10 2PR  
Tel: **0113 200 8140**

#### Bedford Court/Olive Lodge

Bedford Court, Horsforth, Leeds LS8 2PL  
Tel: **0800 587 0211**

#### Elmwood Court

1a Wetherby Road, Oakwood, Leeds LS8 2JU  
Tel: **0800 280 2575**

#### Gledhow Christian Care Home

145-147 Brackenwood Drive, Gledhow, Leeds LS8 1SF  
Tel: **0113 288 8805**

#### Hampton Crescent

Upper Accommodation Road, Richmond Hill, Leeds LS9 8NH  
Tel: **0800 020 9516**

#### Headingley Hall Apartments with Care and Support

5 Shire Oak Road, Headingley, Leeds LS6 2DD  
Tel: **0113 275 9950**

#### Pennington Court Extra Care Plus Apartments

Hunslet Hall Road, Beeston, Leeds LS11 6TT  
Tel: **0113 228 4040**

#### Queenshill Lawn

Queenshill Approach, Leeds LS17 6TH  
Tel: **0113 203 4910**

#### Rossefield Manor

Rossefield Lawn, Bramley, Leeds LS13 3TG  
Tel: **0800 280 2575**

#### Southlands Apartments with Care and Support

13 Wetherby Road, Roundhay, Leeds LS8 2JU  
Tel: **0113 265 5876**

#### Supported Care Living Suites

Wetherby Manor, St James Street, Wetherby LS22 6NS  
Tel: **0191 460 5219**

#### Thackrah Court

Squirrel Way, Shadwell, Leeds LS17 8FQ  
Tel: **0113 269 8365**

#### The Laureates

Shakespeare Road, Guiseley, Leeds LS20 9BR  
Tel: **0800 020 9516**

#### Victoria Court

224 Kirkstall Lane, Headingley, Leeds LS6 3FB  
Tel: **0113 229 6200**

#### Wharfedale View Extra Care Scheme

Silver Lane, Yeadon, Leeds LS19 7FA  
Tel: **0113 378 3696**

#### Yew Tree and Rosewood Courts

2-4 Cranmer Close, Moor Allerton, Leeds LS17 5PT  
Tel: **0113 288 8355**

# Specialist services

## Learning disability

If you are living with a learning disability in Leeds, you should contact your local council for support. They might be able to signpost you to local services and assess your needs in case they can help you.

The council aims to keep people independent in their own homes wherever possible, but if you need to move somewhere with care and support, you might like to consider a housing with care scheme, see page 30.

If your needs are such that you require support in a care home, this Directory contains a list of all care homes in Leeds. Any learning disability providers are denoted with **LDA**.



You may also find the organisations listed here useful.

### Through the Maze

An information service for adults with learning disabilities, their family carers and professionals. Can help you find events, activities and groups being run for people with learning disabilities. To speak to someone face-to-face, drop in sessions run every Monday, 12.30pm to 3.00pm. Bridge House, Balm Road, Leeds LS10 2TP  
Tel: **0113 270 3233**

Web: [www.through-the-maze.org.uk](http://www.through-the-maze.org.uk)

### Mencap

Supporting people with learning disabilities to feel valued equally, listened to and included.

Tel: **0808 808 1111**

Email: [helpline@mencap.org.uk](mailto:helpline@mencap.org.uk)

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

### Scope

Offers free, impartial and expert information, advice and support to disabled people and their families, 9.00am to 5.00pm weekdays.

Tel: **0808 800 3333**

Email: [helpline@scope.org.uk](mailto:helpline@scope.org.uk)

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

## Mental health

If you are worried about your mental health, it's important to remember that you aren't

## you be yourself

**We're here to help you do just that.**

**ubu provide high-quality support to people with learning disabilities, challenging behaviour and complex needs.**

We put you at the centre of everything we do by listening and acting to help you achieve what you want for yourself.

ubu believe that everyone can do great things. We work to ensure that you have the right opportunities to enjoy a full, independent and active lifestyle.

We provide as much or as little specialised support as you need. ubu can help you to manage your behaviours, improve life skills, gain qualifications and build relationships.

For more information on ubu support and our innovative, person-led model of care, please visit our website:

**[www.ubu.me.uk](http://www.ubu.me.uk)**



alone. Lots of people have issues with their mental health and there's help and advice available in Leeds to support you.

Your GP should be your first point of contact if you want confidential advice or services, or you can contact one of the organisations listed here for free help and support.

### Leeds Mental Health Recovery Service

Supporting people to stay in control and live their life the way they choose.

Tel: **0113 336 7709**

### MindWell

Provides quick and easy access to up-to-date information on mental health for all adults in Leeds, including GPs, employers and other professionals.

Web: **[www.mindwell-leeds.org.uk](http://www.mindwell-leeds.org.uk)**

### Relate Mid-Yorkshire

Supports people who have had a change to their relationships, whether with family or partners.

Tel: **01302 347444**

Email: **[info@relatemit-yorkshire.org.uk](mailto:info@relatemit-yorkshire.org.uk)**

Web: **[www.relatemit-yorks.wordpress.com](http://www.relatemit-yorks.wordpress.com)**

## Physical disability

If you have a physical disability or a long-term illness, Adult Social Care and other organisations in the independent and not-

for-profit sectors may be able to signpost you to, or provide you with, a range of services to help you live as independently as possible. There are also services available to support someone who may be your carer.

## Sensory services

BID Services is commissioned by Leeds City Council to assess people's sensory needs and support people with sensory impairments. The service provides flexible, reliable support to enable service users to maximise their independence, reduce social isolation and maintain their health and wellbeing. It provides:

- a single point of access;
- assessment and enablement services;
- communicator guide services for individuals affected by dual sensory loss;
- assistive technology;
- employment, volunteering and peer support;
- deaf specialist social work team;
- social groups;
- emotional support and information for those newly diagnosed with an eye condition, based at St James and Seacroft Hospital;
- transition services for young people aged 16 and over;



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

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

Birth to Adulthood • Directory • Guidance • Real Life • Ask the Experts

To join the family call **01223 207770** or email **[hello@myfamilyourneeds.co.uk](mailto:hello@myfamilyourneeds.co.uk)**

   @WeAreMFON



- home visits for vulnerable individuals with sensory loss;
- Hear to Help – hearing aid support outreach team;
- health and wellbeing services; and
- small items of equipment.

For more information, contact **BID Services**.

BID Service,  
Fairfax House,  
First Floor, Merrion Street,  
Leeds LS2 8JU  
Tel: **0113 288 5750**  
Mobile: **07702 940888**  
Textphone: **0113 288 5758**

## Advocacy

Advocates can give advice, support and information to people of any age. They help you to voice your concerns and guide you through difficult or challenging times. You should consider using the services of an advocate if you feel unsure or concerned when you are faced with making an important decision about your care.

Advocates are not there to tell you what to do or to make decisions for you, but to help you express your views and make your own decisions. Councils have a legal obligation to provide an advocate to you if you need one at any stage of your care and support planning with them.

### Advonet

Unit A4,  
Unity Business Centre,  
26 Roundhay Road,  
Leeds LS7 1AB  
Tel: **0113 244 0606**  
Text: **07397 939820**  
Web: **www.advonet.org.uk**

## Planning for end of life

Although the subject of dying is often painful to contemplate, planning for the end of life can be a good way to share your wishes and help your family to know what you would like. Good planning for all your needs should mean that you can convey your wishes, including where you would like to die if you choose. You may wish to remain in your own home or care home in your last days and not be admitted to hospital.

When choosing a service, you should consider its end of life care philosophy and policies. Enabling people to die in comfort and with dignity is a core part of providing care. The way care professionals approach the process will be incredibly important for you, your family and carers.

The service should have an open approach to end of life care. It should initiate conversation with you and your family and work with your GP to ensure your needs and wishes are discussed and planned for. An end of life care plan should also be drawn up, as it is vital to establish your preferences and choices.

You could use the Preferred Priorities for Care (PPC) document to help with outlining your wishes. The PPC document is designed to help you prepare for the future and gives you an opportunity to think about, talk about and write down your preferences and priorities for care at the end of life.

It is also important to know that all health and social care staff must be trained in communication regarding end of life care and will be trained in assessing the needs of individuals and carers.

It is worth asking care providers whether they are working towards The Gold Standards



Framework. This can be used in various settings, for example hospitals, primary care and care homes, to improve the co-ordination and communication between different organisations involved in providing care for someone near the end of their life.

### Planning for your funeral

While you are thinking about the future, you may want to consider writing down your wishes for your funeral. This can help to alleviate pressures on your family. They may appreciate knowing your wishes and that they can make sure they are considered at your funeral. By detailing your wishes, your family

can be comforted by the fact that they don't need to make all the decisions about what you would have liked or wonder whether they are making the right choices. Things to consider are included in 'My Funeral Wishes', a form produced by Dying Matters and the National Association of Funeral Directors. Visit **[www.dyingmatters.org/page/my-funeral-wishes](http://www.dyingmatters.org/page/my-funeral-wishes)**

You do not have to instruct a funeral director, but if you do, ensure that the director you choose is a member of either the National Association of Funeral Directors or The National Society of Allied and Independent Funeral Directors. These associations have strict guidelines that members must adhere to.

See page 70 for details of organisations that may be able to help you plan for the end of your life or your funeral.



**Gooding**  
FUNERAL SERVICES

**Leave the people you love something they'll truly value one day**

**A tailor made and guaranteed Funeral Plan from £1,425**

For a Funeral Plan that will protect you and your loved ones from rising funeral costs, and will provide peace of mind, contact us today for your **FREE**, no obligation brochure.

**We can also help you with:**

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- Transportation of ashes • Funeral repatriation

**T:** 0113 210 7998

**E:** [info@goodingfuneralservices.co.uk](mailto:info@goodingfuneralservices.co.uk)

**GOODINGFUNERALSERVICES.CO.UK**

Gooding Funeral Services, Gooding House,  
2a Newton Road, Potternewton, Leeds LS7 4HE

*Funeral Plans in association with Golden Charter*

# Leeds' Premier Care Community



Avery Healthcare invites you to two of the city's premium care communities, where outstanding care is delivered alongside luxurious living. These two high quality retirement and care homes, Aire View and Grove Park, (both rated Good in the most recent visits by the CQC) share the same values for excellence and deliver the same first class care.

Life is centred on resident Well-being, which includes a comprehensive range of daily activities and events at both homes to support mind, body and soul. We ensure that residents can maintain their favourite hobbies as well as trying new interests, and we have plenty of trips and outings in our own private minibuses.

It's a life full of experiences as well as maintaining contact with the wider community.

Both homes offer beautifully decorated en-suite rooms, quality restaurant style dining, quiet lounges and lovely outdoor areas for relaxing in. They have cinema rooms for film enthusiasts, hair salons and barbers, and cafes where residents can meet friends and family every day.


An active and fulfilling life, supporting your independence, but security in knowing support is always on hand.

## Come and see for yourself.

### Aire View Care Home

Please call the Home Manager on  
**0113 8531635**

or see our lovely home life at

 [www.facebook.com/AireViewCareHome](https://www.facebook.com/AireViewCareHome)

29 Broad Lane | Kirkstall | Leeds | Yorkshire | LS5 3ED

### Grove Park Care Home

Please call the Home Manager on  
**0113 8531634**

or see our lovely home life at

 [www.facebook.com/GroveParkCareHome](https://www.facebook.com/GroveParkCareHome)

100 Grove Lane | Headingley | Leeds | LS6 2BG



# Care homes

All care providers in the country must be registered with the Care Quality Commission (CQC). All services are inspected by the CQC, which reports on its findings and rates each home. These inspection reports and ratings are available at the home or from the CQC ([www.cqc.org.uk](http://www.cqc.org.uk)).

