



# Leicester, Leicestershire and Rutland Adult Care and Support Services Directory 2022

Your essential guide to choosing and  
paying for care and support

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To obtain extra copies of this Directory, free of charge, refer to the following contact details. In Leicester, email [ASCAdmin@leicester.gov.uk](mailto:ASCAdmin@leicester.gov.uk) or call **0116 454 5610**. In Leicestershire, email [adminteamcoalville@leics.gov.uk](mailto:adminteamcoalville@leics.gov.uk) or call **0116 305 2169**. In Rutland, email [enquiries@rutland.gov.uk](mailto:enquiries@rutland.gov.uk) or call **01572 722577**.

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

# Introduction

As a result of the COVID-19 pandemic, many groups, services and activities have been postponed, changed how they operate or have had to stop completely. This Directory reflects 'business as usual' and therefore it is recommended you check with the activity, group, or service to determine availability and to get the most up-to-date information.

Welcome to this edition of the Leicester, Leicestershire and Rutland Adult Care and Support Services Directory, which contains information for adults looking for care or support within Leicester City, County and Rutland, whether they are paying for it themselves or receiving support from their local 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 is a host of organisations and voluntary services who could help you. Search the local online directories below to find out what's available in your area.

## **Leicester City Council**

Web: [mychoice.leicester.gov.uk](http://mychoice.leicester.gov.uk)

## **Leicestershire County Council**

Web: [www.leicestershire.gov.uk/lisd](http://www.leicestershire.gov.uk/lisd)

## **Rutland County Council**

Web: [ris.rutland.gov.uk](http://ris.rutland.gov.uk)

In the next chapter of this Directory, you'll find out how voluntary and community organisations can support you to remain living independently at home, stay active in your community and get out and about as much as possible. See page 5 for more information.

If you think you need more formal care and support,

arrange an assessment with your local adult social care department to discuss your specific needs. If you require an assessment, this is free of charge, irrespective of your income. More details are provided on page 15. The assessment will determine whether you have eligible care and support needs. If you do, you will then need a financial assessment to determine whether you are eligible for financial support via a Personal Budget.

Alternatively, your financial circumstances may mean you are classed as a 'self-funder', with the means to pay for your care. This is discussed on page 25 for those paying for care at home and 59 for those paying for residential care.

Support or care to remain living in your own home may be the option which best suits your circumstances. Ideas to make life easier at home start on page 10 and a list of local home care providers begins on page 29.

If you are unable to remain living at home with support, you may want to consider housing options such as an Extra Care scheme, sheltered or warden-assisted housing (details of these begin on page 44) or residential care. Comprehensive lists of care homes and care homes with nursing in Leicester, Leicestershire and Rutland start on page 71.

There's also important information about care decisions, including finding care in another county and how to make a comment or complaint about a service.



# Helping you to stay independent

Voluntary and community organisations can supply preventative care services. These are a vital form of support and can help you to maintain independence, remain part of your community and delay or avoid the need for more statutory interventions.

Examples include:

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

- day services/opportunities.

Search the local online directories listed on page 4 to find out what's available in your area.

## Contacting your local council

If you feel you need support to remain independent, first look to your community using the information and resources discussed so far and in the remainder of this chapter. If you think you need more formal care and support, arrange an assessment with your local adult social care department using the contact details listed on page 15.

If you live in Leicestershire, First Contact Plus is an online tool which helps adults find information about a range of services all in one place. Visit [www.firstcontactplus.org.uk](http://www.firstcontactplus.org.uk)

## Day opportunities, activities and wellbeing therapies

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

Day opportunities give people the chance to change their routine, meet new people and stay connected in their community. There is a wide variety around the county, catering for older people, and for people with mental health conditions, learning disabilities and dementia.

Accessing day opportunities 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 exploring [mychoice.leicester.gov.uk](http://mychoice.leicester.gov.uk) in Leicester, [www.leicestershire.gov.uk/lisd](http://www.leicestershire.gov.uk/lisd) in Leicestershire or [ris.rutland.gov.uk](http://ris.rutland.gov.uk) in Rutland. Where traditional day opportunities are on hold due to COVID-19, there may be socially distant alternatives available, including online activities.

You can also try searching for local opportunities, activities and therapies using the 'find services' tool on the NHS website. See page 103 for more information.



**Search for care in your area** 

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

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

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

## Meals on wheels and lunch clubs

There are several providers who can deliver frozen or freshly cooked meals to your home which you can arrange privately. Frozen meals can be delivered in bulk and kept in your freezer until required, while hot meals should be eaten immediately.

Consider the organisations listed below and opposite to privately arrange a meal delivery service. Alternatively, you may find local meal delivery services can be provided by some cafés, pubs and restaurants. Most supermarkets can also deliver frozen or chilled meals.

### Grace Dieu Mobile Meals Ltd

Tel: **07734 010235**

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

Web: **www.gracedieumealsltd.co.uk**

### ICare meals service

Tel: **01858 469902** (Monday to Friday, 9.00am to 5.00pm).

Email: **leicestermeals@icaregroup.co.uk**

Web: **www.icarecuisine.co.uk**

### Kinds of Queniborough Food Service

Tel: **0116 260 0741 / 07714 503754** (Monday to Friday, 8.30am to 7.00pm; and Saturday, 8.30am to 2.00pm).

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

Web: **www.kindsofqueniborough.co.uk**

### Oakhouse Foods

Tel: **01536 903779** (Monday to Friday, 9.00am to 5.30pm).

Email: **midlands@oakhousefoods.co.uk**

Web: **www.oakhousefoods.co.uk**

### Wiltshire Farm Foods

Tel: **0116 303 3437** (Monday to Friday, 9.00am to 5.00pm).

Email: **info@wiltshirefarmfoods.com**

Web: **www.wiltshirefarmfoods.com**

## Adapting your home

To remain in your own home for as long as you would like, you should ensure it is safe, secure and warm. Some forward planning to ensure the garden doesn't become a burden is also sensible. If you are not planning to move, think about major adaptations to your home which would make life easier now and later such as:

- improving access to your home;
- widening doors or installing ramps for permanent wheelchair use; and
- modifying your bathroom so you have easier access to toilet and washing facilities.

If you live in your own property, and you're able to fund your adaptations yourself, check the Age UK Business Directory at **www.aubdleicestershire.co.uk** for trustworthy businesses, or MyBuilder at **www.mybuilder.com/how-it-works** for quality tradespeople who have been reviewed by other homeowners.

For more information about other local Age UK services, see page 97.

You can find top tips for buying a stair lift privately on the Living Made Easy website at **www.livingmadeeasy.org.uk** (search 'stairlifts').

If you're a private tenant, you'll need to approach your landlord. If you live in social housing or a council property, your options for major adaptations depend on where you live. In Leicester City or Rutland, contact your local council directly. In Leicestershire, contact your local district or borough council who are responsible for major adaptations. See contact details on pages 99 and 100.

Help may be available for people with disabilities or health related problems which affect their ability to stay living in their own home. Request an assessment using the contact details below.

**Leicester City** • Tel: **0116 454 1004**

**Leicestershire** • Tel: **0116 305 0004**

**Rutland** – Start by requesting a 'Housing MOT'

Tel: **0300 123 1745**

Email: **housingmot@longhurst-group.org.uk**

## Finding care in your area

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

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

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

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

The website includes detailed information for each care provider, including the address, phone number and the service's latest CQC inspection report and rating (see page 63), indicating the quality of care provided.

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

## Common difficulties with daily living

You may find you have become a little stiff or less physically agile because of a medical condition, the impact of COVID-19 restrictions or other reasons, such as a disability. Before beginning to look for equipment, it is helpful to be clear about exactly which areas of daily living are becoming difficult. What difficulties are you facing and why?

This may seem obvious, but not all difficulties are best helped by equipment, and it may be the situation can be resolved through other actions such as medical intervention, short-term rest and in some cases, a period of exercise and movement.

If the issues are likely to be a long-term concern, equipment could help and support your daily activities. Some items of equipment can be more helpful in certain situations than in others and talking to suppliers can help to determine the most suitable equipment for you. Trying it out will help establish whether it will support you.

There is a range of equipment available to make life easier and to improve safety and independence in the home, such as stair rails, raised toilet seats and shower stools. These items are often referred to as 'simple aids for daily living'.

# Tell us what you think



## Share your feedback

Take our five minute survey

⦿ What have you found useful?

⦿ What could we do better?

 CareChoices

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

## Equipment to aid daily living

If you have decided that using equipment is the best way of maintaining your independence at home, the following options may be able to help.

### Self-care

Self-care empowers you to live independently for longer, giving you the confidence to remain in your own home and complete everyday tasks safely.

With a wide range of equipment choice and Trusted Assessor advice, through local mobility retailers or online, finding equipment that is right for you has never been easier. This can range from food preparation and mobility to dressing and bathing aids.

For online advice, you could use an online self-assessment tool giving you free impartial advice about all types of equipment, to make daily living easier. Visit AskSARA at [asksara.livingmadeeasy.org.uk](http://asksara.livingmadeeasy.org.uk)

You could also consider shopping online at

[www.manageathome.co.uk](http://www.manageathome.co.uk), Medequip's online retail store for daily living aids, delivered directly to your home. To order your free catalogue, visit [www.manageathome.co.uk/catalogue-request](http://www.manageathome.co.uk/catalogue-request)

VAT relief is also available on many products, giving you financial help if you are disabled or have a chronic illness. To find out more, visit [www.manageathome.co.uk/vat-relief](http://www.manageathome.co.uk/vat-relief)

### Integrated Community Equipment Loan Service (ICELS)

ICELS is a local authority and NHS funded service providing equipment on loan to support independent living within the community. The provider until 31st March 2022 is NRS Healthcare. Call **0844 893 6373** or email [enquiries@lr.nrs-uk.net](mailto:enquiries@lr.nrs-uk.net) for more information.

Medequip will be the new provider from 1st April 2022. To contact Medequip, call **0116 216 8686** or email [LLRcommunityequipment@medequip-uk.com](mailto:LLRcommunityequipment@medequip-uk.com)



# All We Need Is YOU!

**Fostering is all about helping out those in need of your love and support.**

Drop in at one of our information evenings, see upcoming dates on our website or ring our Enquiry Officer on **0116 454 4500**.

**Contact us today for more information!**

 **0116 454 4500**       [fostering.information@leicester.gov.uk](mailto:fostering.information@leicester.gov.uk)      

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## keeping people independent for longer

From 1st April 2022, Medequip will be working with Leicester City Council, Leicestershire County Council, Rutland County Council and NHS Clinical Commissioning Groups for Leicester City, West Leicestershire and East Leicestershire and Rutland to provide assistive living equipment in your area, through the Integrated Community Equipment Loan Service (ICEELS). Medequip also provide a retail service for those who wish to purchase or rent equipment themselves.

[www.medequip-uk.com](http://www.medequip-uk.com)



## Return Recycle Reuse

Help your Local Authority and NHS services by returning equipment you no longer need

Contact Medequip now to request a collection

Call **01162 168686**

Email [LLRcommunityequipment@medequip-uk.com](mailto:LLRcommunityequipment@medequip-uk.com)

Return Recycle Reuse Copyright © 2017 by West Suffolk NHS Foundation Trust – used with permission

If you would prefer to return equipment to Medequip yourself, you can bring it to our distribution centre:

**Medequip Leicester Depot:**

Unit B Wharf Way  
Glen Parva  
Leicester  
LE2 9TF

Monday to Friday 8:00am - 6:00pm  
(From 1st April 2022)

## Manage @Home

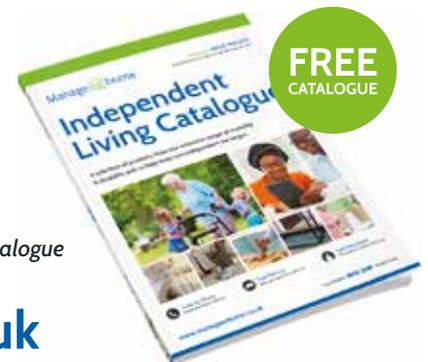
☎ **0800 910 1313**

Manage At Home's range of products are designed to promote independence at home and manage daily living more easily. We stock a wide selection of over 3,000 mobility and disability aids to help you stay safe and independent at home.

Find us on:   @ManageAtHome

Call us or visit our website to request a free catalogue

Shop mobility aids at [www.manageathome.co.uk](http://www.manageathome.co.uk)



Lease a Care Alarm which is monitored 24 hours a day for as little as **£2.99** per week

[www.medequip-connect.com](http://www.medequip-connect.com)

**0800 910 1390**



## Making life easier at home

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



Finding it difficult to **get in and out of chairs**? Try putting a piece of hard board under the seat base. Alternatively, buy chair raisers, a higher chair or an electric riser chair. Also try taking regular gentle exercise to improve your mobility.

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

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

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

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



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

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

If you are having **problems with preparing food**, consider buying ready-chopped options or try a chopping board with spikes. There are also long-handled pans, teapot tippers and lid grippers that could help. Palm-held vegetable peelers or a food processor might be a solution and meal delivery services are also available.

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

**Using taps** can be made easier by fitting tap turners. You could also consider changing to lever-style taps which might be easier for you to use.



Handled plug



Chair raisers



Chopping board



Level indicator



Teapot tipper

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



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

Is it becoming **difficult to get dressed**? If so, specially adapted clothing is available, or you could buy a long-handled shoe horn, a dressing stick or a button hook. If you are having a lot of difficulty, consider home support, see page 22.

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

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

Do you **struggle to get in and out of bed**? You could learn new ways of moving around, purchase a leg lifter or a hoist or install grab rails for support. Seek advice about these options. If the bed is the issue, you could buy an electric adjustable bed or raise the bed to the right height.



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

You might like to buy a raised toilet seat, or a seat with a built-in support frame if it's **hard to use your toilet**. Flush lever extensions are also available.

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

The **Warm Homes Discount Scheme** helps vulnerable and older people stay warm and healthy. In Leicestershire, complete the First Contact Plus online referral (see page 99). In Leicester City, contact Citizens Advice (see page 98). In Rutland, the Local Energy Advice Programme (LEAP) visits households in or at risk of fuel poverty. See page 100 for details. To find out more about the national Warm Home Discount Scheme, visit [www.gov.uk/the-warm-home-discount-scheme](http://www.gov.uk/the-warm-home-discount-scheme)



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

## Shopmobility

Shopmobility loans manual and powered wheelchairs and scooters to people with limited mobility so they can shop and use leisure and commercial facilities.

Schemes are available in Leicester City, Fosse Shopping Park, Coalville, Loughborough, Melton Mowbray and Market Harborough.



## Wheelchairs

Wheelchairs can make it possible for you to get out, move around safely and can also help your carers if you have one. If you need a wheelchair for longer than six months and have a permanent disability, talk to your GP. They will be able to refer you to the local wheelchair service for a mobility assessment to find out if you fit the criteria for a wheelchair on a long-term loan.

If you are not eligible for a wheelchair through

the NHS, but would like to borrow or hire one, the following organisation may be able to help.

### **British Red Cross Medical Loan Scheme**

Provides short-term wheelchair loan.

Tel: **0300 456 1914**

Web: **[www.redcross.org.uk/get-help/borrow-a-wheelchair](http://www.redcross.org.uk/get-help/borrow-a-wheelchair)**

Buying a wheelchair privately is an alternative option.

## AskSARA

The Disabled Living Foundation (DLF) provides a quick and easy to use online guided advice service called AskSARA, which can help anyone who finds they have difficulties with everyday tasks.

Visit **[asksara.livingmadeeasy.org.uk](http://asksara.livingmadeeasy.org.uk)** to learn more about possible solutions or see pages 10 to 11. Once you have identified equipment which might help with your support needs, use the checklist on page 14 to make sure it's right for you.

## Assistive technology, telecare and community alarms

Assistive technology is a term used to describe devices and systems which can help people to live in their own homes and community with greater safety and independence.

There are different types of assistive technology depending on your needs and situation. These range from simple battery-operated items to more complex devices, such as telecare equipment which links through your telephone to a community alarm monitoring centre so help is available 24 hours a day, giving security and peace of mind.

Telecare sensors which are linked to a community alarm can automatically detect things such as fire and heat, low temperature in a room, carbon

monoxide, a fall in the home or a vulnerable person exiting the property.

Simple sensors which do not need to be linked to a community alarm can alert a carer in the same house to a call for support, movement in an area or the opening of a door.

Assistive technology is also available for raising an alert and locating a person in their community via GPS satellite location devices or for detecting a person's activity within their home. In addition, there is an increasing amount of mainstream mobile and internet-linked assistive technology which can contribute to the safety and wellbeing of a vulnerable person and support their carers.

Community alarms can give you peace of mind 24 hours a day, seven days a week and are ideal for anybody who feels vulnerable and may need an urgent response. The alarm is worn around the neck or wrist and is connected to your home phone line. At the touch of a button, you will be able to speak to an operator who will help assess what support is needed, such as contacting your next of kin or the emergency services.

Most district councils in Leicestershire provide a chargeable community care alarm service, find out more at [www.leicestershire.gov.uk/lifelines-telecare-and-alarms](http://www.leicestershire.gov.uk/lifelines-telecare-and-alarms)

In Leicester City, LeicesterCare provides a chargeable telecare service (current costs are between £0.76 and £3.97 per week dependent on your circumstances). Contact the team to find out more about how this service can help you, your family or friends. Note: prices correct as of April 2021 but may increase over time.

Contact Leicester City Council's telecare and assistive technology specialists, LeicesterCare, on

**0116 373 7961/7962, 0116 454 0230** or by email at [leicestercare@leicester.gov.uk](mailto:leicestercare@leicester.gov.uk)

For more information about assistive technology, telecare and alarms in Leicester City and Leicestershire, visit [www.medequip-connect.com](http://www.medequip-connect.com)

In Rutland, you can contact the assistive technology service run by Longhurst Group on behalf of Rutland County Council. Call **0300 123 1745** or email [lifeline@longhurst-group.org.uk](mailto:lifeline@longhurst-group.org.uk)



## COULD YOU OPEN YOUR HEART AND HOME TO A LEICESTERSHIRE CHILD IN CARE?

**Provide a family environment and teach them essential life skills?  
Find out more about fostering a local young person.**



**FosteringLeicestershire.com**  
**0116 305 0505**

Leicestershire  
**Fostering  
& Adoption**



We suggest you consider the following questions before buying any assistive technology. If you are in any doubt about what technology might help meet your needs, you can contact your council or visit <https://asksara.livingmadeeasy.org.uk>

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

## Suitability

Does the equipment support your specific needs?

Are you willing to use it?

Will it fit into your everyday life and routine?

Have you tried a demo of the equipment?

Do you understand what the equipment is for?

Do you need to take it with you when you leave the house? Is it transportable?

Does the equipment have any limitations that would make it unsuitable for you?

Will it work alongside any assistive technology you already have?

## Usability

Is a simpler piece of equipment available, e.g. a pill case rather than an automated pill dispenser?

Does the equipment need a plug socket, and will its wire cause a trip hazard?

Is it easy to use? Can you read/hear it clearly and are any buttons big enough for you?

Are you able to use it? Are there any aspects you don't understand?

Is it portable?

## Notes

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Will it need to be installed by a professional?

Can the retailer provide you with training in using the equipment?

## Reliability

Will it work if you have pets or live with other people, e.g. could someone else set off a sensor alarm by accident?

Have you read reviews of the particular piece of equipment you are looking at? Consider these before making your purchase.

Can you speak to someone who already uses it?

Does it require batteries? Find out how often they will need changing and whether the equipment will remind you to do this.

Is it durable? If you might drop it, is it likely to break?

## Cost

Do you know how much it costs?

Will you need to pay a monthly charge?

Are there alternative solutions that might be free?

Is there a cost associated with servicing the equipment?

# Support from your local council

If you approach your local 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 are over 18 and think you have care or support needs, you have the legal right to request 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.

The assessment will also consider:

- what you can do for yourself (your strengths);
- what help and support you have or could have from the people in the community around you; and
- what support you may need to keep you safe and well.

Following the assessment, adult social care will make an eligibility decision. Your local council will give you more information on eligibility but, all councils use the same national criteria to assess eligibility, as defined in the Care Act 2014.

If you have eligible care and support needs, adult social care will talk to you about finding the right solutions which may range from information and advice to what services you may need. Whilst the assessment is free, a financial assessment will be carried out to determine how much you will have to contribute to the cost of any services.

Information on paying for care can be found on page 25 if you are receiving home care and page 59 if you are moving into a care home.

You will need to refer to adult social care in Leicester, Leicestershire or Rutland for an assessment. You can complete a self-assessment if you want to, with support as necessary, where you will fill out the documentation yourself. In Leicester City and Leicestershire, you can complete an online self-assessment.

### Leicester City Council

Web: [mysupportneeds.leicester.gov.uk](http://mysupportneeds.leicester.gov.uk)

### Leicestershire County Council

Web: [customerportal.leics.gov.uk](http://customerportal.leics.gov.uk)

Alternatively, to contact adult social care to request an assessment, refer to the details below.

### Adult Social Care Leicestershire County Council

Tel: **0116 305 0004** (Monday to Thursday, 8.30am to 5.00pm; and Friday, 8.30am to 4.30pm).

Out-of-hours tel: **0116 255 1606**

Email: [adultsandcommunitiescsc@leics.gov.uk](mailto:adultsandcommunitiescsc@leics.gov.uk)

Web: [www.leicestershire.gov.uk/adult-social-care-and-health](http://www.leicestershire.gov.uk/adult-social-care-and-health)

### Adult Social Care Leicester City Council

Tel: **0116 454 1004** (Monday to Friday 8.00am to 6.00pm).

Out-of-hours tel: **0116 255 1606**

Email: [contact-response@leicester.gov.uk](mailto:contact-response@leicester.gov.uk)

Web: [www.leicester.gov.uk/health-and-social-care/adult-social-care](http://www.leicester.gov.uk/health-and-social-care/adult-social-care)

### Adult Social Care Rutland County Council

Tel: **01572 758341** (Monday to Thursday, 9.00am to 5.00pm; and Friday, 9.00am to 4.30pm).

Out-of-hours tel: **0116 255 1606**

Email: [adultduty@rutland.gov.uk](mailto:adultduty@rutland.gov.uk)

Web: [www.rutland.gov.uk/my-services/health-and-family/adult-social-care](http://www.rutland.gov.uk/my-services/health-and-family/adult-social-care)

## Personal Budgets

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

A Personal Budget is the amount of money councils calculate it will cost to meet the support needs of eligible people.

If you are eligible for a Personal Budget, the actual amount your local council will contribute will depend on your eligible needs and your finances.

The money must be spent in line with a support plan which will be agreed by both you and your local 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.

If you are eligible for a council contribution towards your Personal Budget, it may be taken:

- in the form of a Direct Payment, held directly by you or, where you lack capacity, by an authorised person;
- as a managed service which may be limited to those organisations who have a contract with the council; or
- as a mixture of the above.

Direct Payments must only be used to pay for the care and support agreed in your care and support plan. Any eventual contractual agreement for services through a Direct Payment is between you and your care provider, not your local council.

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## Assessments from hospital

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.

If you need services when you return home from

hospital, adult social care can work with you, your family and carers to either restart services already in place prior to admission or to assess any needs.

For more information about assessments, see page 15.

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## Reablement

Reablement is an intensive short-term service which 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, which may vary from a few days up to a few weeks. The support you receive will be continuously monitored and reduced as you get stronger and more independent.

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 you do not start to depend on support which 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 which means you need to cook. They may also identify pieces of equipment which could support you to regain or maintain your independence for as long as you can.

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

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## NHS Continuing Healthcare

Some people with long-term needs qualify for social care arranged and funded solely by the NHS.

This is known as NHS Continuing Healthcare. 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.

Many people are not aware of NHS Continuing Healthcare so consider asking your GP, adult social

care, hospital staff or people co-ordinating your care for more information.