## Types of care home

### Care homes (personal care only)

If you need someone to look after you 24-hours a day, but don't need nursing care, a care home offering only personal care may be the best option. Personal care includes bathing, feeding, dressing and help with moving. It is a good idea to have a needs assessment before you choose a care home to ensure it is the best way to meet your needs, see page 14 for more on assessments.

### Care homes with nursing

A care home with nursing provides the same care and support as a care home offering personal care, but with 24-hour nursing staff on hand. If you think you may need nursing care in a home, you will need to be visited by a social worker or a care manager to work out what care you will need. This visit might be in your own home, or in hospital if you've been ill, or in a care home. You will be fully involved in planning for your care needs.

If, after a needs assessment, a care home providing nursing care is the best solution for you, a social worker will give you information to help you find a home which meets your care requirements. The cost of the nursing care part of your fees may be paid by the NHS to the home directly: the current amount is £155.05 per week. This figure may

Continued  
on page 40.



- Short stays or long term care
- Physiotherapy
- Rehabilitation kitchen
- Inhouse Salon
- Sensory and games rooms
- Modern and tastefully decorated
- Wide range of activities
- Wi-fi and computer equipment
- Outdoor decking area

### Staveley Birkleas Nursing Home

## For young adults with physical disabilities

Staveley Birkleas provides registered nursing support with an active lifestyle, rehabilitation and atmosphere, supporting adults from the age of 18 to 65.

For more information regarding the range of services that we can provide please visit [www.czajka.co.uk](http://www.czajka.co.uk), call us on 01274 599564 or send us an email at [enq@czajka.co.uk](mailto:enq@czajka.co.uk)



## A care home that truly cares

As soon as Joan visited us,  
she knew that her hunt for  
a care home was over. We asked  
her what she wanted from us,  
then, tailored her care and  
support around her.

---

Find out more at  
[www.westwardcare.co.uk](http://www.westwardcare.co.uk)  
or call 0113 275 9950

---



Westward Care

Joan thought  
choosing a care  
home would be the  
hardest decision  
she'd ever make.  
Turned out to be  
the easiest.

# At Westward Care, each of our homes offer a flexible range of person centred services including:



- Residential Care
- Apartments with Care and Support
- Respite Care and Holiday Stays
- At Home – Apartment Client Services



## Headingley Hall

5 Shire Oak Road,  
Headingley, Leeds LS6 2DD  
**Telephone** 0113 275 9950



- Nursing Care and Residential Care
- Apartments with Care and Support
- Continuing Care
- End of life Care
- Respite Care and Holiday Stays



## Southlands

Wetherby Road,  
Roundhay, Leeds LS8 2JU  
**Telephone** 0113 265 5876



- Nursing Care and Residential Care
- Intermediate Care
- Respite Care
- Continuing Care
- End of life Care
- 'Extra Care Plus' Apartments



## Pennington Court

Hunslet Hall Road,  
Beeston, Leeds LS11 6TT  
**Telephone** 0113 228 4040

Our facilities are proud to be associated with the following organisations.





change over the lifetime of this Directory, check with Adult Social Care.

For help with finding care homes and care homes with nursing in your area, call this Directory's independent phone service on **0800 389 2077**.



## Activities in care homes

The word 'activity' can imply many different things but, in the context of a care home, it should mean everything a resident does from when they open their eyes in the morning until they go to sleep at night. Activities should stimulate residents emotionally, physically and mentally and, in a good care home, should encompass all aspects of daily life. They can range from choosing what to wear, to helping with tasks around the home or garden, to listening to the radio or joining in with an art or exercise class.

Above all, activities provide a point of interest, fun and challenge to each day. They should enable people to participate in daily life, be engaged and maintain hobbies or activities they have enjoyed throughout their life, as well as offering the opportunity to try something new, if they wish.

Lots of care homes now employ a dedicated activity co-ordinator. What they do and how they do it varies from one home to another. Increasingly, they are fully integrated into the staff team, play a key part in developing care plans and ensure that all staff appreciate the part they play in delivering high-quality activity provision.

Ensure you speak to any potential providers about the activities they provide in their care home.



**JRHT** JOSEPH  
ROWNTREE  
HOUSING TRUST

Bedford Court, Broadgate Lane, Horsforth, Leeds LS18 4EJ



**Olive Lodge** is a modern, high quality residential care home in Bedford Court, Horsforth, Leeds.

We offer a choice of accommodation and support tailored to people's needs, all with a focus on the importance of positive relationships between older people, relatives, and staff.

For more information, or to arrange a visit:

phone: **01904 752234**

email: [BedfordCourt@jrht.org.uk](mailto:BedfordCourt@jrht.org.uk)

or visit our website: [www.jrht.org.uk](http://www.jrht.org.uk)

Home 1 .....

Home 2 .....

Home 3 .....

Fees per week

£

£

£

Quality rating\*

We suggest that you take paper with you when visiting care homes so that you can make notes.

## Staff

What is the minimum number of staff that are available at any time? ☐ ☐ ☐

Are staff respectful, friendly and polite? ☐ ☐ ☐

Do staff have formal training? ☐ ☐ ☐

Are the staff engaging with residents? ☐ ☐ ☐

## Activities

Is there an Activities Co-ordinator? ☐ ☐ ☐

Can you get involved in activities you enjoy? ☐ ☐ ☐

Does the home organise any outings? ☐ ☐ ☐

Are residents escorted to appointments? ☐ ☐ ☐

Do the residents seem entertained? ☐ ☐ ☐

Does the home have a varied activities schedule? ☐ ☐ ☐

## Life in the home

Is the home adapted to suit your needs? ☐ ☐ ☐

Can you bring your own furniture? ☐ ☐ ☐

Are there enough plug sockets in the rooms? ☐ ☐ ☐

Are there restrictions on going out? ☐ ☐ ☐

Is there public transport nearby? ☐ ☐ ☐

Does the home provide any transport? ☐ ☐ ☐

Can you make/receive calls privately? ☐ ☐ ☐

Can you decide when to get up and go to bed? ☐ ☐ ☐

Does the home allow pets? ☐ ☐ ☐

## Personal preferences

Is the home too hot/cold? Can you control the heating in your room? ☐ ☐ ☐

Is the décor to your tastes? ☐ ☐ ☐

Are there restricted visiting hours? ☐ ☐ ☐

Is there somewhere you can go to be alone? ☐ ☐ ☐

Does the home feel welcoming? ☐ ☐ ☐

## Catering

Does the menu change regularly? ☐ ☐ ☐

Can the home cater for any dietary requirements you may have? ☐ ☐ ☐

Can you eat when you like, even at night? ☐ ☐ ☐

Can you have food in your room? ☐ ☐ ☐

Is there a choice of food at mealtimes? ☐ ☐ ☐

Is alcohol available/allowed if you want it? ☐ ☐ ☐

Can visitors join you for meals? ☐ ☐ ☐

## Fees

Do your fees cover all of the services and activities? ☐ ☐ ☐

Are fees likely to change regularly? ☐ ☐ ☐

Is the notice period for cancellation of the contract reasonable? ☐ ☐ ☐

Could you have a trial period? ☐ ☐ ☐

Can you keep your room if you go into hospital? ☐ ☐ ☐

Can you handle your own money? ☐ ☐ ☐

\*See page 48.



## Care homes and dementia

A good care home will follow the concept of a person-centred approach to care for people with dementia. This means that the unique qualities and interests of each individual will be identified, understood and accounted for in any care planning.

The person with dementia will have an assessment and an ongoing personalised care plan, agreed across health and social care. This should identify a named care co-ordinator and addresses their individual needs.

They must also have the opportunity to discuss and make decisions, together with their carers, about the use of advance statements, advance decisions to refuse treatment, Lasting Powers of Attorney and Preferred Priorities of Care. For more information on these, see pages 47 and 34.

It is important that care and support options are tailored to the needs of the individual. Make sure staff know the person you care for by providing life story books, telling staff about their likes and dislikes and providing belongings that bring comfort and have meaning for them.

Within the home, much is down to the attitude and skills of the manager and the



staff. Do they provide an environment that enables a person with dementia to exercise choice and personal preferences even in the later stages of the condition? Who is the person in charge of championing dementia care best practice in the home? Further questions to consider are included in the residential dementia care checklist on page 43.

### Design and technology

The design of a care home specialising in dementia needs to be based on small group living, preferably with accommodation on one level and with opportunities to go in and out of the building within a safe environment.

Plenty of natural light and an easy way of finding one's way around the building and grounds are essential for minimising disorientation.

### Staff training

Dementia-specific training is essential to ensure that care home staff understand how best to support and care for people with dementia. Ask to speak with the Dementia Champion and question the placement if the home does not have a specific Dementia Lead.



Home 1 .....

Home 2 .....

Home 3 .....

Fees per week

£

£

£

Quality rating\*

We suggest that you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 41.

## Design

Are there clear signs throughout the home? ☐ ☐ ☐

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

Are the home and grounds secure? ☐ ☐ ☐

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

Is the décor familiar to your loved one? ☐ ☐ ☐

## Choices

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

Are residents encouraged to be independent? ☐ ☐ ☐

Can residents decide what to do each day? ☐ ☐ ☐

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

## Activities

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

Are there activities on each day? ☐ ☐ ☐

Can residents walk around outside on their own? ☐ ☐ ☐

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

Are there rummage boxes around? ☐ ☐ ☐

\*See page 48.

## Health

Can residents get help with eating and drinking? ☐ ☐ ☐

How often does the home review residents' medication? ☐ ☐ ☐

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

Do GPs visit the home regularly? ☐ ☐ ☐

## Staff

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

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

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

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

## Approach to care

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

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

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

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

# Paying for care

When a local authority provides or arranges services for you, you may be asked to contribute towards the cost of care at home or in a care home, depending on your personal circumstances.

## Financial assessment

---

To determine whether or not you will need to contribute towards the cost of your support, the council will conduct a financial assessment. This will look at your capital, savings and income. Most people are likely to have to contribute something towards the cost of their care. The value of your home is included as part of your capital in this assessment if you are moving into residential care, except in limited circumstances. It is not included if you are receiving care in your own home. If you choose not to have a financial assessment, you will be responsible for paying the full cost of your care and support.

If you have capital and savings of less than £14,250, you may be asked to contribute part of your income and the local authority may meet the shortfall.

If you have capital and savings between £14,250 and £23,250, you are likely to have to contribute towards the cost of your care. You may need to contribute part of your income, and a sliding scale operates whereby you contribute £1 for each £250 you have in capital and savings above the lower figure.

If your capital and savings amount to more than £23,250, you will likely have to pay the full cost of your care yourself. However, you are still entitled to an assessment of your needs by the council and you may be able to get some support with funding your care, see page 45.

These figures may change during the lifetime of this Directory.