The process involved in NHS Continuing Healthcare assessments can be complex. An organisation called **Beacon** gives free independent advice on NHS Continuing Healthcare.

Tel: **0345 548 0300**

Web: **www.beaconchc.co.uk**

## 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 an adult carer?

A carer is anyone over the age of 18 who looks after, unpaid, an adult friend or family member who due to illness, disability, substance misuse or a mental health need, cannot cope without their support. 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 helping with:

- dealing with finances;
- liaising with doctors and social workers;
- 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 communication.

## Carers' support in Leicestershire

Carers can access support in Leicestershire if the person being cared for lives in the county of Leicestershire and both the carer and cared for person are over the age of 18.

Whether caring full-time or just a few hours a week, there is an information and advice service for carers across Leicestershire through the County Council's Carers' Support Service.

The Carers' Support Service includes an advice line,

telephone befriending, carers' support groups and support to complete a carers' assessment.

Tel: **01858 468543**

Email: **maureen@supportforcarers.org**

Web: **www.supportforcarers.org**

There is also a wide range of other local and national organisations who can provide support to carers in Leicestershire. Details of these can be found beginning on page 21. →

# Think you need medical help right now? Call 111

You can help us help you get  
the right medical attention urgently.

Our fully trained advisors  
are available 24 hours  
a day and can put you  
straight through to  
healthcare professionals.

**HELP US  
HELP YOU**

KNOW WHAT TO DO

Heidi Nielsen,  
Nurse

CALL  
**111**

## ➔ Other resources

Leicestershire County Council has teamed up with Carers UK to provide carers in Leicestershire with a wide range of digital resources including:

- free access to the 'Jointly' app – allowing carers to share and manage their caring responsibilities with friends, family and neighbours. The app is a central place to store and share important information about the person being cared for. Set up appointments, allocate tasks, save files and notes, manage medication and lots more;
- online courses – helping carers identify and find resources, technology and support to help continue caring;
- guides from Carers UK – free publications for carers, including: Upfront guide to caring, Looking after someone – carers rights guide and Being heard: a self-advocacy guide for carers; and
- links to local resources and sources of information and support for people who

are looking after a loved one.

### **Carers UK Digital Resource for Carers**

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

Your free access code is DGTL7729. Use this code to get access to all the services listed in this section.

In Leicestershire, carers can apply for a carers' assessment online. It will take about 20 minutes to complete, and carers will be asked questions about themselves and the person they care for.

Carers will need an email address to register, and they can complete the form themselves or get someone to do it for them. The form can be accessed from the website below.

### **Leicestershire County Council**

Web: **[www.leicestershire.gov.uk](http://www.leicestershire.gov.uk)** (search 'what is a carer's assessment?').

## **Carers' support in Leicester City**

Carers caring for someone who lives in Leicester City should approach the Leicester Carer Support Service in the first instance, wherever possible.

The Leicester Carer Support Service will ensure that carers receive information and advice relevant to their specific needs and are offered appropriate support. The Leicester Carer Support Service

will also ensure a referral is made for a carers' assessment when required and will support the carer to complete the online referral. With consent, this will include a record of the support that the service has already provided to the carer.

### **Leicester Carer Support Service**

Tel: **0116 222 0538**

## **Carers' support in Rutland**

The Rutland Carers Team work with unpaid carers who are caring for someone who could not manage on their own due to illness, disability or mental health issues. Carers can contact the team to request a carer's assessment. As part of the conversation, carers will discuss the impact of their caring role on their wellbeing and identify any support needs they have. The team will then help carers to identify the services and support options that are right for them.

The Carers Passport is a free ID card for carers, that is recognised across Leicester, Leicestershire and Rutland. It is available to those who provide help to a family member, friend or neighbour who cannot

manage on their own. It has been created to help carers be more easily recognised, and to allow them to access the support and services they need. You can request a Carers Passport in Rutland by using the details below.

### **Rutland Carers Team**

Tel: **01572 758341**

Email: **[carersteam@rutland.gov.uk](mailto:carersteam@rutland.gov.uk)**

You can also contact independent organisations such as Voluntary Action South Leicestershire, Carers Trust East Midlands or Age UK Leicestershire and Rutland for additional carers' services – contact details are on page 21.

Agency 1 .....

Agency 2 .....

Agency 3 .....

Fees per week	Quality rating*
£	
£	
£	

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

## About the agency

How long has the agency been operating?

How long are staff allocated per visit?

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

Does the agency have experience with your specific needs?

## Staff

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

Are all staff checked with the Disclosure and Barring Service?

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

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

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

Does the agency have both male and female staff?

## Accommodating your needs

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

Does the agency have a training scheme in place?

Are all staff trained to a certain level?

Are staff able to help with administering medication if required?

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

## Regulation

Will your support plan be reviewed at regular intervals?

Can you see the agency's contract terms?

Can you lodge a complaint easily?

Are complaints dealt with quickly?

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

## Notes

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\*See page 63.

## Having a carers' assessment

Carers are entitled to a carers' assessment regardless of:

- the amount or type of care they provide;
- their financial means;
- whether the person they care for has eligible care and support needs or doesn't wish to be assessed by adult social care;
- their level of need for support;
- whether they live with the person; and
- whether they receive Carer's Allowance or not from the Department of Work and Pensions (DWP).

A carer's individual assessment will look at their existing support network, for example, family or friends. It considers the things they want or need to achieve outside of their caring role, the impact caring has on their ability to carry out those

activities and how it affects their wellbeing.

### Carers' Personal Budgets

Based on the information contained in a carer's assessment, adult social care will determine their eligibility for support. Whether a carer is eligible for a carers' Personal Budget or not, they will be provided with advice and information to support them in their caring role.

A carers' Personal Budget allows carers to buy support for themselves to support them in their caring role. It cannot be used to buy support for the cared for person. The money is not taxed, and it will not affect any welfare benefits.

### Benefits

Carers are encouraged to find out about Carer's Allowance and other benefits either they or the person they care for could apply for at [www.gov.uk](http://www.gov.uk)

## Useful organisations supporting carers

You can find out more about the local organisations supporting carers by exploring [mychoice.leicester.gov.uk](http://mychoice.leicester.gov.uk) in Leicester, [www.leicestershire.gov.uk/information-and-support-directory](http://www.leicestershire.gov.uk/information-and-support-directory) in Leicestershire or [ris.rutland.gov.uk](http://ris.rutland.gov.uk) in Rutland. Rutland County Council also has a dedicated carers team, see page 19.

### Age UK Leicester Shire & Rutland

Free and confidential support offered to older and younger carers of older people, including information and advice, home respite and carers' support groups. For more information about other local Age UK services, see page 97.

Tel: **0116 299 2233**

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

Web: [www.ageuk.org.uk/leics/our-services/support-for-carers](http://www.ageuk.org.uk/leics/our-services/support-for-carers)

### Carers Centre Leicestershire & Rutland, The

A local charity committed to helping carers of people with differing needs across Leicester, Leicestershire and Rutland.

Tel: **0116 251 0999**

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

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

### Carers UK Digital Resource for Carers

Leicestershire County Council has teamed up with Carers UK to provide carers in Leicestershire with access to a wide range of digital tools and resources. Your free access code is DGTL7729.

See page 19 for more details.

Web: [www.carersdigital.org](http://www.carersdigital.org)

### TuVida

A local organisation supporting carers in the East Midlands. It supports both adult and young carers and has various support groups and services to help carers in their role.

Tel: **0115 824 8824**

Email: [eastmidlands@tuvida.org](mailto:eastmidlands@tuvida.org)

Web: [www.tuvida.org/eastmidlands](http://www.tuvida.org/eastmidlands)

### Voluntary Action South Leicestershire (VASL)

VASL is a charity providing a specific service for carers across Leicestershire, including carers' support groups, information and advice and help with carers' assessments.

Tel: **01858 468543**

Email: [maureen@supportforcarers.org](mailto:maureen@supportforcarers.org)

Web: [www.vasl.org.uk/services/support-for-carers-leicestershire](http://www.vasl.org.uk/services/support-for-carers-leicestershire)

# Care in your own home

Carefully chosen home care with a good quality provider is an excellent way to retain your independence, whilst getting the help you need to stay happy and safe.

It can offer the opportunity to remain living at home, in your own familiar surroundings, and to retain a quality of life you might have feared you had 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 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 will be fully involved in looking at what will suit you best. Your family can also be involved 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.

## 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 which can enable them to remain living at home.

Agencies will provide live-in care, where a care worker will stay with you at home to support you throughout the day and night. See below for more information about live-in care.

A list of all home care agencies operating in Leicester, Leicestershire and Rutland starts on page 29.

## Live-in care

Live-in care is a viable alternative to residential care, where a fully trained care worker lives and works in your own home to support your individual needs and help you maintain your independence. The carer must be allowed breaks and have somewhere to sleep at night.

Support available from live-in carers can range from personal care and mobility assistance to more complex health requirements, as necessary.

The cost of live-in care varies depending on your circumstances, including the level, type and duration of care that you require.

Any organisation that employs live-in carers is required to register with the Care Quality Commission (CQC) and ensure that its employees follow the essential standards of quality and safety in their practices. For more information about the CQC, see page 63.



## Search for care in your area

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

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

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



## Finding care in your area

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

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

Your search can be refined by the type of care you are looking for and the results can be sent to you by email. They can also be saved and emailed to others.

The website includes detailed information for each care provider, including the address, phone number and the service's latest CQC inspection report and rating (see page 63), indicating the quality of care provided.

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

The Care Quality Commission ([www.cqc.org.uk](http://www.cqc.org.uk)) is responsible for checking any care provided meets essential standards of quality and safety and awards

quality ratings. Further information is on page 63.

The Homecare Association 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, handypersons 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.

## Living well with dementia

There is another publication produced by Care Choices that provides more detailed advice to support people affected by dementia to live well. It is called the Dementia Friendly Leicester, Leicestershire and Rutland Guide.

You can get a copy of the guide from your local library, most GP surgeries or by calling Care Choices on **01223 207770**. The guide is also available online at [www.carechoices.co.uk/publication-type/dementia-guides](http://www.carechoices.co.uk/publication-type/dementia-guides)

In the guide, you will find a wealth of advice for you and your family, from first diagnosis and through

your journey with dementia. It also contains a list of local community groups and national helplines that specifically support people affected by dementia which compliments the services and support explained in the guide.

If you would prefer to talk to someone, your first point of contact should be one of the local Dementia Support Services. There are two different services, one covering Leicester and Leicestershire and one covering Rutland, both provided by Age UK.



## The Dementia Support Service in Leicester and Leicestershire

The Dementia Support Service provided by Age UK Leicester Shire & Rutland, offers free information, support and guidance for people with memory issues and/or a diagnosis of dementia, and their carers. You may want to contact the service for:

- personalised one to one support;
- information, advice and signposting;
- post diagnostic support;

- social groups and activities;
- informal carer learning sessions; and
- digital resources.

Tel: **0116 223 7363**

Email: **dementia.support@ageukleics.org.uk**

Web: **www.ageuk.org.uk/leics** (search 'dementia support service').

## The Dementia Support Service in Rutland

Age UK Leicester Shire & Rutland also provide a Dementia Support Service in Rutland which complements the Admiral Nurse service and offers face-to-face support, advice and information to people affected by dementia, including:

- information about diagnosis;
- information about services and how to access ongoing support;
- a peer support group and the Rutland Carers'

Support group; and

- access to training opportunities for informal carers.

Tel: **01572 823942**

Mob: **07738 820910**

Email: **yvonne.rawlings@ageukleics.org.uk**

Web: **www.ageuk.org.uk/leics** (search 'Rutland dementia support service').

## Other local dementia support

These are other organisations who are committed to supporting people to live well with dementia in Leicester, Leicestershire and Rutland.

### Admiral Nurse Service

This service provides specialist dementia support. When things get challenging or difficult for people living with dementia and their families, Admiral Nurses offer one-to-one support, expert guidance and practical solutions tailored to individual needs and challenges. Contact the service using the details below for referral criteria.

Email: **admiralnurse@rutland.gov.uk** (Rutland).

Email: **admiralnursing@uhl-tr.nhs.uk** (University Hospitals of Leicester NHS Trust, based at the Leicester Royal Infirmary).

There are other local Admiral Nurses – find out if there is one in your area by calling Dementia UK on **0800 888 6678** or visiting **www.dementiauk.org/get-support/find-an-admiral-nurse**

### Leicestershire Police and Leicestershire Fire and Rescue Services

Leicestershire Police and Leicestershire Fire and Rescue Services support the creation of Dementia Friendly Communities and work with local agencies in Leicester, Leicestershire and Rutland to support initiatives and work which supports this aim, including becoming Dementia Friends. One initiative local police are promoting is the Herbert Protocol. This form helps people to be found more quickly if they go missing. You can download the form by visiting **www.leics.police.uk/notices/af/herbert-protocol** and it is also available in local police stations.

### Local health services

Memory issues are often the first thing people notice with dementia. If you're worried your memory is getting worse or is beginning to affect everyday life, the best thing to do is talk to your GP.

## The Memory Service

The Memory Service provides diagnostic assessment and treatment for people with dementia by Leicestershire Partnership NHS Trust. The service is accessed via a referral from your GP. This service is provided across Leicester City, Leicestershire County and Rutland. The service is provided by psychiatrists and mental health nurses. This service also refers people to their local Dementia Support Service (see page 24) for post diagnostic support. Leicestershire Partnership NHS Trust also provides a range of other services for people affected by dementia.

Web: [www.leicspart.nhs.uk](http://www.leicspart.nhs.uk)  
(search 'memory service').

## University Hospitals of Leicester NHS Trust

The University Hospitals of Leicester (UHL) Dementia Strategy Group has trust-wide, multi-professional representation, with members from Age UK, and includes patient and public involvement. The group is responsible for improving the quality of care for people with dementia and their carers who are admitted to hospital, ensuring recommendations from key national and local policies are implemented. Please tell staff if you have dementia and look out for the Forget-Me-Not logo around the hospital. The Dementia Support Service (see page 24) runs within Leicester hospitals too.

Web: [www.leicestershospitals.nhs.uk](http://www.leicestershospitals.nhs.uk)  
(search 'dementia').

## Dementia Friendly Community initiative

In Leicester, Leicestershire and Rutland (LLR) there is an active and supportive Dementia Friendly Community and several local Dementia Friendly Community Groups. These groups have developed in response to local interest and can link even closer to local communities, organisations and businesses

and support people to live well with dementia and raise awareness about living with dementia.

To find out more, contact the joint Chairs  
[samantha.clarke@blaby.gov.uk](mailto:samantha.clarke@blaby.gov.uk) or  
[lynne.woodward@leicestershire.pnn.police.uk](mailto:lynne.woodward@leicestershire.pnn.police.uk)

# 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. However, some types of savings are not considered when determining your contribution, so it may be worth asking adult social care for a financial assessment to check.

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.

Councils calculate charges in accordance with national regulations set by the Government. This ensures people are only required to pay what they can afford, considering capital, income and some disability 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 because of your disability or illness.

Figures mentioned here may change over the lifetime of this Directory.





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)

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

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

Ask questions

Get involved

Join the family

## 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 for people over state retirement age when they first claim (state retirement age is gradually increasing), and PIP to those aged 16 to 64 when they first claim. If you received PIP before you reached state retirement age, you will continue to receive PIP, provided you continue to meet the eligibility criteria. There are different rates which 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 who 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.

finding trusted, accredited financial advisers who understand financial needs in later life.

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

Further information on paying for care can be found beginning on page 59.



### Money Helper

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

Tel: **0800 138 7777**

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

### Society of Later Life Advisers (SOLLA)

Aims to assist consumers and their families in

### SEND Local Offer

Information for children and young people with special educational needs and disabilities is known as the 'Local Offer'. Further information on each local authority's offer can be found below.

#### Leicestershire County Council

Web: [www.leicestershire.gov.uk/education-and-children/special-educational-needs-and-disability](http://www.leicestershire.gov.uk/education-and-children/special-educational-needs-and-disability)

#### Leicester City Council

Web: [families.leicester.gov.uk/send-local-offer](http://families.leicester.gov.uk/send-local-offer)

#### Rutland County Council

Web: [ris.rutland.gov.uk](http://ris.rutland.gov.uk) (select 'SEND Local Offer').



**ASSURED COMMUNITY CARE**  
PROVIDING PERSONALISED SUPPORT

**Your Most Trusted Home Care Provider**

**01664 650021**



**We offer our care services to Melton Mowbray, Rutland and all surrounding villages**

- ✓ Personal Care
- ✓ Medication Management
- ✓ Companionship
- ✓ Hospital Discharge support
- ✓ End of Life Care
- ✓ Dementia Care
- ✓ Live in Care
- ✓ Complex Care
- ✓ Domestic Assistance
- ✓ Meal Preparation

**enquiries@assuredcommunitycare.co.uk**  
**www.assuredcommunitycare.co.uk**



**Helping Hands**  
Caring since 1989

**Home Care to support you in Leicestershire**

We provide personalised home care packages with care visits available from 30 minutes all the way up to full-time live-in care. Supporting you to live independently in the home you know and love, including:

- Personal Care
- Getting out and about
- House keeping
- Short term-care and more.



Call us today on: 01162 145 445



**Yes We Can • Yes We Care • Yes We Listen**

We are Companion Care Company; a family run care company who have over 15 years of experience in care, specialising in the following areas:

- Personal Care
- Dementia Care
- Respite Care
- Companionship
- Medicine Management
- Domestic Care

**0116 319 0997**  
**www.companioncareagency.net**  
**info@companioncareagency.com**



**Compassion & Care**  
*'Caring with Kindness'*

**07888 827656 • 01509 458724**  
**Caringcompassionate@gmail.com**  
**www.compassioncareltd.co.uk**



Compassion & Care Limited are committed to provide social care and support services for service users, to enable them to remain at home and remain as independent as possible. Our services include:  
• Home Care • Personal Care • Live-in Care • Companionship • Respite Care • End of Life Care • Dementia Care

**For more information, please contact us**

**Tell us what you think**

- ⦿ What have you found useful?
- ⦿ What could we do better?

**Share your feedback**

Take our five minute survey

**www.carechoices.co.uk/reader-survey**

**CareChoices**

# Home care providers

## 180 Surrey Street

Leicester

Tel: 0116 216 6362

OP D PD LDA MH YA

## 21 Huntingdon Road

Leicester

Tel: 0116 276 5691

Web: www.falconcareagencyltd.com

D PD MH SI YA

## 24/7 Flex Care Ltd

Leicester

Tel: 07796 008201

OP D PD LDA SI YA

## 24/7 Helping Hands Service Ltd

Leicester

Tel: 07721 991331

Web: www.247helpinghands.co.uk

OP D PD LDA YA

## 2M Health And Homecare Services Ltd

### Ross Walk Leicester

Leicester

Tel: 0116 266 6778

Web: www.2mhealthandhomecare.co.uk

OP D LDA MH SI YA AD

## 3 Star Health Care Ltd – Leicester

Leicester

Tel: 07716 740075

Web: www.3starhealthcare.com

OP D PD SI YA

## 39 Carnation Road

Loughborough

Tel: 07575 714245

MH YA AD

## A&R Guardian Services Ltd

Leicester

Tel: 07960 510689

Web: www.arguardian.co.uk

OP D PD LDA MH SI YA

## A2L Care Services

Leicester

Tel: 0116 319 5150

Web: www.a2lcareservices.co.uk

OP D PD MH YA

## Abbey Support & Services Ltd

Leicester

Tel: 07718 170186

Web: www.abbeysupportandservices.com

OP D PD MH SI YA

## Absolute Care – Barrow

Loughborough

Tel: 01509 881595

Web: www.absolutecareagency.org

OP D PD SI YA

## Abundant Life Care Ltd

Leicester

Tel: 07863 096983

Web: www.abundantlifecare.co.uk

OP D PD LDA YA

## Accredo Support & Development Ltd

Leicester

Tel: 0116 272 1345

Web: www.rehabilityuk.co.uk

PD LDA MH SI YA

## Achieve With Us Ltd

Hinckley

Tel: 01455 890494

OP LDA MH SI YA

## Action Deafness

Loughborough

Tel: 0844 593 8440

Web: www.actiondeafness.org.uk

SI

## Actus Healthcare

Leicester

Tel: 07868 154898

OP D PD SI YA

## ADA Homecare Ltd

Hinckley

Tel: 01455 640360

Web: www.adahomecareltd.org

OP D PD MH SI YA AD

## Adaptus Cares Ltd

Leicester

Tel: 0116 247 0327

Web: www.adaptuscares.co.uk

OP D PD LDA MH SI YA AD

## Advance

Leicester

Tel: 0333 012 4307

Web: www.advanceuk.org

LDA MH YA

## Affinity Trust – Domiciliary Care Agency – Central

Leicester

Tel: 0116 236 3793

Web: www.affinitytrust.org

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



**Our companionship, care and wellbeing services enrich lives and enable independence at home.**



- Wellbeing
- Personal care
- Dementia care
- Household tasks
- Medication support
- Outings & activities

**Please visit our website or call us at any time.**  
We are always happy to come and meet you to discuss how our services can help.

**Loughborough, Charnwood  
& Melton Mowbray**

**01509 426 037**  
loughborough@radfieldhomecare.co.uk

**Leicester East, Groby  
& Oadby**

**0116 481 0520**  
leicestereast@radfieldhomecare.co.uk

**www.radfieldhomecare.co.uk**

**Alliance SC Ltd**

Leicester

Tel: 0116 279 5185

OP D PD LDA MH SI YA AD

Web: www.alliancesc.co.uk

**Alpha-Imperial Private Ltd**

Leicester

Tel: 0116 319 6239

OP D PD LDA MH SI YA

Web: www.alpha-imperialcare.co.uk

**Always Take Care Ltd**

Oakham

Tel: 01572 869138

OP

Web: www.alwaystakecare.co.uk

**Amicare House**

Leicester

Tel: 0116 260 1747

OP D PD LDA MH SI

Web: www.amicare.org.uk

**Apollo Care & Support Ltd**

Leicester

Tel: 07957 905276

OP D PD LDA MH SI YA AD

Web: www.apollo-care-support.co.uk

**Arch Domiciliary Care Services Ltd**

Leicester

Tel: 0116 326 0167

OP D PD LDA MH SI YA AD

Web: www.arch-futures.org

**Arona Support**

Leicester

Tel: 07719 069174

OP D PD LDA MH SI YA AD

Web: www.aronasupport.co.uk

**Ashlands Mews**

Leicester

Tel: 0116 270 6634

Advert pages 52 &amp; 53

PD LDA MH YA

Web: www.prime-life.co.uk

**Aspire UK**

Leicester

Tel: 0116 262 1999

OP D PD LDA MH SI YA AD

Web: www.aspireuk.co.uk

**Assured Community Care**

Melton Mowbray

Tel: 01664 650021

Advert page 28

OP D PD SI

Web: www.assuredcommunitycare.co.uk

**Authentic Kare Company Ltd – 8 Wyndham Close**

Leicester

Tel: 0116 292 7274

OP D PD LDA MH SI

**B-Hope and Care Services Ltd**

Leicester

Tel: 07707 508543

OP D PD SI YA

**Bait'ul Care Ltd**

Leicester

Tel: 0333 772 0827

OP

Web: www.baitulcare.com

**Barclay Services**

Leicester

Tel: 0116 368 0914

OP LDA YA

Web: www.chartwelltrustcare.org/services/supported-living-services

**Bateleur HC Ltd**

Leicester

Tel: 0116 326 0380

OP D PD LDA MH SI YA

Web: www.bateleur.info

**BCML Health Ltd**

Leicester

Tel: 0116 246 4859

OP D PD LDA MH SI YA

Web: www.bcmlhealth.com

**Beaumont Business Enterprise**

Leicester

Tel: 0116 478 3433

OP D PD YA

Web: www.pro-help.co.uk

**Best Deal Care Ltd**

Leicester

Tel: 0116 429 9934

OP D PD LDA YA

Web: www.bestdealcare.co.uk

**Bi Flexi Support Ltd**

Leicester

Tel: 0116 282 5012

OP D PD LDA MH SI YA

**Blue Arch Homecare**

Leicester

Tel: 07557 774723

OP D PD SI YA

Web: www.bluearchhomecare.co.uk

**Blue Ribbon Care (Leicestershire and Rutland)**

Market Harborough

Tel: 01858 827092

OP D LDA MH SI YA AD

Web: www.blueribboncare.org.uk

**Service**

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

**User Bands**

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



Where caring matters

Established in 1994

Shepshed Carers proudly provide **high quality** domiciliary care for the elderly, disabled and seriously ill. Our services, which ensure you maintain your **independence, dignity** and **choice** include:

- Personal Care
- Meal preparation
- Sitting Service
- Escort duties
- Household & Domestic Tasks



For more information, please contact us:

01509 505243 • [www.shepshedcarers.co.uk](http://www.shepshedcarers.co.uk)  
administration@shepshedcarers.co.uk

Right at Home Loughborough

Quality care services in the comfort of your own home

If you or a loved one are looking for high quality care, companionship, or support for complex conditions, contact Right at Home Loughborough for more information.