If you are eligible for support from the council and you are moving into a care home or care home with nursing, you will be given a choice of homes that charge the amount the council would usually pay for someone with your needs. If the home you choose charges a fee in excess of the local authority's funding limit, you will need to find someone else to meet the additional amount. This is often referred to as a 'third party payment' or 'top-up' (explained further on page 45).

## Running out of money

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If your capital and savings are likely to reduce to £23,250 through payment of care home fees, you must let the council know well in advance. It must undertake an assessment of your circumstances before deciding if it will make a contribution.

If you become eligible for the council's support with funding your care, and the home you are living in charges more than the council's fee levels, you must find someone to help pay the difference. This is known as a 'top-up' or 'third party payment', see page 45 for more information. If funds for a top-up are not available, you will need to find accommodation which can meet your needs at the local authority fee level.

Understanding your rights before moving into care is essential. There are a number of financial products and specialist companies that may be able to help. It is important to seek independent financial and legal advice before committing yourself to anything. See page 46 for more information.

## Non-means-tested support

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Some support may be available to you without the council needing to look into your finances.

## Benefits

Attendance Allowance and Personal Independence Payments are non-means-tested, non-taxable benefits from the Department for Work and Pensions. There are different rates depending on the level of your needs. Everyone who needs care should consider claiming these benefits, however, they will not be paid if you are, or become, a permanent resident in a care home.

If you are entitled to the mobility component of Personal Independence Payment, this payment will not stop once you are in a care home and is not included in your financial assessment.

You may also want to consider applying for Universal Credit (if you are under pension age) or Pension Credit (if you are over pension age).

## NHS Continuing Healthcare

NHS Continuing Healthcare is fully-funded care and support, provided and paid for by the NHS. To be eligible, your needs must be primarily health-related and are likely to be severe. If you are eligible for NHS Continuing Healthcare, you can receive the services in any setting, including your own home or in a care home. The NHS will pay if you need healthcare from a community nurse or a therapist as well as personal care to help you at home.

## Self-funding your care

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Paying for care can be an expensive and long-term commitment, so the council strongly recommends that you seek specialist information and advice before entering into any arrangements. It is important that you seek specialist advice from appropriately qualified and regulated financial advisers, see page 46 for suggested contacts.

## Twelve-week property disregard

If your former home is included in your financial assessment but your other capital and savings are less than £23,250, and your income is not enough to meet your care home fees, the council may share the cost of the first twelve weeks of permanent care, provided it agrees that care is needed.

## Deferred Payment Agreements

After the twelve-week property disregard period, you may be offered a Deferred Payment Agreement. This allows you to delay selling your former home during your lifetime. Any fees paid by the council will be charged against the value of your home, and must be repaid once the house is sold or from your estate.

Interest is payable throughout the period of the loan and there is also a one-off fee to join the scheme which covers all legal and administrative costs for the lifetime of the loan.

The council may limit the amount of the loan, depending on the equity in your property.

## NHS Nursing Care Contribution

Whether you are a temporary or permanent resident, if you live in a care home that provides nursing care, you may be entitled to a non-means-tested Registered Nursing Care Contribution (sometimes referred to as Funded Nursing Care) towards the cost of your nursing care. This is paid directly to the home.

## Additional non-care charges (also known as third party payments)

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If you are eligible for the council's support, you will be offered a choice of homes that meet the local authority's funding rates. If



you decide to live in a more expensive home and someone is able to make an additional payment for you, they will have to pay the local authority the difference between its rate and the amount the home charges. This additional payment is called an 'additional non-care charge', 'top-up' or 'third party payment'.

You are not allowed to make this additional payment yourself, except in limited circumstances, so the responsibility usually falls to a family member, friend or charity.

Before anyone agrees to pay your 'additional non-care charge' (top-up), they should be aware that the amount may increase, usually once a year, and they need to be confident that they can sustain the payments for as long as they are required. They will need to sign a contract with the council to confirm that they are able to do this.

If the additional payments stop being paid for any reason, then you should seek help and advice from your council or advocate. You may have to move to a cheaper home within the local authority's funding levels.

If you are already resident in a care home, and no additional non-care charge (top-up) was required at the time you became a resident, the home may seek to introduce one at a later date, which would need to be agreed first with the local authority. This may happen if a change to your arrangements is made at your request or with your agreement, for example you move to a nicer room.

It is important to note that councils have a duty to offer you a place at a home that accepts their funding rates. If no such place is available, an additional non-care charge (top-up) should not be charged.

## Seeking financial advice

Planning for your future care and support needs can be complicated and funding care can be expensive. Professional advice may be helpful in enabling you (and your family) to identify the most suitable and cost-effective solution.

Everyone is encouraged to seek unbiased, expert advice from independent financial advisers to help work out how to pay for long-term care. Independent financial advisers are regulated by the Financial Conduct Authority (FCA) and must take shared responsibility for the suitability of any product they recommend.

Unlike advisers who are tied to particular providers, specialist care-fees advisers can offer advice on products from across the whole market.

A list of independent financial advisers who are accredited by the Society of Later Life Advisers can be found at **[www.societyoflaterlifeadvisers.co.uk](http://www.societyoflaterlifeadvisers.co.uk)** or you can call **0333 202 0454**.

There is also a number of organisations that will provide free advice about funding care and support. These are a good place to start if you are looking for information and want to see what sort of options are available.

### Age UK

Tel: **0800 678 1174**

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

### Citizens Advice Bureau

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

### Money Advice Service

Tel: **0800 138 7777**

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

# Important information

## Finding care options in your area

This Directory offers a telephone and website service allowing you to search by postcode or region for care homes, care homes with nursing and home care providers that meet your requirements across the country. Your search can be sent to you by post or email, or discussed with you over the telephone.

If you are searching online, the results can be saved and emailed to others. You can also view an electronic version of this Directory on the site and have it read to you by using the 'Browsealoud' function.

Whatever your care needs, this Directory and the Care Choices telephone and website service will be able to point you in the best direction, however you would like care information presented.

Please call **0800 389 2077** or visit **[www.carechoices.co.uk](http://www.carechoices.co.uk)**

## How solicitors can help

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

Lasting Powers of Attorney (LPAs) allow you to appoint someone you trust to make decisions about your personal welfare, including healthcare and consent to medical treatment, and/or your property and financial affairs. An LPA is only valid once registered with the Office of the Public Guardian. It allows a person of your choice to make decisions on your behalf at a time when you may be unable.

The Court of Protection can issue Orders

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

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

Any proposed gift out of your estate needs careful consideration of the benefits, risks and implications, particularly on any future liability for care costs or tax liability.

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

## Comments, compliments and complaints

You should feel able to complain about any aspect of your support which affects your happiness or comfort. This might be anything from the way you are treated by staff to the quality of the food you are served. You should also feel free to make

comments and suggestions about possible improvements to your surroundings and the services provided.

Making a complaint should not be made difficult for you and should not affect the standard of care that you receive whether in your own home or in a care home or care home with nursing. Care services are required under national essential standards of quality and safety to have a simple and easy to use complaints procedure.

If you are concerned about the care that you, a friend or a relative are receiving, it makes sense to speak to the manager of the service about your concerns before you take any further action. The problem may be resolved quite easily once they are made aware of it. However, if you need to make a formal complaint, you should initially contact the registered owners of the service. They have a duty to respond to any complaints made.

If you have a complaint about a breach of regulations, contact your local office of the Care Quality Commission (see adjacent for more information about the CQC).

If your local authority has arranged and funded a place for you in a care home or has contributed to a home care service, another option is to speak to your social care department. Call **0113 222 4405** or write to The Complaints Manager, Leeds City Council, Adults and Health, PO Box 848, Complaints, Leeds LS1 9PQ.

If you have been unable to resolve your complaint, you can contact the Local Government Ombudsman on **0300 061 0614** and ask them to assist you. The Local Government Ombudsman looks at complaints about councils and some other authorities and organisations, including adult

social care providers (such as care homes and home care providers). It is a free service. Its job is to investigate complaints in a fair and independent way.

## Inspecting and regulating care services

Health and social care services must be registered to show that they meet a set of standards.



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

After an inspection of a care home or home care agency, the CQC publishes a report of what it found. The report looks at how well the service meet the CQC's five key questions: Is the service safe? Effective? Caring? Responsive to people's needs? Well-led?

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

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

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

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

Tel: **03000 616161**

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

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

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

## Out-of-county care

You can choose a care home outside your home county. You may want to be closer to friends or family members or you may want to relocate to another part of the country.

If your care home place is state-funded, speak to the local authority about who is responsible for your care fees, especially if you choose a care home in another region. Any home you choose must be suitable for your assessed needs and comply with the paying authority's terms and conditions.

You should seek further advice before making your decision.

For help finding care providers in Leeds and other regions, contact this Directory's phone service on **0800 389 2077** with details of your requirements.



## Protecting vulnerable adults

Vulnerable adults may experience abuse, neglect and worse. A vulnerable adult is a person aged 18 years or over who may be unable to take care of themselves or protect themselves from harm or from being exploited.

### What is adult abuse?

Abuse is mistreatment that violates a person's human and civil rights. The abuse can vary from treating someone with disrespect in a way which significantly affects the person's quality of life, to causing actual physical suffering.

It can happen anywhere – at home, in a care home or a care home with nursing, a hospital, in the workplace, at a day centre or educational establishment, in supported housing or in the street.

Forms of abuse could be physical, sexual, psychological, emotional or financial. It could also cover the issues of modern slavery, self-neglect and institutional abuse – where the abuse affects more than one person within an organisation and is not addressed by the service's management.

### Who might be causing the abuse?

The person who is responsible for the abuse may be known to the person abused and could be:

- a paid carer or volunteer;
- a health worker, social care or other worker;
- a relative, friend or neighbour;
- another resident or service user;
- an occasional visitor or someone who is providing a service; or
- someone who deliberately exploits vulnerable people.



If you think someone is being abused, call Adult Social Care on **0113 222 4401**. Your concerns will be taken seriously and will receive prompt attention, advice and support. The Adult Social Care team is available Monday to Friday, 9.00am to 5.00pm. Outside these hours you can:

- call the Emergency Duty team on **07712 106378**; or
- call the police on **101**, or **999** if it is an emergency.

If the abuse is also a crime such as assault, racial harassment, rape or theft you should involve the police to prevent someone else from being abused. If the police are involved Adult Social Care will work with them and with you to support you.

If you are worried about contacting the police you can contact Adult Social Care on **0113 222 4401** to talk things over first. If immediate action is needed dial **999**.

You can also:

- contact the Care Quality Commission (CQC) on **0300 061 6161** if the vulnerable adult is living in a registered care home, care home with nursing or receiving home care services; or
- let a public service professional, such as a social worker, community nurse, GP, probation officer or district nurse know



your concerns. They have responsibilities under the county's adult protection procedure and can advise you about what to do next.

### **The Disclosure and Barring Service (DBS)**

There is a barring system for all those intending to work, or working with children and vulnerable adults.

This service combines the criminal records checking and barring functions. For disclosure information and services, visit [\*\*www.gov.uk/db\*\*](http://www.gov.uk/db)

Care home owners, home care agencies and employment agencies that supply care workers are required to request checks as part of a range of pre-employment checks, including disclosures from the DBS.

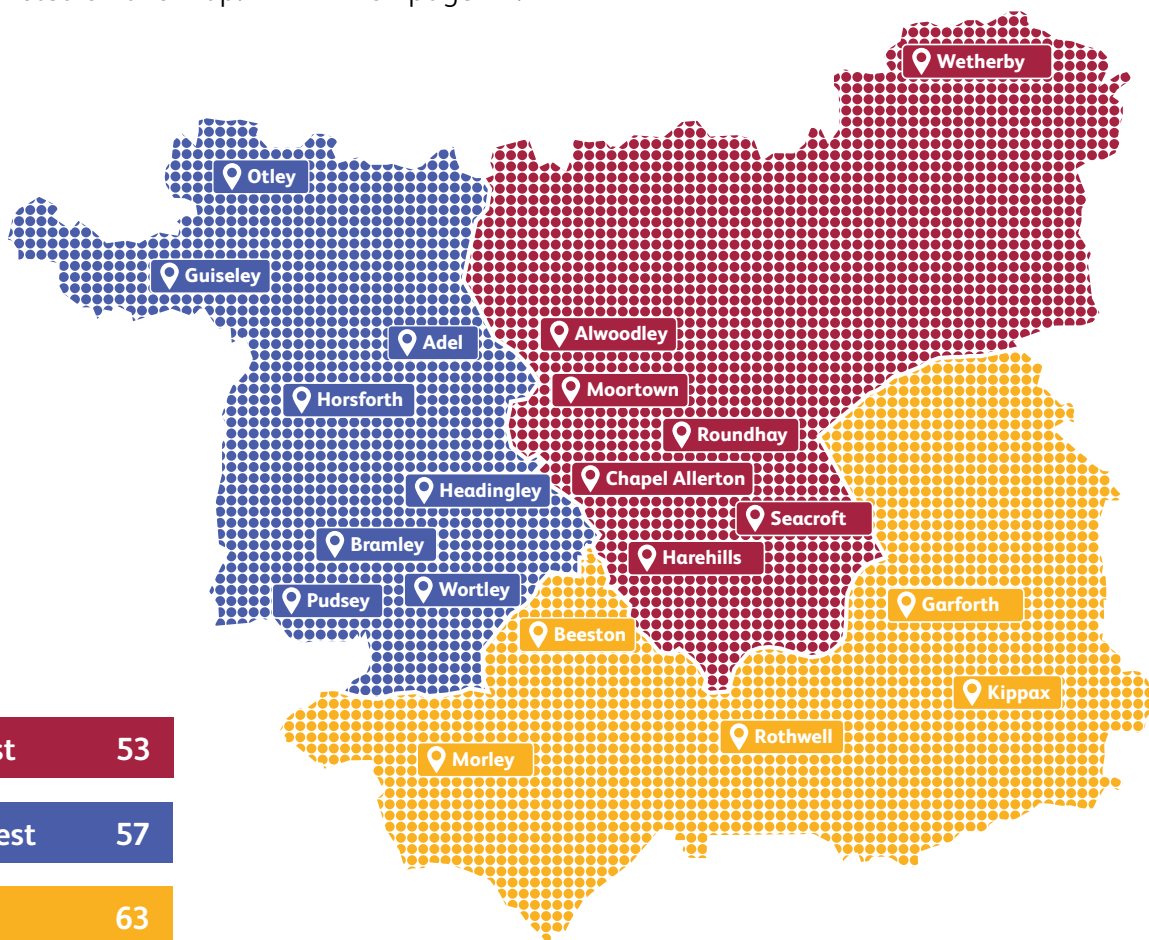
Care providers and suppliers of care workers are also required to refer workers to the DBS where, in their view, the individual has been guilty of misconduct that harmed or placed at risk of harm, a vulnerable adult. People who know they are confirmed on the list but seek employment in care positions will face criminal charges including possible imprisonment. It is also an offence for an employer or voluntary organisation to knowingly employ a barred person in a regulated activity role.



# Residential care in Leeds

This Directory is divided into the geographical areas listed on this map.

Home care providers can be found starting on page 24.



**Park Avenue**  
CARE HOME



You'll find Park Avenue close to the transport links and local amenities of Roundhay, overlooking Soldiers Field and close to Roundhay Park with its stunning 700 acres of parkland and gardens. We also have a lovely enclosed courtyard area with a fountain, which is the perfect place for residents to entertain guests in the warmer months.

We want all our residents to feel completely at home, regardless of the length of their stay. Our care team take the time to get to know each resident, tailoring the care we provide to best suit their individual needs. We ensure each resident retains as much independence as possible.

**T: 0113 265 5890 | E: [parkavenuecarehome@gmail.com](mailto:parkavenuecarehome@gmail.com)**  
8 Park Avenue, Leeds, LS8 2JH



*Providing a family-like environment where residents can feel safe, comfortable and cared about*

# Springfield Healthcare

## Making you feel at home...

Yorkshire based Springfield Healthcare Group offers a wide range of community care solutions from home care, assisted living apartments and residential care facilities to state of the art Care Villages offering residential, nursing and intermediate / respite care.

- ▶ Residential, Dementia & Intermediate Care
- ▶ Respite Services
- ▶ Home Care Services



seacroftgrange  
care village



SEACROFT  
GREEN  
CARE CENTRE

### ▶ A deluxe care village

Seacroft Grange is an exceptional care village, combining beautiful surroundings with the latest technology and care expertise, all set within the heart of an established local community. Seacroft Grange offers an impressive choice of care services for a wide range of age groups, with modern accommodation including its own cinema room, spa suite and bistro.

t: 0113 345 2300 | w: [seacroftgrange.com](http://seacroftgrange.com)

### ▶ Care in the heart of the community

Since opening in February 2017 our latest purpose built, luxury care centre has been providing the highest quality of nursing care to a wide range of adults from those living with life limiting illnesses to people who simply require more than straightforward residential care. Please visit our website to find out more.

t: 0113 426 1230 | w: [seacroftgreen.com](http://seacroftgreen.com)



Springfield  
Homecare



Springfield  
Care Home

### ▶ Maintaining choice & independence at home

Springfield Healthcare offer a wide range of home care services across North and West Yorkshire, Humberside and the North East. Offering as much or as little support as you or your loved ones need at home. We are immensely proud of our award winning teams of dedicated and professional carers who help us offer round the clock care solutions to suit individual needs.

t: 0113 287 6789 | [www.springfieldhealthcare.com](http://www.springfieldhealthcare.com)

### ▶ A sense of community and belonging

At Springfield residential care home our aim is quite simple... to make people feel at home. All of our professional expertise is harnessed in caring for each person with the sensitivity, compassion and respect that they deserve in a place that they can call home. We understand that each of our residents is unique and our carers work hard incorporating the latest care techniques to enhance the wellbeing and quality of life of each and every resident.

t: 0113 286 3415 | [www.springfieldgarforth.com](http://www.springfieldgarforth.com)

▶ Contact us for further information or to book an appointment with one of our team.

f t g [info@springfieldhealthcare.com](mailto:info@springfieldhealthcare.com)

# Springfield Healthcare

2 Fusion Court, Aberford Road, Garforth, Leeds LS25 2GH



### ADRIAN HOUSE – LEEDS

15-17 Spencer Place, Leeds LS7 4DQ  
Tel: 0113 249 0341

OP LDA

### ASHLAR HOUSE – LEEDS

76 Potternewton Lane, Chapel Allerton, Leeds LS7 3LW  
Tel: 0113 226 2700

LDA

### BERKELEY COURT

Chatsworth Road, Harehills, Leeds LS8 3QJ  
Tel: 0113 249 9170

OP D

### CARR CROFT CARE HOME

Stainbeck Lane, Chapel Allerton, Leeds LS7 2PS  
Tel: 0113 278 2220

OP D

### CRANMER COURT

Cranmer Bank, Leeds LS17 5LD  
Tel: 0113 237 0024

PD LDA SI

### CRANMER SCHEME

Lynda Cohen House, 1 Cranmer Road, Leeds LS17 5PX  
Tel: 0113 237 1052

D LDA

### DYNELEY HOUSE LCA

10 Allerton Hill, Chapel Allerton, Leeds LS7 3QB  
Tel: 0113 268 1812

OP

### ERROL HOUSE

155 High Street, Boston Spa LS23 6BH  
Tel: 01937 849392

PD LDA YA

### GLEDHOW LODGE

51-53 Gledhow Wood Road, Gledhow, Leeds LS8 4DG  
Tel: 0113 266 7806

OP D

### HAREWOOD COURT NURSING HOME

89 Harehills Lane, Chapel Allerton, Leeds LS7 4HA  
Tel: 0113 226 9380

OP D PD YA

### HOLMFIELD COURT

58 Devonshire Avenue, Roundhay, Leeds LS8 1AY  
Tel: 0113 266 4610 Advert page 60

OP D

### HOUSE OF LIGHT

13 Allerton Park, Leeds LS7 4ND  
Tel: 0113 268 1480

LDA

### LEEDS JEWISH WELFARE BOARD – 248 LIDGETT LANE

Leeds LS17 6QH  
Tel: 0113 268 1542

LDA

### LEEDS MENCAP – THE ROOKERY

Woodland Lane, Leeds LS7 4PD  
Tel: 0113 268 9598

LDA SI

### NEVILLE HOUSE

12 Montreal Avenue, Chapel Allerton, Leeds LS7 4LF  
Tel: 0113 262 9764 Advert page 60

OP

### OAK TREE LODGE

Foundry Approach, Harehills, Leeds LS8 3LJ  
Tel: 0113 249 1583

OP D

### OAKHAVEN CARE HOME

213 Oakwood Lane, Oakwood, Leeds LS8 2PE  
Tel: 0113 240 2894

OP

### OSMAN HOUSE

48 Station Road, Scholes, Leeds LS15 4BT  
Tel: 0113 887 9765

PD MH YA

### PACEYS, THE

1 Wakefield Road, Swillington, Leeds LS26 8DT  
Tel: 0113 286 3050

PD LDA YA

### SCOTT HALL GROVE

83-85 Scott Hall Grove, Potternewton, Leeds LS7 3HJ  
Tel: 0113 262 6025

OP PD LDA MH SI YA AD

### SOUTHLANDS CARE HOME LCA

13 Wetherby Road, Roundhay, Leeds LS8 2JU  
Tel: 0113 265 5876 Advert pages 38 & 39

OP

### SPRINGFIELD CARE HOME LCA

1 Lowther Avenue, Garforth, Leeds LS25 1EP  
Tel: 0113 286 3415 Advert page 52

OP D MH YA

### ST ANNE'S COMMUNITY SERVICES – CHERRY TREE DISPERSED

71 Hallfield Lane, Wetherby LS22 6JS  
Tel: 01937 586723

LDA

### TERRY YORATH HOUSE

18 Devonshire Close, Roundhay, Leeds LS8 1BF  
Tel: 0113 266 2445

OP PD LDA YA

<b>Service</b>	OP Older people (65+)	D Dementia	PD Physical disability	LDA Learning disability, autism
<b>User Bands</b>	MH Mental health	SI Sensory impairment	YA Younger adults	AD People who misuse alcohol or drugs
LCA Leeds Care Association member – see page 7.				

Advertisers are highlighted





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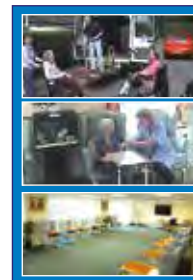
## Kingston Nursing Home



**Kingston Nursing Home is a family run nursing home set in beautiful gardens situated to the rear of Roundhay's famous Canal Gardens and Park.**

The home is registered to care for 47 residents requiring nursing, residential, dementia, respite, day or convalescence care which is provided around the clock by our excellent, dedicated and experienced team of nurses and care assistants.