Contact us: 01509 279360  
[www.rightathome.co.uk/loughborough](http://www.rightathome.co.uk/loughborough)



At Witlens Ltd, we passionately believe that most people want to receive care whilst in their homes to maintain their independence for as long as possible.

- Our services include: **Domiciliary Care**
- Supported Living Care
  - Live-in Care
  - Respite Care
  - Companionship
  - End of life Care



We are a household name in Domiciliary Care and Supported Living Service, for more info on how we can help, contact us:



01164 973936 • [www.witlens.co.uk](http://www.witlens.co.uk)  
management@witlens.co.uk



Tel: 0116 218 4989 / 218 4965  
Email: [leicester@myhomecare.co.uk](mailto:leicester@myhomecare.co.uk)  
Web: [www.leicester.myhomecare.co.uk](http://www.leicester.myhomecare.co.uk)

Helping you remain independent in your own home

- Medication Assistance
- Palliative Care
- Respite Cover
- Shopping Service
- Laundry Service
- Cleaning Service
- Transportation Service
- Live in Care
- Personal Care
- Companionship
- Dementia Care
- High Dependency Care
- Meal Preparation
- Sleeping night & Waking night care

All our staff are fully checked, inducted, trained and certified in accordance with skills of care.

My Homecare is a Care Quality Commission Registered Service Provider



Panashe Home Care Services Ltd  
"there is no place like home"



Panashe Home Care Services is a medium sized, family run organisation which provides care and support for people living in their own home. All our care givers are fully trained and passionate about what they do.

At Panashe we strive to make a difference in people's lives by listening and ensuring that people do not have to change their lifestyles to receive care. Instead our Team goes the extra mile to meet people receiving care at their point of need.

We care because we love to care, there is no place like home.

Panashe Care specialises in a full range of care services to include:

- Live In care
- Personal care
- Medication prompting
- Shopping
- Domestic support
- Companionship and Dementia care
- Learning Disability care
- End of Life champions

For more information, contact us:  
0116 266 9996 • 0116 2697583  
07468 490 972

[www.panashecare.co.uk](http://www.panashecare.co.uk)  
info@panashecare.co.uk



We provide a broad range of services supporting older people, adults, children and families in their own homes; The services include:

- **Supported Living** – Helping adults with a range of needs to live independently and safely in their local communities. The support provided is flexible and based on individual needs. It can range from a few hours each day to full time. We offer a service that helps people with a wide range of support needs retain their independence whilst still having that extra physical and emotional support.

We also provide Live-in Care, Domiciliary Care, End of Life Care, Dementia Care and more

0330 133 2490 | [www.midlandscaredirect.co.uk](http://www.midlandscaredirect.co.uk)  
info@midlandscaredirect.co.uk



**Bluebird Care (Leicester, Hinckley, Bosworth and Blaby)**

Leicester  
Tel: 0116 217 1405 **OP D PD LDA MH SI YA AD**  
Web: [www.bluebirdcare.co.uk/leicester](http://www.bluebirdcare.co.uk/leicester)

**Bluebird Care (Market Harborough and Oadby)**

Leicester  
Tel: 0116 271 8222 **OP D PD LDA SI YA**  
Web:  
[www.bluebirdcare.co.uk/market-harborough-oadby](http://www.bluebirdcare.co.uk/market-harborough-oadby)

**Bluebirdcare Ltd / Loughborough & Ashby-de-la-Zouch**

Loughborough  
Tel: 01509 815869 **OP D PD LDA MH SI YA**  
Web: [www.bluebirdcare.co.uk](http://www.bluebirdcare.co.uk)

**Bluewood Healthcare**

Leicester  
Tel: 0116 255 8866 **OP D PD LDA MH**  
Web: [www.bluewoodhealthcare.co.uk](http://www.bluewoodhealthcare.co.uk)

**Bluewood Recruitment Ltd – Loughborough**

Loughborough  
Tel: 0116 255 8866 **OP D PD LDA MH YA**

**BM Care Management Solutions Ltd – 1A West Street**

Leicester  
Tel: 01455 846343 **OP PD LDA MH SI YA**  
Web: [www.bmcmsolutions.co.uk](http://www.bmcmsolutions.co.uk)

**Bonney Care Agency**

Leicester  
Tel: 07795 598671 **OP D PD LDA MH SI YA**  
Web: [www.bonneycare.co.uk](http://www.bonneycare.co.uk)

**Bosworth Homecare Administrative Offices**

Nuneaton  
Tel: 01455 292648 **OP D PD LDA MH SI YA**  
Web: [www.bosworthhomecare.co.uk](http://www.bosworthhomecare.co.uk)

**Brand Care**

Leicester  
Tel: 0116 273 6277 **OP D LDA MH YA**  
Web: [www.allagcare.co.uk](http://www.allagcare.co.uk)

**Bridgate Home Care**

Leicester  
Tel: 07909 600094 **OP PD YA**

**Bright Almond Care Ltd**

Leicester  
Tel: 07983 920962 **OP D PD LDA SI YA**  
Web: [www.brightalmondcare.co.uk](http://www.brightalmondcare.co.uk)

**Bright Intergrated Care Ltd**

Leicester  
Tel: 07876 516109 **OP D PD LDA MH SI YA AD**

**Brockshill Woodlands**

Oadby **Advert pages 52 & 53**  
Tel: 0116 271 6014 **OP D PD**  
Web: [www.prime-life.co.uk](http://www.prime-life.co.uk)

**Burbage Homecare Ltd**

Hinckley  
Tel: 01455 239435 **OP D PD SI YA**

**Business Box, Leicester (Paradise Hope Ltd)**

Leicester  
Tel: 0116 279 5141 **OP D PD LDA MH SI YA AD**

**Cairbairz Ltd – Leicester**

Enderby  
Tel: 0116 284 9889 **OP D PD LDA SI YA**  
Web: [www.cairbairz.co.uk](http://www.cairbairz.co.uk)

**Care 4 U – 466 Melton Road**

Leicester  
Tel: 0116 266 1800 **OP D PD LDA MH SI YA**  
Web: [www.care4u-ltd.co.uk](http://www.care4u-ltd.co.uk)

**Care at Home (Midlands) Ltd**

Ratby  
Tel: 0843 289 1197 **OP D PD LDA SI YA AD**  
Web: [www.careathomemidlands.co.uk](http://www.careathomemidlands.co.uk)

**Carelink Healthcare Professionals Ltd**

Leicester  
Tel: 0116 251 3373 **OP D PD LDA MH SI YA**  
Web: [www.carelinkhealthcare.co.uk](http://www.carelinkhealthcare.co.uk)

**Caremark – Charnwood**

Loughborough  
Tel: 01509 643434 **OP D PD LDA MH SI YA AD**  
Web: [www.caremark.co.uk](http://www.caremark.co.uk)

**Caremark Hinckley Bosworth & Blaby**

Leicester  
Tel: 0116 429 1100 **OP D PD LDA MH SI YA AD**  
Web: [www.caremark.co.uk](http://www.caremark.co.uk)

<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

**Carers Direct Homecare Ltd**

Leicester  
Tel: 0116 273 6066 **OP D PD LDA MH SI YA AD**  
Web: www.carersdirecthomecare.com

**Carewatch (Harborough)**

Market Harborough  
Tel: 01858 466999 **OP D PD LDA MH SI YA AD**  
Web: www.caremark.co.uk

**Caring Companions Homecare Ltd**

Leicester  
Tel: 0116 319 2450 **OP D PD LDA MH SI YA AD**  
Web: www.caringcompanionshomecare.co.uk

**Caring Company Rutland Ltd, The**

Oakham  
Tel: 07764 235075 **OP D PD SI YA**  
Web: www.thecaringcompanyrutland.co.uk

**Caring Hands (Domiciliary Care) Ltd**

Ashby-de-la-Zouch  
Tel: 01530 563300 **OP D PD LDA MH SI YA**  
Web: www.caring-hands.co.uk

**Caring Hands Leicester Ltd**

Leicester  
Tel: 0116 229 3006 **OP D PD LDA MH SI YA AD**

**Case Healthcare**

Leicester  
Tel: 07462 318983 **OP D PD LDA MH SI YA AD**

**Choice East Midlands (Supported Living)**

Market Harborough  
Tel: 01858 419145 **OP LDA YA**  
Web: www.hft.org.uk

**Choices Care Ltd**

Leicester  
Tel: 0116 268 2982 **OP D PD LDA MH SI YA**  
Web: www.choicescare.org

**CM Community Care Services Ltd Leicester**

Leicester  
Tel: 07919 400681 **OP D PD LDA SI YA**

**Community Careline NWL Ltd**

Hugglescote  
Tel: 01530 262688 **OP D PD MH SI**  
Web: www.communitycareline-nwl.co.uk

**Community Support Services**

Oakham  
Tel: 01572 722577 **OP D PD LDA MH SI YA AD**  
Web: www.rutland.gov.uk

**Community Support Services Micare**

Oakham  
Tel: 01572 758341 **OP D PD LDA MH SI YA AD**

**Companion Care Agency**

Leicester **Advert page 28**  
Tel: 0116 319 0997 **OP D PD YA**  
Web: www.companioncareagency.net

**Compassion Care Service Ltd**

Loughborough  
Tel: 07903 053069 **OP D PD LDA MH YA**

**Creative Care**

Leicester  
Tel: 0116 278 0148 **LDA MH SI YA**

**Creative Care (Leicester)**

Leicester  
Tel: 0116 246 1425 **OP LDA MH YA**

**Creative Care Ltd**

Leicester  
Tel: 0116 248 7175 **OP D PD LDA MH SI YA**

**Creative Support – Leicester Service**

Leicester  
Tel: 0116 254 6520 **LDA MH**  
Web: www.creativesupport.co.uk

**Crewton Care**

Leicester  
Tel: 07588 495436 **OP YA**  
Web: www.crewtoncare.com

**Crystal Care Service (Leicester)**

Leicester  
Tel: 07481 833399 **OP D PD LDA**  
Web: www.crystalcareuk.com

**D & H Community Support Ltd**

Wigston  
Tel: 0116 296 6915 **OP D PD LDA MH SI YA**

<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

**D R & C Private Home Care Ltd**

Leicester

Tel: 0116 255 5560 **OP D PD LDA MH SI YA**Web: [www.drcprivatehomecare.co.uk](http://www.drcprivatehomecare.co.uk)**Dandelion Home Care**

Leicester

Tel: 0116 216 1440 **OP D PD MH SI YA**Web: [www.dandelionhomecare.co.uk](http://www.dandelionhomecare.co.uk)**Direct Care Works Ltd**

Leicester

Tel: 0116 262 9332 **OP D PD LDA MH SI YA AD**Web: [www.directcareworks.co.uk](http://www.directcareworks.co.uk)**Diversity Social Care Ltd**