- Traditional home cooking with a varied menu  
- special diets also catered for
- Choice of lounges to suit individual requirements and needs
- Large and spacious communal lounges for daily activities and weekly entertainment
- Excellent in-house Activities Co-ordinator, regular trips arranged
- Visiting GP, Dentists, Optician, Chiropodist, Hairdresser and Therapist



**Visitors are welcome anytime**

**Please contact the Manager Mrs Kim Mahachi or Deputy Manager Mr Damien Holt**

7 Park Crescent, Roundhay, Leeds, LS8 1DH

Tel: **0113 266 6520**

Fax: 0113 268 5286

Email: [kingstonnursinghome@gmail.com](mailto:kingstonnursinghome@gmail.com)



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Look in  
the listings  
section for:  
Elmwood  
and  
Sunnyview



## UNITED RESPONSE – 2A ST ALBAN'S CLOSE

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Tel: 0113 240 1837

PD LDA

## WHARFEDALE HOUSE – CARE HOME PHYSICAL DISABILITIES

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OP PD YA

# East / North East Leeds care homes with nursing

## ABERFORD HALL

Oakwood Green, Roundhay, Leeds LS8 2QU  
Tel: 0113 232 3225

OP

## ASHFIELD NURSING AND RESIDENTIAL HOME LCA

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Tel: 01937 584724

OP

## BRANDON HOUSE

Tongue Lane, Meanwood, Leeds LS6 4QD  
Tel: 0113 278 7103

OP D PD SI

## DONISTHORPE HALL LCA

Shadwell Lane, Leeds LS17 6AW  
Tel: 0113 268 4248 **Advert page 54**

OP D

## ELMWOOD CARE HOME

3 Wetherby Road, Oakwood, Leeds LS8 2JU  
Tel: 0113 834 3981 **Advert page 54**

OP

## EMBRACING INDEPENDENT LIFESTYLES – THE SYCAMORES NURSING HOME

131-133 Harehills Lane, Leeds LS8 4HZ  
Tel: 0113 240 6446

OP D MH YA AD

## GLEDHOW

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Leeds LS8 1SF  
Tel: 0113 288 8805

OP

## HAREWOOD COURT NURSING HOME

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Tel: 0113 226 9380

OP D PD YA

## HARROGATE LODGE CARE HOME

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Tel: 0113 239 2173

OP

## KINGSTON NURSING HOME

7 Park Crescent, Roundhay, Leeds LS8 1DH  
Tel: 0113 266 6520 **Advert page 54**

OP D PD YA

## MOORFIELD HOUSE NURSING HOME

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Leeds LS17 6HW  
Tel: 0113 266 9991

OP D PD YA

## OAKWOOD HALL

Oakwood Grange Lane, Leeds LS8 2PF  
Tel: 0113 235 9079

MH

## PARK AVENUE CARE HOME

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Tel: 0113 265 5890 **Advert page 51**

D MH

## PARK LODGE (VILLA CARE GROUP)

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Leeds LS8 2JH  
Tel: 0113 265 9353 **Advert page 27**

OP YA

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Tel: 0113 350 4598 **Advert page 54**

OP YA

## SEACROFT GRANGE CARE VILLAGE LCA

The Green, Seacroft, Leeds LS14 6JL  
Tel: 0113 345 2300 **Advert page 52**

OP D PD YA

## SEACROFT GREEN CARE CENTRE LCA

Seacroft Crescent, Seacroft,  
Leeds LS14 6PA  
Tel: 0113 426 1230

**Advert page 52**

OP D PD LDA SI YA

## SOUTHLANDS CARE HOME LCA

13 Wetherby Road, Roundhay, Leeds LS8 2JU  
Tel: 0113 265 5876 **Advert pages 38 & 39**

OP

## ST ANNE'S COMMUNITY SERVICES – BENEDICTS

Ashfield, Wetherby LS22 7TF  
Tel: 01937 588895

LDA

## WETHERBY MANOR LCA

St James Street, Wetherby LS22 6RS  
Tel: 01937 588001 **Advert inside back cover**

OP D

<b>Service</b>	OP Older people (65+)	D Dementia	PD Physical disability	LDA Learning disability, autism
<b>User Bands</b>	MH Mental health	SI Sensory impairment	YA Younger adults	AD People who misuse alcohol or drugs
LCA Leeds Care Association member – see page 7.				
Advertisers are highlighted				



12 Hilltop Road, Armley, Leeds LS12 3SG

*At Hillcrest, your happiness means everything to us.*

Look no further for a place to call home in your later years. At Lmb Hillcrest Home Ltd, our goal is to create a space for elderly individuals to enjoy life without the worries of running their own home.

Our residents enjoy a breezy, high-quality lifestyle under the watchful eye of our staff, whose care is available 24 hours a day. Our knowledgeable team offers you physical and emotional support while respecting dignity and encouraging independence.

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### ACACIA COURT

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OP

### ADEL GRANGE RESIDENTIAL HOME

Adel Grange Close, Adel, Leeds LS16 8HX  
Tel: 0113 261 1288 **Advert below**

D

### AIRE VIEW CARE HOME LCA

29 Broad Lane, Kirkstall, Leeds LS5 3ED  
Tel: 0113 853 1635 **Advert page 36**

OP D PD

### AIREDALE CARE HOME

Church Lane, Pudsey, Leeds LS28 7RF  
Tel: 0113 350 6691 **Advert page 54**

OP

### ALEXANDRA COURT RESIDENTIAL HOME

333 Spen Lane, West Park, Leeds LS16 5BB  
Tel: 0113 274 3661

OP D MH SI

### AMBER LODGE – LEEDS

Thornhill Road, Wortley, Leeds LS12 4LL  
Tel: 0113 263 3231

OP D MH

### ASHCROFT HOUSE LCA

18 Leeds Road, Bramhope, Leeds LS16 9BQ  
Tel: 0113 284 2822 **Advert page 60**

OP

### BEECH HALL

1 Far Fold Lane, Armley, Leeds LS12 3UE  
Tel: 0113 224 4621

OP D

### COOKRIDGE COURT

Iveson Rise, Lawnswood, Leeds LS16 6NB  
Tel: 0113 267 2377

OP D PD

### EMBRACING INDEPENDENT LIFESTYLES

#### – BURLEY HOUSE NURSING

258 Burley Road, Leeds LS4 2LA  
Tel: 0113 230 5485

OP D MH YA AD

### FARFIELD DRIVE

3a Farfield Drive, Farsley, Leeds LS28 5HN  
Tel: 0113 262 6025

OP PD LDA MH SI YA AD

### GROVE PARK CARE HOME LCA

100 Grove Lane, Leeds LS6 2BG

Tel: 0113 853 1634 **Advert page 36** OP D PD MH SI

### HALCYON COURT CARE HOME

55 Cliffe Road, Leeds LS6 2EZ  
Tel: 0113 274 3006

OP D

### HEADINGLEY HALL CARE HOME LCA

5 Shire Oak Road, Headingley,  
Leeds LS6 2DD

Tel: 0113 275 9950 **Advert pages 38 & 39**

OP

### HILLCREST RESIDENTIAL HOME LCA

12 Hilltop Road, Armley, Leeds LS12 3SG  
Tel: 0113 263 9002 **Advert page 56**

OP D

### HILLSIDE HOUSE

15 Wood Lane, Headingley, Leeds LS6 2AY  
Tel: 0113 278 7401

LDA MH YA

### KIRKSIDE HOUSE

1 Spen Lane, Kirkstall, Leeds LS5 3EJ  
Tel: 0113 278 4131

LDA

## Adel Grange Residential Home



- Situated in a residential area in Adel, North Leeds
- Family run Care Home established over 30 years
- Registered to provide personal care for thirty older people with Dementia
- Four homes across the Leeds/Bradford area offering Nursing, Residential and Respite Care
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- Specialist EMI Dementia Unit in Ilkley

Adel Grange Close, Leeds, LS16 8HX  
T: 0113 261 1288 F: 0113 2674398  
adelgrange@ilkleyhealthcare.com

<b>Service</b>	OP Older people (65+)	D Dementia	PD Physical disability	LDA Learning disability, autism
<b>User Bands</b>	MH Mental health	SI Sensory impairment	YA Younger adults	AD People who misuse alcohol or drugs
LCA Leeds Care Association member – see page 7.				

Advertisers are highlighted



# The Grove Care Home

## Exceptional, Personalised Care.



[www.thegrove.org.uk](http://www.thegrove.org.uk)

- Opened in November 2017.
- Unique Courtyard layout.
- 63 En-Suite bedrooms.
- 8 Dayrooms.
- Colourful decor.
- Latest technology.
- Luxurious furnishings.



**RED COURT**  
CARE HOME

[www.redcourt.org.uk](http://www.redcourt.org.uk)

- Same ownership since opening 33 years ago.
- Always had Good CQC rating.
- 40 bedrooms.
- Elegant building which oozes atmosphere.
- Homely and friendly ambiance.

Both Care Homes are located in the large park-like grounds of Grove House.

This historic building, dating from the 18th Century, has been extensively refurbished to provide Tea Rooms, Terrace and Cinema facilities to be enjoyed by the residents of both Care Homes.



*"To all the staff at Red Court, we would like to say thank you for all the exceptional care you have given mum over the last three years. It meant a great deal to us to know that she was safe, happy and well looked after. Thanks also for always supporting us and making us feel so welcome, we really appreciated it".*

## Tel: 0113 255 7313

Chapeltown, Pudsey, West Yorkshire, LS28 7RZ

**KIRKSIDE LODGE**

1 Spen Lane, Kirkstall,  
Leeds LS5 3EJ  
Tel: 0113 278 6834

**LDA MH SI**
**KIRKSTALL COURT**

119-129 Vesper Road, Kirkstall,  
Leeds LS5 3LJ  
Tel: 0113 259 1111 **Advert page 60**

**OP D PD YA**
**MANOR HOUSE RESIDENTIAL HOME**

Hall Lane, Old Farnley, Leeds LS12 5HA  
Tel: 0113 231 0216

**OP**
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**LDA**
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Leeds LS18 4EJ  
Tel: 01904 752234 **Advert page 40**