Leicester

Tel: 07508 516254 **OP D PD LDA MH SI YA AD**Web: [www.diversitysocialcare.co.uk](http://www.diversitysocialcare.co.uk)**Divine Home Care Ltd**

Leicester

Tel: 0116 268 1341 **OP D PD LDA YA**Web: [www.divinehomecare.co.uk](http://www.divinehomecare.co.uk)**Domiciliary Care Service**

Leicester

Tel: 0116 454 5422 **OP D PD LDA MH SI YA AD****Domiciliary Care Services (UK) Ltd  
– Knighton Road**

Leicester

Tel: 0116 270 1602 **OP D PD MH SI**Web: [www.domiciliarycareservices.org.uk](http://www.domiciliarycareservices.org.uk)**Dreisco Care Ltd**

Wigston

Tel: 0116 277 1222 **OP D PD LDA MH YA**Web: [www.dreiscocare.com](http://www.dreiscocare.com)**Dynamic Care Services Ltd**

Leicester

Tel: 07538 632553 **OP D PD LDA MH SI YA**Web: [www.dynamiccareservices.com](http://www.dynamiccareservices.com)**E&S Care At Home Ltd**

Leicester

Tel: 07513 491556 **OP D PD YA****East Midlands Homecare Ltd**

Castle Donington

Tel: 01332 813913 **OP D PD SI YA**Web: [www.eastmidlandshomecare.co.uk](http://www.eastmidlandshomecare.co.uk)**Elliott Residential Care Home**

Leicester

Tel: 0116 254 4458 **OP D LDA MH SI YA**Web: [www.elliottcarehome.co.uk](http://www.elliottcarehome.co.uk)**Embraced Care**

Leicester

Tel: 07951 177340 **OP D PD LDA MH YA****Emma Way Associates**

Leicester

Tel: 01664 840730 **OP PD YA****Enable Inclusive Support Ltd**

Leicester

Tel: 0116 268 1341 **PD LDA MH SI YA**Web: [www.enableltd.co.uk](http://www.enableltd.co.uk)**Enlightened Care Generation Ltd**

Leicester

Tel: 0116 279 5174 **OP D PD LDA MH YA****Enliven Social Care Ltd**

Melton Mowbray

Tel: 0333 533 0021 **OP LDA MH YA****Eunha Healthcare Ltd**

Leicester

Tel: 07411 340456 **OP D PD LDA MH YA AD****Evershining Care Services**

Leicester

Tel: 0116 262 2175 **OP D PD YA**Web: [www.everyshiningcare.co.uk](http://www.everyshiningcare.co.uk)**Evolving Care Ltd**

Leicester

Tel: 0116 216 6605 **OP D PD LDA MH SI YA AD**Web: [www.evolvingcare.co.uk](http://www.evolvingcare.co.uk)**Excell Care Services**

Hinckley

Tel: 01455 248570 **OP****Exceptional Home Care**

Lutterworth

Tel: 01455 207890 **OP D PD SI YA**Web: [www.exceptionalhomecareltd.co.uk](http://www.exceptionalhomecareltd.co.uk)**Family Care Agency**

Leicester

Tel: 0116 326 0315 **OP D PD LDA MH SI YA AD**Web: [www.familycareagency.co.uk](http://www.familycareagency.co.uk)**Fay Medical Ltd**

Leicester

Tel: 07960 372345 **OP D PD LDA MH SI YA AD**

## Home care providers continued

### FDS Divine Care Ltd

– 29 Glaisdale Close

Leicester

Tel: 07897 924966

OP D PD LDA SI YA

### Fosse Healthcare – Leicester

Leicester

Tel: 0116 279 1600

OP D PD LDA MH SI

Web: www.fossehealthcare.co.uk

### Fouta Quality Care Ltd

Leicester

Tel: 07981 956151

OP D PD LDA MH SI YA

### Freedom Support

Market Harborough

Tel: 01858 463546

OP PD LDA MH YA

Web: www.freedomsupport.co.uk

### FTM Dance CIC, Pera Business Park

Melton Mowbray

Tel: 07543 068872

PD LDA SI YA

### G&M Healthcare Services Ltd

Leicester

Tel: 07946 386448

OP YA

### Geraint House

Leicester

Tel: 0116 276 5971

OP D PD LDA MH SI YA AD

### Glee Care Ltd

Leicester

Tel: 07533 119755

OP D PD LDA SI YA

Web: www.gleecare.co.uk

### Gold Crown Care Services Ltd

Leicester

Tel: 0116 319 4500

OP D PD LDA MH SI YA

Web: www.goldcrown care.co.uk

### Goldfinch Care Agency Private Ltd

Oakham

Tel: 01572 868921

OP D PD YA

Web: www.goldfinchcare.co.uk

### Grace Care UK

Leicester

Tel: 0116 273 3034

OP D PD LDA MH SI YA AD

Web: www.ukgracecare.co.uk

### GreenSquareAccord Leicester

Leicester

Tel: 0121 500 2361

OP D PD LDA MH SI YA

### Halcyon Days Community Opportunities Ltd

Leicester

Tel: 07903 102244

OP D PD LDA SI YA

### Hales Group Ltd – Leicester

Leicester

Tel: 0116 260 2181

OP D PD LDA MH SI YA AD

Web: www.halescare.co.uk

### Hartington Road Care Home

Leicester

Tel: 0116 242 5779

OP D PD LDA MH SI YA AD

### Heartwell House Residential Care Home

Leicester

Tel: 0116 266 5484

OP D LDA MH SI YA

### Help at Home (Connaught House)

Loughborough

Tel: 0207 186 0500

OP D LDA MH SI YA

Web: www.helpathome.co.uk

### Help at Home (Danbury Gardens)

Leicester

Tel: 0116 276 5959

OP D PD LDA MH SI YA

Web: www.helpathome.co.uk

### Help at Home (Oak Court)

Leicester

Tel: 0116 277 8441

OP D YA

Web: www.helpathome.co.uk

### Help at Home (St Marys House)

Lutterworth

Tel: 01455 558986

OP D PD LDA MH SI YA

Web: www.helpathome.co.uk

### Help at Home (Waterside Court)

Loughborough

Tel: 01509 642597

OP D PD LDA MH SI YA

Web: www.helpathome.co.uk

### Help at Home Leicester

Leicester

Tel: 0116 244 4930

OP D PD LDA MH SI YA

Web: www.helpathome.co.uk

<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

**Helpful Home Care Ltd**

Leicester

Tel: 0116 442 2181 **OP D PD LDA MH SI YA**Web: [www.helpfulhomecare.co.uk](http://www.helpfulhomecare.co.uk)**Helping Hands Homecare Services**

Leicester

Tel: 0116 283 5698 **OP D PD MH SI YA****Helping Hands Leicester**

Leicester

**Advert page 28**Tel: 0116 490 5934 **OP D PD LDA MH SI YA AD**Web: [www.helpinghands.co.uk](http://www.helpinghands.co.uk)**Helping Hands Market Harborough**

Lutterworth

**Advert page 28**Tel: 01455 244559 **OP D PD LDA MH SI YA AD**Web: [www.helpinghands.co.uk](http://www.helpinghands.co.uk)**Helping Hands Wigston**

Leicester

**Advert page 28**Tel: 0115 896 4708 **OP D PD LDA MH SI YA**Web: [www.helpinghands.co.uk](http://www.helpinghands.co.uk)**Heroic Care Ltd**

Hinckley

Tel: 01455 363121 **OP D PD LDA MH SI YA AD**Web: [www.heroiccare.com](http://www.heroiccare.com)**Hinckley Carer Support Scheme**

Hinckley

Tel: 01455 614655 **OP D PD LDA MH SI YA****HK Care Consulting Ltd**

Leicester

Tel: 07882 136154 **OP D PD LDA MH SI YA**Web: [www.hkcare.co.uk](http://www.hkcare.co.uk)**Hodman Care Ltd**

Leicester

Tel: 0116 319 4944 **OP D PD MH YA**Web: [www.hodmancare.com](http://www.hodmancare.com)**Holmwood Gardens Domiciliary Care Services**

Leicester

**Advert page 83**Tel: 0116 287 3072 **OP D PD LDA MH SI YA**Web: [www.knightonmanorcareservices.co.uk](http://www.knightonmanorcareservices.co.uk)**Home Instead Senior Care**

Hinckley

Tel: 01455 247979 **OP D PD LDA MH SI YA**Web: [www.homeinstead.co.uk/hinckley](http://www.homeinstead.co.uk/hinckley)**Home Instead Senior Care**

Leicester

Tel: 0116 216 5306 **OP D PD LDA MH SI YA**Web: [www.homeinstead.co.uk/charnwoodloughboroughhandcoalville](http://www.homeinstead.co.uk/charnwoodloughboroughhandcoalville)**Home Instead Senior Care**

Market Harborough

Tel: 01858 540317 **OP D PD LDA MH SI YA**Web: [www.homeinstead.co.uk/market-harborough-corby-rutland](http://www.homeinstead.co.uk/market-harborough-corby-rutland)**Home Instead Senior Care**

Rugby

Tel: 01455 247100 **OP D PD LDA MH SI YA**Web: [www.homeinstead.co.uk/rugby](http://www.homeinstead.co.uk/rugby)**Home Straight Partnership Ltd**

Oakham

Tel: 01572 722590 **OP D PD LDA MH SI YA**Web: [www.home-straight.co.uk](http://www.home-straight.co.uk)**Homecare Assessment and Reablement Team (HART) Leicestershire**

Leicester

Tel: 0116 305 4978 **OP D PD LDA MH SI YA AD****Homepeace Care**

Hinckley

Tel: 01455 233804 **OP D PD YA**Web: [www.homepeace.org.uk](http://www.homepeace.org.uk)**Hunters Lodge**

Lutterworth

Tel: 01858 880538 **OP D PD LDA SI YA**Web: [www.bondcare.co.uk/care-homes/hunters-lodge-care-home](http://www.bondcare.co.uk/care-homes/hunters-lodge-care-home)**Huntsman's Lodge DCA**

Leicester

Tel: 0116 232 5229 **PD LDA MH**Web: [www.caretechcommunityservices.co.uk](http://www.caretechcommunityservices.co.uk)**iCall Care**

Leicester

Tel: 0116 212 8558 **OP D PD LDA SI YA**Web: [www.icallcare.co.uk](http://www.icallcare.co.uk)**Infinity Care Services Ltd**

Leicester

Tel: 0203 092 3250 **OP D PD LDA MH SI YA AD**Web: [www.infinitycareservices.org.uk](http://www.infinitycareservices.org.uk)

**Inheritance Medical Ltd**

Leicester

Tel: 07941 879466 **OP D PD LDA MH SI YA AD****Innovations24 Ltd**

Leicester

Tel: 07592 241655 **OP D PD LDA MH****Integrated Crisis Response Service**

Leicester

Tel: 0116 454 5422 **OP D PD LDA MH SI YA AD****Interpid Care & Support Services**

Leicester

Tel: 07802 783568 **OP D PD LDA MH SI YA AD**

Web: www.interpidcare.com

**Jakaranda Care**

Leicester

Tel: 07555 189197 **OP LDA MH YA**

Web: www.jakarandacare.co.uk

**JaMax Homecare**

Loughborough

Tel: 01509 557081 **OP D PD LDA MH SI YA****Jewel Home Care**

Leicester

Tel: 07718 290346 **OP D PD MH YA**

Web: www.jewelhomecare.co.uk

**June Home Care Ltd****– Loughborough & Charnwood area**

Loughborough

Tel: 01509 351001 **OP D PD**

Web: www.junehomecare.org

**Kare Plus Loughborough**

Loughborough

Tel: 01509 642070 **OP D PD LDA MH SI YA AD**

Web: www.kareplus.co.uk/Loughborough

**Karing Hands Care**

Coalville

Tel: 01530 452352 **OP D PD MH YA****Key 2 Care Leicestershire**

Loughborough

Tel: 01509 278799 **OP D PD SI YA****Kingfisher Care (Midlands) Ltd**

Hinckley

Tel: 01455 616493 **OP D PD SI YA**

Web: www.kingfishercare.wixsite.com/care

**Kirby Care Ltd**

Leicester

Tel: 07596 922667 **OP YA****Knighton Manor Ltd**

Leicester

Tel: 0116 244 8455 **OP D PD LDA MH YA**

Web: www.gratiacare.co.uk

**Kris Carers Ltd**

Leicester

Tel: 0116 243 6483 **OP D PD LDA MH SI YA AD**

Web: www.kriscarersltd.co.uk

**Lansdowne House – Leicester**

Leicester

Tel: 0116 299 2233 **OP**

Web: www.ageconcernleics.com

**Learning Support Centre, The**

Leicester

Tel: 0116 254 8881 **PD YA**

Web: www.learningsupportcentre.com

**Leicester Jamaica Community Service Group  
– Caribbean Court**

Leicester

Tel: 0116 251 2224 **OP**

Web: www.wiscp.org.uk

**Leicestershire Community Support Scheme**

Loughborough

Tel: 01536 411415 **OP D LDA YA**

Web: www.mencap.org.uk

**Lifeways Community Care Ltd (Leicester)**

Leicester

Tel: 07805 408704 **OP D PD LDA MH YA****Luminary Care Ltd**

Loughborough

Tel: 07961 721053 **OP D PD MH SI YA**

Web: www.luminarycare.co.uk

**Lustro Health**

Leicester

Tel: 07578 302502 **OP D MH YA****MacIntyre Leicester LifeLong Learning**

Leicester

Tel: 0116 270 2697 **LDA**

Web: www.macintyrecharity.org

**Medacs Healthcare – Leicester**

Leicester

Tel: 0116 264 3922 **OP D PD LDA MH YA**

Web: www.medacs.com

**MELM Care Solutions**

Leicester  
Tel: 07786 261952 **OP D PD MH SI YA AD**  
Web: www.melmcare.co.uk

**Melton Care Services**

Wigston  
Tel: 0116 464 5760 **OP D PD LDA MH SI YA AD**  
Web: www.meltoncareservices.co.uk

**Melton Care Services Ltd**

Melton Mowbray  
Tel: 01664 569943 **OP D PD LDA MH SI YA AD**  
Web: www.meltoncareservices.co.uk

**Melton Mencap**

Melton Mowbray  
Tel: 01664 564237 **OP PD LDA SI YA**  
Web: www.meltonmencap.org.uk

**Melton Supported Living Service**

Melton Mowbray  
Tel: 0116 305 5652 **PD LDA MH SI YA**  
Web: www.leics.gov.uk

**Mercie Grace Care**

Leicester  
Tel: 0116 319 3033 **OP D PD LDA MH YA**

**Meridian Health and Social Care – Hinckley**

Hinckley  
Tel: 01455 616663 **OP D PD LDA MH SI YA**  
Web: www.meridianhsc.co.uk

**Meridian Health and Social Care – Leicester**

Leicester  
Tel: 0116 254 1275 **OP D PD LDA MH SI YA**  
Web: www.meridianhsc.co.uk

**Mi Life Care Services Ltd**

Leicester  
Tel: 0116 269 8834 **OP D PD LDA MH SI YA**  
Web: www.milifecareservices.com

**Midlands Care Direct**

Leicester **Advert page 32**  
Tel: 0330 133 2490 **OP D YA**  
Web: www.midlandscaredirect.co.uk

**Mill Farm**

Market Harborough  
Tel: 01858 540317 **OP D PD LDA MH SI YA**

**Mosaic: Shaping Disability Services**

Leicester  
Tel: 0116 231 8720 **OP D PD LDA MH SI YA**  
Web: www.mosaic1898.co.uk

**MTM Care Services Ltd – Leicester**

Leicester  
Tel: 0116 254 5926 **OP D MH YA**

**Murray Healthcare Services Ltd**

Leicester  
Tel: 07449 705355 **OP D PD MH SI YA**

**My HomeCare HFW Ltd**

Leicester  
Tel: 07415 815887 **OP D PD MH YA**

**My Homecare Leicester**

Leicester **Advert page 32**  
Tel: 0116 218 4989 **OP D PD MH YA**  
Web: www.leicester.myhomecare.co.uk

**NAS Community Services (Leicester)**

Leicester  
Tel: 0116 258 1841 **LDA**  
Web: www.autism.org.uk

**NDH Care (Leicester)**

Leicester  
Tel: 01163090111 **OP D PD LDA MH SI YA AD**  
Web: www.ndhcare.co.uk

**New Hope Care Leicester**

Wigston  
Tel: 0116 288 6974 **OP D PD LDA MH YA AD**  
Web: www.newhopecare.co.uk

**New Hope Care Rutland**

Oakham  
Tel: 0121 552 1055 **OP D PD LDA MH SI YA AD**  
Web: www.newhopecare.co.uk

**New Hope Housing and Support**

Leicester  
Tel: 07733 357596 **OP D PD LDA MH YA**  
Web: www.Newhopecareltd.co.uk

**New Horizon Care**

Market Harborough  
Tel: 01536 762332 **OP D PD LDA MH SI YA AD**  
Web: www.NewHorizonsCare.co.uk

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

**Newcross Healthcare Solutions Ltd  
(East Midlands Service)**

Leicester

Tel: 0116 298 8192

OP D PD LDA MH SI YA

Web: www.newcrosshealthcare.com

**Next Care Ltd**

Leicester

Tel: 0116 241 7425

OP D PD LDA YA

Web: www.nextcare.org.uk

**NISE Nursing Ltd – Leicester**

Leicester

Tel: 0845 124 9200

OP PD LDA MH SI YA

Web: www.nise.co.uk

**No 8 Baysdale Road**

Leicester

Tel: 07882 661389

OP D MH

**No Place Like Home Midlands Ltd**

Coalville

Tel: 01530 569739

OP D PD YA

Web: www.noplacelikehomecare.co.uk

**Onduty 24 Ltd**

Leicester

Tel: 0116 276 5916

OP PD LDA MH YA

Web: www.onduty24.co.uk

**Panashe Home Care Services Ltd**

Leicester

Tel: 0116 266 9996

Web: www.panashecare.co.uk

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D PD SI AD

**Passion Healthcare Ltd**

Leicester

Tel: 0116 212 7942

OP D PD LDA MH SI YA

**Pathfinders Community Support Ltd**

Leicester

Tel: 0116 367 8144

OP D PD LDA MH SI AD

**Personal Touch Care Ltd**

Loughborough

Tel: 01509 768050

OP D PD LDA MH SI YA AD

Web: www.personaltouchcare.org.uk

**Personalized Care**

Hinckley

Tel: 07867 802382

D PD LDA MH SI YA

Web: www.personalized-care.co.uk

**Practical Care Solutions Ltd**

Leicester

Tel: 07446 123745

OP D PD LDA MH YA

**Precious Hope and Home Care Ltd**

Leicester

Tel: 07736 950090

OP D PD LDA MH SI YA AD

Web: www.precioushopecare.co.uk

**Premium Home Care Services Ltd**

Leicester

Tel: 0116 319 2474

OP D PD MH SI YA

**Prestige Care 247 Ltd**

Leicester

Tel: 01455 363500

OP D PD LDA YA AD

Web: www.prestigecare247.co.uk

**Prestige Nursing – Leicester**

Ashby-de-la-Zouch

Tel: 01530 415000

OP D PD LDA MH SI YA AD

Web: www.prestige-nursing.co.uk

**Prestige Social Care Services Ltd – Leicester**

Leicester

Tel: 07908 785659

OP D PD LDA MH SI YA AD

Web: www.prestigescs.co.uk

**Private Home Care UK Ltd (Leicester)**

Leicester

Tel: 0333 577 5077

OP D PD LDA MH SI YA AD

Web: www.privatehomecareuk.com

**Prospects Healthcare Ltd**

Leicester

Tel: 07718 698506

OP LDA MH YA AD

**Provision Care Ltd**

Leicester

Tel: 0116 319 2212

OP D PD LDA MH SI YA AD

Web: www.provisioncare.org

**Pure Care Support Leicester**

Leicester

Tel: 0116 254 9450

OP D PD LDA MH SI YA

Web: www.purehomecare.co.uk

**Purple Care**

Hinckley

Tel: 01455 886406

OP D PD LDA MH YA

**Purple Heart Health Care**

Leicester

Tel: 0116 348 3124

OP D LDA MH YA

Web: www.purplehearthealthcare.co.uk

**Qualitywatch Care Services Ltd**

Leicester

Tel: 07411 306269

D PD LDA MH SI AD

**Raageh Care Ltd – 91 Crafton Street**

Leicester

Tel: 0116 478 6999

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

Web: www.raagehcareltd.co.uk

**Radfield Home Care Loughborough,  
Charnwood & Melton Mowbray**

Loughborough

Tel: 01509 426 037

**OP D PD SI YA**Web: www.radfieldhomecare.co.uk **Advert page 30****Radfield Home Care Stamford,  
Peterborough & Rutland**

Stamford

Tel: 01780 755722

**OP D PD MH SI YA**

Web: www.radfieldhomecare.co.uk

**Rehoboth Health and Home Care Ltd**

Leicester

Tel: 07799 194858

**OP D PD LDA SI YA AD**

Web: www.rehobothcare.co.uk

**Reign Supreme Care Services Ltd – Leicester**

Leicester

Tel: 0116 268 1341

**OP D PD LDA SI YA AD**

Web: www.reignsupremecare.co.uk

**Reliance Community Care Ltd**

Leicester

Tel: 07891 778646

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

Web: www.reliancecommunitycare.com

**Revive Care Ltd**

Leicester

Tel: 07402 897642

**LDA**

Web: www.revive-care-limited.co.uk

**RHS24 Care Registered Office**

Leicester

Tel: 0116 319 5972

**OP YA**

Web: www.rehoboth24.co.uk

**Richmore Care Services**

Leicester

Tel: 0116 403 0070

**OP D PD LDA MH SI YA****Right at Home Loughborough**

Loughborough

Tel: 01509 279360

**Advert page 32  
OP D PD LDA MH YA**

Web: www.rightathome.co.uk/loughborough

**Rising Care Services Ltd**

Leicester

Tel: 07584 221697

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

Web: www.risingcareservices.co.uk

**Roseleigh Day Care**

Hinckley

Tel: 07909 795950

**OP PD LDA MH SI YA**

Web: www.roseleighdaycare.co.uk

**RT-Care Solution Ltd – Main Office**

Leicester

Tel: 07863 667722

**OP D PD LDA MH SI YA**

Web: www.rtcaresolution.com

**Rutland Cottages**

Oakham

Tel: 01572 722350

**Advert pages 52 & 53****OP**

Web: www.prime-life.co.uk

**Rutland House**

Loughborough

Tel: 07888 827656

**OP D PD SI YA**

Web: www.rosecarolinecare.co.uk

**Rutland House Community Trust**

Oakham

Tel: 01572 771001

**OP D PD LDA SI YA**

Web: www.rutlandhousecommunitytrust.co.uk

**Saint Care Agency**

Leicester

Tel: 07736 636098

**PD LDA MH SI YA**

Web: www.saintscareltd.co.uk

**Salus Care Group**

Leicester

Tel: 01455 817444

**OP D PD YA****Select Care Services Ltd****– 109 Coleman Road**

Leicester

Tel: 0116 276 1111

**OP D PD LDA MH SI YA**

Web: www.selectcareservices.co.uk

**Sensitive Care Solutions Ltd**

Leicester

Tel: 0116 296 3830

**OP D LDA MH YA**

Web: www.dreproperties.co.uk

**Serenity Inmind**

Leicester

Tel: 07841 989614

**OP PD LDA MH SI YA**

Web: www.serenityinmind.co.uk

**Seven Steps Healthcare Ltd – Leicester**

Leicester

Tel: 0116 319 1600

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

**Shalom Home Care Ltd**

Leicester

Tel: 0116 276 5935

OP D PD LDA MH SI YA

Web: www.shalomhomecare.co.uk

**Shepshed Carers Ltd**

Loughborough

Tel: 01509 505243

OP D PD LDA MH SI AD

Web: www.shepshedcarers.co.uk

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**Smith Crescent Supported Living Service**