**OP**
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Tel: 01943 851424

**LDA YA**
**OUTWOOD, THE**

12 Outwood Lane, Horsforth, Leeds LS18 4JN  
Tel: 0113 239 1507

**LDA MH YA**
**PAISLEY LODGE RESIDENTIAL AND DEMENTIA  
CARE HOME**

Hopton Mews, Armley, Leeds LS12 3UA  
Tel: 0113 263 2488 **Advert page 64**

**OP**
**PRIMROSE COURT**

Orchard Way, off Oxford Road, Guiseley,  
Leeds LS20 9EP  
Tel: 01943 875690

**OP D**
**RAYNEL DRIVE**

9 Raynel Drive, Cookridge,  
Leeds LS16 6BS  
Tel: 0113 262 6025

**OP PD LDA MH SI YA AD**
**RED COURT CARE HOME**

Chapelton, Pudsey, Leeds LS28 7RZ  
Tel: 0113 255 7313 **Advert page 58**

**OP D**
**RICHMOND HOUSE**

Richmond Road, Farsley, Leeds LS28 5ST  
Tel: 0113 378 3303

**OP**
**RIEVAULX HOUSE CARE CENTRE**

Thornhill Road, Wortley, Leeds LS12 4LL  
Tel: 0113 220 5000

**OP**
**SENSE – 1 ASHLEY GREEN**

Upper Wortley Road, Wortley,  
Leeds LS12 4LF  
Tel: 0113 279 6027

**PD LDA SI**
**SENSE – 138 BRADFORD ROAD**

Pudsey, Leeds LS28 6EP  
Tel: 0113 239 3142

**PD LDA SI**
**SENSE – 509 LEEDS AND BRADFORD ROAD**

Bramley, Leeds LS13 2AG  
Tel: 0113 255 8215

**PD LDA SI**
**SIGNHEALTH CONSTANCE WAY**

2 Constance Way, Leicester Place,  
Leeds LS7 1HX  
Tel: 0113 245 7991

**MH SI YA**
**SIMON MARKS COURT**

Lynwood Garth, Lynwood View,  
Leeds LS12 4BE  
Tel: 0113 231 0454

**OP D**
**SPINNEY RESIDENTIAL HOME, THE**

21 Armley Grange Drive, Armley,  
Leeds LS12 3QH  
Tel: 0113 279 2571

**OP**
**SPRING GARDENS**

Westbourne Grove, Otley, Leeds LS21 3LJ  
Tel: 01943 464497

**OP**
**ST ANNE'S COMMUNITY SERVICES  
– CARDIGAN ROAD**

66 Cardigan Road, Leeds LS6 3BJ  
Tel: 0113 275 2124

**LDA**

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

Advertisers are highlighted



## RESIDENTIAL CARE HOME HOLMFIELD COURT

58 Devonshire Avenue, Roundhay, Leeds, LS8 1AY  
Tel: **01132 664610** • Fax: 01132 665118 • Email: [hc@onlycareltd.com](mailto:hc@onlycareltd.com)

- 21 single rooms, 2 shared rooms and 18 rooms with en suite WC
- Dementia, Old Age care and specialist Alzheimer's care
- Experienced caring staff providing excellent 24 hour care
- Own GP if requested plus visit by community Chiroprapist, Dentist and Optician by request
- Close to local shops & public transport

- English, French and Polish spoken
- Telephone and Television Point in each room
- Lift and wheelchair access
- Large garden for residents



## RESIDENTIAL CARE HOME NEVILLE HOUSE

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- English and Polish spoken
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- Close to local shops & public transport
- Regular visits by an occupational therapist
- Telephone and Television Point in each room
- Lift and wheelchair access



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[www.ashcroft-house.co.uk](http://www.ashcroft-house.co.uk)  
[enquiries@ashcroft-house.co.uk](mailto:enquiries@ashcroft-house.co.uk)

**Our comfortable home is staffed by committed, well trained, well motivated care staff providing quality 24 hour care in a warm, friendly environment.**

A varied menu of wholesome home cooked food catering for individual dietary requirements.

We offer a range of regular activities and outings for our residents and there are two lounges and a beautiful conservatory to relax in.

**Why not give us a call to arrange a visit and see for yourself if Ashcroft House is the place for you.**



Kirkstall Abbey

## KIRKSTALL COURT CARE HOME



- Specialist unit for alcohol related brain injury (Korsakoffs Syndrome)
- Quality person centred care
- All bedrooms single and en-suite
- Large communal lounges and dining areas
- Pleasant courtyard gardens
- Rehabilitation programmes tailored to each individual's unique needs



119-129 VESPER ROAD, LEEDS LS5 3LJ

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Ghyll Royd House is a purpose-built home which has been designed to the highest specifications, great care has been taken to provide a homely, warm and welcoming atmosphere.



- ★ 61 general nursing beds ★ 15-bedded EMI unit
- ★ Tastefully furnished rooms ★ Personal items welcome
- ★ Nurse call system, TV aerial point and pay phone socket in each room ★ Choice of lounge to suit your personal requirements ★ Varied menu with special diets catered for ★ Activities co-ordinator ★ Physiotherapist

*Ghyll Royd House Nursing Home*

New Ghyll Royd, Guiseley LS20 9LT  
Tel: 01943 870720 Fax: 01943 871212

**ST ANNE'S COMMUNITY SERVICES**
**– CROFT HOUSE**

155 Town Street, Leeds LS18 5BL

Tel: 0113 258 0131

LDA

**SUMMERFIELD COURT**

55b Summerfield Drive, Bramley,

Leeds LS13 1AJ

Tel: 0113 236 2229

PD LDA MH SI YA AD

**SUFFOLK COURT**

Silver Lane Surgery, 1 Suffolk Court, Silver Lane,

Yeadon, Leeds LS19 7JN

Tel: 0113 250 9540

OP

**TEALBECK HOUSE**

Tealbeck Approach, Crow Lane, Otley,

Leeds LS21 1RJ

Tel: 0800 085 4329

OP D

**West / North West Leeds care homes with nursing**
**BREMNER HOUSE**

Green Lane, New Wortley, Leeds LS12 1JZ

Tel: 0113 231 1755

OP D PD

**CHAMPION HOUSE – CARE HOME WITH  
NURSING PHYSICAL DISABILITIES**

Clara Drive, Calverley, Pudsey LS28 5QP

Tel: 01274 612459

OP PD YA

**CHARLTON COURT NURSING HOME**

477-479 Bradford Road, Pudsey, Leeds LS28 8ED

Tel: 01274 661242

OP D PD LDA

**CLAREMONT CARE HOME**

New Street, Farsley LS28 5BF

Tel: 0113 236 0200 **Advert page 6**

OP D YA

**CORINTHIAN HOUSE LCA**

Green Hill Lane, Upper Wortley, Leeds LS12 4EZ

Tel: 0113 223 4602

OP D YA

**EMBRACING INDEPENDENT LIFESTYLES  
– BURLEY HOUSE NURSING HOME**

258 Burley Road, Leeds LS4 2LA

Tel: 0113 230 5485

OP D MH YA AD

**GABLES NURSING HOME, THE LCA**

231 Swinnow Road, Pudsey LS28 9AP

Tel: 0113 257 0123

OP D PD

**GHYLL ROYD HOUSE NURSING HOME**

New Ghyll Royd, Guiseley, Leeds LS20 9LT

Tel: 01943 870720 **Advert page 60**

OP D

**GROVE COURT NURSING HOME**

15 Cardigan Road, Headingley, Leeds LS6 3AE

Tel: 0113 230 4966

OP YA

**MOUNT ST JOSEPH – LEEDS**

Shire Oak Road, Headingley,

Leeds LS6 2DE

Tel: 0113 278 4101

OP

**OWLETT HALL**

Bradford Road, Drighlington,

Bradford BD11 1ED

Tel: 0113 285 9710

OP PD

**RADCLIFFE GARDENS NURSING HOME LCA**

11 Radcliffe Gardens, Pudsey LS28 8BG

Tel: 0113 256 4484

OP PD

**ST ANNE'S COMMUNITY SERVICES  
– ALCOHOL SERVICES**

186 Woodhouse Lane, Leeds LS2 9DX

Tel: 0113 243 4486

OP PD LDA MH AD

**ST ANNE'S COMMUNITY SERVICES  
– ROCKHAVEN**

57 Batchelor Lane, Leeds LS18 5NF

Tel: 0113 258 4984

LDA

**ST LUKES CARE HOME**

Upper Carr Lane, Calverley, Leeds LS28 5PL

Tel: 0113 256 3547

OP

**STAVELEY BIRKLEAS NURSING HOME**

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Shipley BD18 4HD

Tel: 01274 599564 **Advert page 37**

PD SI YA

**SUNNINGDALE NURSING HOME**

Town Street, Rawdon, Leeds LS19 6PU

Tel: 0113 250 5003 **Advert page 62**

OP D

<b>Service</b>	OP Older people (65+)	D Dementia	PD Physical disability	LDA Learning disability, autism
<b>User Bands</b>	MH Mental health	SI Sensory impairment	YA Younger adults	AD People who misuse alcohol or drugs
LCA Leeds Care Association member – see page 7.				
Advertisers are highlighted				





## Sunningdale Nursing Home

Greenwood Care [www.greenwoodcare.net](http://www.greenwoodcare.net)

**Sunningdale Nursing Home** provides nursing and dementia care. It is located in the centre of Rawdon, a suburb in the west of Leeds. It is a small, homely nursing home which seeks to match the experience of the Residents living in their own homes as much as possible. The majority of Residents, their relatives and staff are from the local area.

The home has a long standing well respected reputation, it is at the heart of the village of Rawdon fostering strong links with the local community.

While complying with all modern requirements for residential nursing and care accommodation, our home believes above all in traditional values for enhancing the quality of life for the elderly.



**Sunningdale Nursing Home**  
Town Street, Rawdon, Leeds, LS19 6PU  
Tel: 0113 2505003  
E: [office.sunningdale@greenwoodcare.net](mailto:office.sunningdale@greenwoodcare.net)

## The Coach House

Tel: 0113 232 0884



**Our aim is to provide all the necessary care and attention for those who wish to spend their retirement in a secure and caring atmosphere.**

The Coach House care home is a family run business that specialises in caring for the elderly. We offer you a safe, secure and pleasant environment where highly trained staff are available 24 hours a day.

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- Nurse calls and fire alarm systems throughout the home
- 1 passenger lift and 1 stair lift
- All personal ironing and laundry
- Dentist, optician, chiropodist and hairdresser visit the home regularly
- All diets catered for
- Meals can be served in your room
- Local GPs and district nurses make routine visits or when required
- Planned weekly activities
- Monthly religious services
- Regular outings
- Entertainment is provided from local organised groups and entertainers
- Day care
- Respite care



**58 Lidgett Lane,  
Garforth,  
Leeds  
LS25 1LL**  
Email: [garforthch@aol.com](mailto:garforthch@aol.com)

[www.hilltopmanorcare.co.uk/the-coach-house](http://www.hilltopmanorcare.co.uk/the-coach-house)



## The Hollies

27 Church Lane, Garforth, Leeds. LS25 1NW

Telephone: 0113 287 1808 • Fax: 0113 287 5591 • Email: [info@garforth-residential.co.uk](mailto:info@garforth-residential.co.uk)

- First-class laundry service
- Residents can keep their own doctor
- Personal medication prepared by a local pharmacist
- A dentist, chiropodist, hairdresser and an optician regularly visit the home

*"The Homes enjoy high occupancy and are well thought of in the local community and by the Inspection Authorities."*

**Our Philosophy** is that we are here to provide a homely, caring and relaxed atmosphere. We will do our utmost to maintain the dignity, the privacy and allow residents to live as they would in their own home.



*Our door is always open...*

## St Armands Court

25 Church Lane, Garforth, Leeds. LS25 1NW

Telephone: 0113 287 4505 • Fax: 0113 287 5591

Email: [info@garforth-residential.co.uk](mailto:info@garforth-residential.co.uk)

- Impressive purpose-built care home with 42 bedrooms
- Two passenger lifts which serve all floors
- Two comfortable lounges, a large dining room, a conservatory and attractive gardens
- A dentist, chiropodist, hairdresser and an optician regularly visit the home



*"The management place great importance on training for staff as they see the quality of care as being a key feature in the success of the home."*



INVESTOR IN PEOPLE

Please come and visit us and talk to staff and residents before making any decisions on your future and that of your loved ones - [www.garforth-residential.co.uk](http://www.garforth-residential.co.uk)

### ALEXANDER RESIDENTIAL HOME

Victoria Road, Morley, Leeds LS27 9JJ  
Tel: 0113 253 2046

OP D

### ARDSLEY HOUSE

55a Royston Hill, East Ardsley, Wakefield WF3 2HN  
Tel: 01924 835220

LDA YA

### AUGUSTUS COURT

Church Gardens, Church Lane, Garforth,  
Leeds LS25 1HG  
Tel: 0113 385 0000

OP D YA

### BYWATER HALL AND LODGE

1 Leeds Road, Allerton Bywater, Castleford WF10 2DY  
Tel: 01977 552601

OP

### CARLTON HOUSE

24 Wakefield Road, Rothwell Haigh, Leeds LS26 0SF  
Tel: 0113 282 7110

LDA YA

### CEDARS CARE HOME LCA

Church Side, Methley LS26 9BH  
Tel: 01977 512993

OP D MH

### COACH HOUSE CARE HOME, THE LCA

58 Lidgett Lane, Garforth,  
Leeds LS25 1LL  
Tel: 0113 232 0884 Advert page 62

OP

### CROSS HEATH DRIVE

2 Cross Heath Drive, Beeston,  
Leeds LS11 8UQ  
Tel: 0113 262 6025

OP PD LDA MH SI YA AD

### DAISY VALE HOUSE

Daisy Vale Terrace, Thorpe, Wakefield WF3 3DS  
Tel: 01924 822209

OP LDA YA

### DANIEL YORATH HOUSE

1 Shaw Close, Garforth, Leeds LS25 2HA  
Tel: 0113 287 3871

PD YA

### DOLPHIN LANE

1 Dolphin Lane, Thorpe, Wakefield WF3 3DN  
Tel: 01924 872080

LDA YA

### DOLPHIN MANOR

Stonebrigg Lane, Rothwell, Leeds LS26 0UD  
Tel: 0113 282 4942

OP

### FAIRFAX ROAD

19 Fairfax Road, Leeds LS11 8SY  
Tel: 0113 277 8842

OP LDA YA

### FERNDALE CARE HOME LCA

Britannia Road, Morley, Leeds LS27 0DW  
Tel: 0113 253 3196

OP D YA

### HEATHCOTES (HEMBRIGG PARK)

Bridge Street Close, Morley,  
Leeds LS27 0EY  
Tel: 0113 253 1544

PD LDA SI YA

### HEATHCOTES (KIRKLANDS)

Kirklands, Rooms Lane, Morley,  
Leeds LS27 9PA  
Tel: 0113 253 3917

PD LDA MH SI YA

### HEATHCOTES (MORLEY)

Bridge Street Close, Morley, Leeds LS27 0EX  
Tel: 01246 556453

PD LDA SI YA

### HOLLIES, THE LCA

27 Church Lane, Garforth, Leeds LS25 1NW  
Tel: 0113 287 1808 Advert page 62

OP D

### HOME LEA HOUSE

137 Wood Lane, Rothwell, Leeds LS26 0PH  
Tel: 0113 282 3218

OP

### KNOWLE MANOR

Tennyson Avenue, Morley, Leeds LS27 8QB  
Tel: 0113 253 4740

OP

### LARCHFIELD

Joseph Street, Leeds LS10 2AD  
Tel: 0113 277 2284

OP D

### LEDSTON AVENUE, 27

Garforth, Leeds LS25 2BP  
Tel: 01924 266344

OP YA

### LEE BECK MOUNT

108 Leeds Road, Lofthouse, Wakefield WF3 3LP  
Tel: 01924 824065

LDA

### LOFTHOUSE GRANGE & LODGE RESIDENTIAL AND DEMENTIA CARE HOME

340 Leeds Road, Lofthouse, Wakefield WF3 3QQ  
Tel: 01924 822285 Advert page 64

OP D

<b>Service</b>	OP Older people (65+)	D Dementia	PD Physical disability	LDA Learning disability, autism
<b>User Bands</b>	MH Mental health	SI Sensory impairment	YA Younger adults	AD People who misuse alcohol or drugs
LCA Leeds Care Association member – see page 7.				
Advertisers are highlighted				

# Orchard Care Homes in Your Area

**Beds available for long  
or short term stays**



## **Nesfield Lodge Residential and Dementia Care Home**

45 Nesfield Road, Belle Isle,  
Leeds LS10 3LG  
Telephone: **0113 277 6880**



## **Paisley Lodge Residential and Dementia Care Home**

Hopton Mews, Armley,  
Leeds, LS12 3UA  
Telephone: **0113 263 2488**



## **Lofthouse Grange & Lodge Residential and Dementia Care Home**

340 Leeds Road, Lofthouse, WF3 3QQ  
Telephone: **01924 822 285**



## **Middleton Park Lodge Care Home**

Acre Close, Middleton, Leeds, LS10 4HX  
Telephone: **0113 271 2307**



## **Castleford Lodge Care Home**

Oxford Street, Castleford, West Yorkshire,  
WF10 5DF  
Telephone: **01977 668 448**



For more information call

# 01423 859 859

or visit [www.orchardcarehomes.com](http://www.orchardcarehomes.com)  
[www.facebook.com/orchardcarehome](https://www.facebook.com/orchardcarehome)

## Orchard at the heart of the community

Working in partnership with





### MEADOWBROOK MANOR **LCA**

147-149 Wakefield Road, Garforth, Leeds LS25 1NE  
Tel: 0113 232 0054

**OP**

### MOORLEIGH VILLA

280 Gibson Lane, Kippax, Leeds LS25 7JN  
Tel: 0113 287 6784

### MORLEY MANOR RESIDENTIAL HOME

Brunswick Street, Morley, Leeds LS27 9DL  
Tel: 0113 253 0309

**OP D**

### NESFIELD LODGE RESIDENTIAL AND DEMENTIA CARE HOME

45 Nesfield Road, Belle Isle, Leeds LS10 3LG  
Tel: 0113 277 6880 **Advert page 64**

**OP D**

### NINELANDS LANE, 35

Garforth, Leeds LS25 2AN  
Tel: 0113 287 3871

**OP YA**

### OAKLANDS RESIDENTIAL HOME **LCA**

14 Pinfold Lane, Mickeltown Methley,  
Leeds LS26 9AB  
Tel: 01977 515451

**OP D PD SI YA**

### OULTON MANOR **LCA**

3 Wakefield Road, Oulton, Leeds LS26 8EL  
Tel: 0113 282 8222 **Advert page 4**

**OP D PD YA**

### PENNINGTON COURT CARE HOME **LCA**

Hunslet Hall Road, Beeston, Leeds LS11 6TT  
Tel: 0113 228 4040 **Advert pages 38 & 39**

**OP**

### SPRINGFIELD HOUSE RETIREMENT HOME **LCA**

Springfield Avenue, Morley, Leeds LS27 9PW  
Tel: 0113 252 1969 **Advert below**

**OP**

### ST ARMANDS COURT **LCA**

25 Church Lane, Garforth, Leeds LS25 1NW  
Tel: 0113 287 4505 **Advert page 62**

**OP**



# SPRINGFIELD HOUSE MORLEY

the friendly happy family home of 22 elderly people

*this is **their** home*



*staff are **kindness** itself*



*it's a good **atmosphere***



*it's a good **atmosphere***



*residents come **first***

*it's so **homely** & nothing is too much trouble*

*food is **outstanding***

shared iPad & skype assistance // free wi-fi // hair dressing and chiropodist included



## COME AND MEET US

you'll be very welcome

☎ 0113 252 1969

✉ [springfieldhouse@gmail.com](mailto:springfieldhouse@gmail.com)

🌐 [www.springfieldhousemorley.com](http://www.springfieldhousemorley.com)

📍 Springfield House, Springfield Ave, Morley, LS27 9PW



All quotes from Care Quality Commission report.

<b>Service</b>	<b>OP</b> Older people (65+)	<b>D</b> Dementia	<b>PD</b> Physical disability	<b>LDA</b> Learning disability, autism
<b>User Bands</b>	<b>MH</b> Mental health	<b>SI</b> Sensory impairment	<b>YA</b> Younger adults	<b>AD</b> People who misuse alcohol or drugs
<b>LCA</b> Leeds Care Association member – see page 7.				
<b>Advertisers are highlighted</b>				



# Victoria House Care Home



Victoria House is one of the most reputable providers of Residential, Dementia, Transitional and Respite Care for the elderly in the South West of Leeds.

We have a dedicated, experienced and very caring team. The majority of staff have been with us since we opened. All our staff are selected not just for their professional skills but because they have a genuine interest in the welfare of others and are able to relate to older people.

## **Victoria House specialises in:**

- Residential Care
- Dementia Care
- Transitional Care
- Respite Care



All our bedrooms are decorated to a high standard. The bedrooms are all fully furnished with en-suite and are equipped with call systems and TV aerial.

There are regular outings ranging from Fish & Chips at the Mermaid Restaurant to afternoon tea at Roundhay Park.



## **Victoria Care Leeds**

**Low Grange Crescent, Belle Isle,  
Leeds, West Yorkshire, LS10 3EB**

**T:** 0113 2712 491

**T:** 0113 2708 529

**E:** [edd@victoriahouseleeds.co.uk](mailto:edd@victoriahouseleeds.co.uk)

### ST PHILIPS CLOSE

1 St Philips Close, Leeds LS10 3TR  
Tel: 0113 277 8069

LDA YA

### STONE GABLES CARE HOME

Street Lane, Gildersome, Leeds LS27 7HR  
Tel: 0113 252 9452

OP D

### UBU – 67 ELLAND ROAD

Morley, Leeds LS27 7QS  
Tel: 0113 252 6561 **Advert page 32**

PD SI

### UNITED RESPONSE – 14 LINGWELL APPROACH

Middleton, Leeds LS10 4TJ  
Tel: 0113 277 8517

PD LDA

### VICTORIA HOUSE CARE HOME

Low Grange Crescent,  
Belle Isle, Leeds LS10 3EB  
Tel: 0113 270 8529

**Advert page 66**

OP D PD LDA MH SI AD

### WOODHOUSE COTTAGE

5 Woodhouse Lane, East Ardsley,  
Wakefield WF3 2JS  
Tel: 01924 824119

LDA YA

### WOODHOUSE HALL

14 Woodhouse Lane, East Ardsley,  
Wakefield WF3 2JS  
Tel: 01924 870601

PD LDA YA

## South / East Leeds care homes with nursing

### ATKINSON COURT CARE HOME

Ings Road, Cross Green, Leeds LS9 9EJ  
Tel: 0113 391 8800

OP D

### COLTON LODGES CARE HOME

2 Northwood Gardens, Colton, Leeds LS15 9HH  
Tel: 0113 350 1777 **Advert page 54**

OP D

### COPPER HILL CARE HOME

Church Street, Hunslet, Leeds LS10 2AY  
Tel: 0113 350 2663 **Advert page 54**

OP D YA

### GREEN ACRES NURSING HOME

Rigton Drive, Burmantofts, Leeds LS9 7PY  
Tel: 0113 248 3334

OP D

### MIDDLETON PARK LODGE CARE HOME

Acre Close, Middleton, Leeds LS10 4HX  
Tel: 0113 271 2307 **Advert page 64**

OP PD

### MOORLEIGH NURSING HOME

278 Gibson Lane, Kippax, Leeds LS25 7JN  
Tel: 0113 286 3247

OP

### MULGRAVE HOUSE NURSING HOME

9-11 Springfield Street, Rothwell, Leeds LS26 0BD  
Tel: 0113 282 1937

OP D PD SI

### PENNINGTON COURT CARE HOME LCA

Hunslet Hall Road, Beeston, Leeds LS11 6TT  
Tel: 0113 228 4040 **Advert pages 38 & 39**

OP

### RAVENSDALE

Naburn Walk, Whinmoor,  
Leeds LS14 2DA  
Tel: 0113 273 9620

OP PD MH YA

### SUNNYSIDE NURSING HOME

41 Marshall Terrace, Crossgates,  
Leeds LS15 8EA  
Tel: 0113 260 2867

OP YA

### SUNNYVIEW HOUSE CARE HOME LCA

Manorfield, off Beeston Road,  
Leeds LS11 8QB

Tel: 0113 350 3656 **Advert page 54**

OP D

### WILLOWBANK NURSING HOME LCA

5-7 Barwick Road, Leeds LS15 8SE  
Tel: 0113 264 7924

OP



<b>Service</b>	OP Older people (65+)	D Dementia	PD Physical disability	LDA Learning disability, autism
<b>User Bands</b>	MH Mental health	SI Sensory impairment	YA Younger adults	AD People who misuse alcohol or drugs
LCA Leeds Care Association member – see page 7.				
Advertisers are highlighted				

# Useful local contacts

## Adult Social Care

Use the contact details here or drop in to a One Stop Centre, listed on page 69.

Tel: **0113 222 4401**

Email: **general.enquiries@leeds.gov.uk**

Out of hours emergencies: **0113 240 9536**

Web: **www.leeds.gov.uk**

## Age UK Leeds

Works across Leeds and the district to support older people to enjoy later life.

Tel: **0113 389 3004**

Email: **frontofhouse@ageukleeds.org.uk**

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

## Alzheimer's Society Leeds

Supports people with a diagnosis of dementia. Armley Grange, Armley Grange Drive, Leeds LS12 3QH

Tel: **0113 231 1727**

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

## Assisted Living Leeds

Supports people with physical, learning and care needs to live safely and independently. This includes the Leeds Equipment Service, which provides equipment for people at home, the Telecare service, which provides 24-hour monitoring using sensors and alarms (see page 14), and the Blue Badge assessment service.

81 Clarence Road, Leeds LS10 1LZ

Tel: **0113 378 3300**

Email: **assistedliving@leeds.gov.uk**

Web: **www.leeds.gov.uk** (search 'assisted living')

## Care and Repair Leeds

Provides services to help older and disabled people on low incomes to live independently. Services include home maintenance and minor repairs, home adaptations, support and advice and living aids.

Tel: **0113 240 6009**

Email: **enquiries@care-repair-leeds.org.uk**

Web: **www.care-repair-leeds.org.uk**

## Carers Leeds

Provides support to adult unpaid carers in Leeds. A drop-in service is available Monday to Friday, 9.30am to 3.30pm and the advice line runs Monday to Friday, 9.00am to 4.30pm.

6-8 The Headrow,  
Leeds LS1 6PT

Tel: **0113 380 4300**

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

Web: **www.carersleeds.org.uk**

## Citizens Advice Leeds

Provides free, independent advice and information to anyone living or working in the Leeds Metropolitan District and surrounding areas. Advice and information is given on a wide range of subjects, including welfare benefits, debt, housing and employment.

Westminster Buildings, 31 New York Street,  
Leeds LS2 7DT

Tel: **0113 223 4400**

Web: **www.citizensadviceleeds.org.uk**

## Feel Good Factor Leeds

Provides activities, projects and services to improve access to health opportunities.

53 Louis Street, Chapeltown,  
Leeds LS7 4BP

Tel: **0113 350 4200**

Email: **office@fgfleeds.org**

Web: **www.fgfleeds.org**

## Leeds Care Association

The member body for care providers in Leeds.

Tel: **0113 287 3490**

Email: **info@leedscare.co.uk**

Web: **www.leedscare.co.uk**

## Leeds Centre for Integrated Living

Aims to improve quality of life for people with disabilities, remove barriers that restrict choice and control, support people to meet their personal objectives and enable

disabled people to develop their abilities and confidence. Can also support people to manage a Direct Payment.

Armley Grange Drive,  
Leeds LS12 3QH

Tel: **0113 231 1125**

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

### **Leeds Directory**

An online directory offering information on a wide range of local services. The directory also has a 'what's on guide' which contains information on local activities, groups and events. The directory is supported by a helpline, available Monday to Friday, 9.00am to 5.00pm.

Tel: **0113 391 8333**

Email: **[info@leedsdirectory.org](mailto:info@leedsdirectory.org)**

Web: **<http://leedsdirectory.org>**

### **Leeds Money Information Centre**

Provides details of all the organisations and charities across Leeds providing free and independent debt advice.

Web: **[www.leeds.gov.uk/leedsmic](http://www.leeds.gov.uk/leedsmic)**

### **Neighbourhood Networks**

Community-based, locally-led organisations enabling people over 60 to live independently and take an active role within their communities. They aim to reduce social isolation, provide opportunities for volunteering, offer information and advice, promote health and wellbeing and improve people's quality of life.

Details of your local Neighbourhood Network can be found on the Leeds Directory (see above).

### **One Stop Centres**

#### **Armley**

2 Stocks Hill, Armley LS12 1UQ

#### **City Centre**

2 Great George Street, Leeds LS2 8BA

#### **Dewsbury Road**

190 Dewsbury Road, Leeds LS11 6PF

#### **Garforth**

Lidgett Lane, Garforth LS25 1EH

#### **Horsforth**

Town Street, Horsforth LS18 5BL

#### **Kippax**

Westfield Lane, Leeds LS25 7JP

#### **Moor Allerton**

Moor Allerton Centre, King Lane,  
Leeds LS17 5NY

#### **Morley**

Morley Town Hall, Queen Street,  
Morley LS27 9DY

#### **North Seacroft**

Deacon House, 1 Seacroft Avenue,  
Leeds LS14 6JD

#### **Osmondthorpe**

81a Wykebeck Mount, Leeds LS9 0JE

#### **Otley**

Nelson Street (Library Building),  
Otley LS21 1EZ

#### **Pudsey**

Church Lane, Pudsey, Leeds LS28 7TY

#### **Rothwell**

Marsh Street, Rothwell LS26 0AD

#### **South Seacroft**

91-95 Moresdale Lane, Leeds LS14 6GG

#### **St George's**

St George's Road, Middleton,  
Leeds LS10 4UZ

#### **The Compton Joint Service Centre**

Harehills Lane, Leeds LS9 7BG



**The Reginald Joint Service Centre**  
263 Chapeltown Road, Leeds LS7 3EX

**Wetherby**  
24 Westgate, Wetherby LS22 6NL

**Yeadon**  
Town Hall Square, Yeadon,  
Leeds LS19 7PP

**William Merritt Disabled Living Centre and Mobility**

Provides impartial information, advice and assessment on equipment and practical aspects of daily living for disabled people of all ages, their carers, professionals and older people.  
Tel: **0113 350 8989**  
Email: **info@wmdlc.org**  
Web: **www.wmdlc.org**

## Useful national contacts

**Action on Elder Abuse (AEA)**

Works to protect, and prevent the abuse of, vulnerable older adults.  
Helpline: **0808 808 8141**  
Email: **enquiries@elderabuse.org.uk**  
Web: **www.elderabuse.org.uk**

**Age UK**

Tel: **0800 678 1174**  
Web: **www.ageuk.org.uk**

**Alzheimer's Society**

National Helpline: **0300 222 1122**  
Monday to Friday, 9.00am to 5.00pm;  
Saturday and Sunday, 10.00am to 4.00pm  
Web: **www.alzheimers.org.uk**

**Association of Charity Officers**

A national umbrella body for benevolent charities.  
Tel: **0207 255 4480**  
Email: **info@aco.uk.net**  
Web: **www.aco.uk.net**

**British Institute of Learning Disabilities (BILD)**

Committed to improving the quality of life for people with a learning disability.  
Tel: **0121 415 6960**  
Email: **enquiries@bild.org.uk**  
Web: **www.bild.org.uk**

**Care Choices**

Free, independent assistance with finding care providers. Searchable website.  
Tel: **0800 389 2077**  
Web: **www.carechoices.co.uk**

**Care Quality Commission**

Independent regulator of care services in England.  
Tel: **03000 616161**  
Email: **enquiries@cqc.org.uk**  
Web: **www.cqc.org.uk**

**Carers Trust**

Works to improve support, services and recognition for anyone living with the challenges of caring, unpaid, for a family member or friend who is ill, frail, disabled or has mental health or addiction issues.  
Tel: **0844 800 4361**  
Email: **support@carers.org**  
Web: **www.carers.org**

**Carers UK**

The voice of carers.  
Tel: **0300 772 9600**  
Email: **info@carersuk.org**  
Web: **www.carersuk.org**

**Citizens Advice Bureau**

Practical, reliable, up-to-date information on

a wide range of topics.

Tel: **03444 111 444**

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

### **Elderly Accommodation Counsel**

Help older people make informed choices about meeting their housing and care needs.

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

### **Friends of the Elderly**

A charity that supports older people who have a range of practical needs.

Tel: **0207 730 8263**

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

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

### **Independent Age**

Produce a wide range of guides and factsheets for older people, their families and carers.

Tel: **0800 319 6789**

Email: **[advice@independentage.org](mailto:advice@independentage.org)**

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

### **My Family, Our Needs**

The lifestyle site for families, carers and practitioners supporting children and young adults with additional needs.

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

### **National Activity Providers Association (NAPA)**

Promotes the importance of activities for older people.

Tel: **0207 078 9375**

Email: **[info@napa-activities.co.uk](mailto:info@napa-activities.co.uk)**

Web: **[www.napa-activities.co.uk](http://www.napa-activities.co.uk)**

### **National Association of Funeral Directors**

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

### **National Society of Allied and Independent Funeral Directors**

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

### **NHS 111**

You should call NHS 111 if you:

- need medical help fast, but it is not a 999 emergency;
- do not know who to call for medical help or you do not have a GP to call; or
- require health information or reassurance about what to do next.

For less urgent health needs, you should still contact your GP in the usual way. The 111 service is also available via 'Typetalk' **18001 111**.

### **Relatives and Residents Association, The**

Exists for older people needing, or living in, residential care and the families and friends left behind.

Tel: **0207 359 8136**

Email: **[info@relres.org](mailto:info@relres.org)**

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

### **SANE**

Saneline: for advice on mental health issues.

Tel: **0300 304 7000**, every day between 4.30pm and 10.30pm.

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

### **Silver Line, The**

A 24-hour telephone befriending and advice line.

Tel: **0800 470 8090**

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

### **United Kingdom Home Care Association (UKHCA)**

Professional association of home care providers from the independent, voluntary, not-for-profit and statutory sectors.

Tel: **0208 661 8188**

Email: **[helpline@ukhca.co.uk](mailto:helpline@ukhca.co.uk)**

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

## Home care providers

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