Coalville

Tel: 01530 815887

PD LDA MH SI YA

Web: www.leics.gov.uk

**Snowdrop Homecare Rutland Ltd**

Oakham

Tel: 01572 756707

OP D PD SI YA

Web: www.snowdrophomecarerutland.co.uk

**Sova Healthcare – Leicester**

Leicester

Tel: 0116 270 9807

OP D PD LDA MH SI YA

Web: www.sovahealthcare.co.uk

**Spirit Home Care**

Leicester

Tel: 0116 266 0099

OP D PD LDA MH SI YA

Web: www.spirithomecare.co.uk

**Springfield**

Ashby-de-la-Zouch

Tel: 07736 822253

OP D PD SI YA

**Stables Mauricare Ltd, The**

Leicester

Tel: 0116 225 1632

OP D PD LDA MH SI YA AD

Web: www.mauricare.com

**Stibbe Lofts**

Leicester

Tel: 0116 221 5463

LDA MH SI YA

**Storm Homecare Ltd**

Leicester

Tel: 0116 253 8601

OP D PD LDA MH SI YA

**Support & Connections Office**

Melton Mowbray

Tel: 01664 424044

OP PD LDA MH YA

Web: www.supportandconnections.co.uk

**SureCare Charnwood and Rushcliffe**

Loughborough

Tel: 01509 260001

OP D PD LDA SI YA

Web: www.surecare.co.uk/charnwood/

**SureCare Leicester**

Leicester

Tel: 0116 296 1432

OP D PD LDA SI YA

Web: www.surecare.co.uk/leicester

**Swan Care Group Ltd**

Leicester

Tel: 0116 456 7108

OP PD YA

**Sycamore Court**

Leicester

Tel: 0116 478 7516

OP LDA MH YA

Web: www.sanctuary-supported-living.co.uk

**Tailormade Healthcare**

Leicester

Tel: 0116 216 0286

OP D PD LDA MH SI YA

Web: www.tailormadehealthcare.co.uk

**TLR Health Care Services Ltd – 180 Surrey Street**

Leicester

Tel: 0116 216 6362

OP D PD LDA MH YA

**TML Care Solutions Ltd**

Market Harborough

Tel: 01858 432751

OP MH YA

Web: www.tmlcare.co.uk

**Trinity Independent Care Ltd**

Leicester

Tel: 07568 168240

OP D PD MH SI YA

**Tsuri Care, The**

Hinckley

Tel: 07958 278997

OP D PD LDA MH YA

Web: www.thetsuricare.com

**UK Care Staffing**

Leicester

Tel: 0116 251 7959

OP D PD LDA MH YA

Web: www.carestaffing.co.uk

**UK Care Team Ltd**

Leicester

Tel: 0116 444 3333

OP D PD LDA MH SI YA

Web: www.ukcareteam.com

**UK Instant Services Ltd – Leicester**

Leicester

Tel: 0330 113 8011

OP PD LDA MH YA

Web: www.instanthealthcareuk.co.uk

**UK Top Care Ltd**

Leicester

Tel: 0116 233 0092

OP D PD LDA MH SI YA

**Universal Care Services Hinckley**

Hinckley

Tel: 0247 637 1197

OP D PD LDA MH SI YA

Web: www.universalcareservices.co.uk

**Vale Care Ltd**

Melton Mowbray  
Tel: 07581 128339

OP D PD SI YA

**Valland Care and Support Ltd**

Leicester  
Tel: 0116 482 6690

OP D PD MH SI

**Value Based Care**

Leicester  
Tel: 07952 747073

OP D PD MH YA

**Velvet Glove Care Ltd**

Corby  
Tel: 01536 201100

OP D PD SI YA

**Victory Care Ltd**

Leicester  
Tel: 0116 254 9174  
Web: www.victorycare.co.uk

OP D PD LDA MH SI YA

**Village Homecare**

Leicester  
Tel: 01455 290257

OP D PD LDA MH SI YA AD

**Vintage Social Care Ltd**

Leicester  
Tel: 0116 436 2990  
Web: www.vintagesocialcareltd.co.uk

OP D PD LDA MH SI YA AD

**Vision Homecare Group**

Leicester  
Tel: 0116 451 0099  
Web: www.visionhomecare.org

OP D PD LDA MH YA

**Voyage (DCA) Leicestershire**

Hinckley  
Tel: 01455 615061  
Web: www.voyagecare.com

OP PD LDA MH YA

**Waterlees Supported Living Service**

Wigston  
Tel: 0116 305 6753  
Web: www.leics.gov.uk

PD LDA MH SI YA

**Welland Place**

Market Harborough  
Tel: 01858 412060  
Web: www.mha.org.uk

D PD MH SI

**Wellbeing and Support Ltd**

Leicester  
Tel: 0116 236 5220  
Web: www.wellbeingandsupport.com

OP D PD LDA MH SI YA

**Wellbeing Homecare Services Ltd**

Leicester  
Tel: 01332 987878

D PD LDA MH SI

**Westminster Homecare Ltd (Leicester)**

Leicester  
Tel: 0116 276 9056  
Web: www.whc.uk.com

OP D PD LDA MH SI YA AD

**WHM Work Connections Supported Living Office**

Leicester  
Tel: 01509 812004  
Web: www.workconnections.co.uk

OP PD LDA MH SI

**Witlens Ltd**

Leicester  
Tel: 01164 973936  
Web: www.witlens.co.uk

Advert page 32

OP D PD LDA MH SI YA

**Woodleigh Healthcare (Leicester Branch)**

Leicester  
Tel: 0116 243 6199

OP D PD LDA MH SI YA

**Wyville Home Care Services Ltd**

Leicester  
Tel: 0116 279 5104  
Web: www.wyvillehomecare.com

OP D PD MH SI YA AD

**Your Choice Care Ltd – Office**

Leicester  
Tel: 0116 296 0194

OP D PD LDA MH SI YA

**Your Independence Matters Ltd**

Leicester  
Tel: 0116 216 6443

OP D PD LDA MH SI YA AD

**YourLife (Glen Parva)**

Leicester  
Tel: 0116 247 7533  
Web: www.yourlife.co.uk

OP D PD

**Yourlife (Market Harborough)**

Market Harborough  
Tel: 01858 433453  
Web: www.yourlife.co.uk

OP D PD SI

**Yourlife (Oakham)**

Oakham  
Tel: 01572 720057

OP D PD SI

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

# Housing options

There is a range of housing options that combine independent living in a home of your own 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.

## Extra Care housing

Extra Care housing (sometimes called assisted living or retirement living) is similar to sheltered/warden-assisted housing, but with the additional reassurance there are staff on site 24 hours a day, seven days a week in the event of a crisis or urgent need.

Each self-contained flat or bungalow is designed to be user-friendly and will usually have:

- a kitchen, bathroom, bedroom and living room;
- adaptations, such as handrails, a level-access shower and lower worktops for wheelchair users; and
- alarms throughout, to call for help in an emergency.

Many schemes include a range of facilities and activities which are aimed at supporting your health, wellbeing and leisure interests. You can join in as much or as little as you wish. Some larger Extra Care housing schemes may have facilities such as a hairdresser, hobby room, restaurant and health and fitness facilities.

If you live in Leicestershire, you may wish to arrange Extra Care housing privately.

The **Housing Care** website offers comprehensive advice about Extra Care schemes, as well as a search function allowing you to locate schemes across the country. Visit **[www.housingcare.org](http://www.housingcare.org)**

For more information on Extra Care schemes visit **[www.leicestershire.gov.uk](http://www.leicestershire.gov.uk)** (search 'extra care housing').

Alternatively, you may prefer to seek assistance from your local district or borough council (see page 99 and 100 for contact details).

For residents in Leicester City and Rutland, contact adult social care.

### Leicester City Council

Tel: **0116 454 1004**

Email: **[contact-response@leicester.gov.uk](mailto:contact-response@leicester.gov.uk)**

Web: **[www.leicester.gov.uk/health-and-social-care/adult-social-care](http://www.leicester.gov.uk/health-and-social-care/adult-social-care)**

### Rutland County Council

Tel: **01572 758341**

Email: **[adultduty@rutland.gov.uk](mailto:adultduty@rutland.gov.uk)**

Web: **[www.rutland.gov.uk/my-services/health-and-family/adult-social-care](http://www.rutland.gov.uk/my-services/health-and-family/adult-social-care)**

## Sheltered or warden-assisted housing

Sheltered (or retirement) housing is provided by local council 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 during office hours or visits regularly. Many sheltered housing schemes also have communal lounges,

laundry facilities, lifts, door entry systems and specially adapted facilities.



## 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 12).

## 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. If you are interested in becoming a shared lives carer, please refer to the contact details here.

### Leicester City Council

Tel: **0116 454 3740**

Email: [sharedlives@leicester.gov.uk](mailto:sharedlives@leicester.gov.uk)

Web: [www.leicester.gov.uk](http://www.leicester.gov.uk) (search 'become a shared lives carer').

### Leicestershire County Council

Tel: **0116 305 8133**

Email: [sharedlives@leics.gov.uk](mailto:sharedlives@leics.gov.uk)

Web: [www.leicestershire.gov.uk](http://www.leicestershire.gov.uk) (search 'become a shared lives carer').



# Tell us what you think



## Share your feedback

Take our five minute survey

⦿ What have you found useful?

⦿ What could we do better?



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

# Specific care and support needs

## Learning disability and autism

If you, or someone you know, has a learning disability or autistic spectrum disorder, you may be eligible for support from your local council. To access this support, you can request an assessment of your care and support needs. The council may also provide you with information and advice about what support is available in your local community or from other services.

Councils work to make sure people with learning disabilities have:

- access to the healthcare they need and the support they want to live healthy lives;
- support to enter into employment, training or voluntary opportunities;
- the choice to form friendships and relationships within the local community; and
- the confidence to live independently as possible and achieve their potential.

Councils aim to support people to remain living independently in their own homes wherever possible, but if you need to move somewhere with care and support, you might like to consider other housing options, see page 44.

You can also explore [mychoice.leicester.gov.uk](http://mychoice.leicester.gov.uk) in Leicester, [www.leicestershire.gov.uk/lisd](http://www.leicestershire.gov.uk/lisd) in Leicestershire or [ris.rutland.gov.uk](http://ris.rutland.gov.uk) in Rutland.

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

You may also find the organisations listed here useful.



### Learning Disability Partnership Boards

These are groups of people working to improve the lives of people with learning disabilities and those who support them in Leicester, Leicestershire and Rutland. Contact each board individually for more details but usually, visitors are welcome to attend board meetings, held every few months, to share their views and experiences.

#### Leicester City

Web: [www.leicester.gov.uk](http://www.leicester.gov.uk) (search 'learning disability partnership board').

#### Leicestershire

Tel: **07712 321554**

Email: [Claire.Summerfield@leics.gov.uk](mailto:Claire.Summerfield@leics.gov.uk)

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

#### Rutland

Tel: **01572 722577**

Email: [enquiries@rutland.gov.uk](mailto:enquiries@rutland.gov.uk)

Web: [www.rutlandpartnershipboard4u.net](http://www.rutlandpartnershipboard4u.net)

### Leicestershire Autistic Society

A voluntary organisation providing support, information and advice to families and professionals supporting people with Autism in Leicester, Leicestershire and Rutland.

Tel: **0116 291 6958**

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

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

### Leicestershire Down's Syndrome Group

This group is associated with the national charity the Down's Syndrome Association and works to provide a far-reaching support and advice network to families across Leicestershire.

Tel: **07595 821127**

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

Web: [www.leicesterdownsgroup.co.uk](http://www.leicesterdownsgroup.co.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.

Tel: **0808 800 3333** (Monday to Friday, 9.00am to 6.00pm; and Saturday to Sunday, 10.00am to 6.00pm).

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 you aren't alone. Lots of people have issues with their mental health and there's help and advice available in Leicester, Leicestershire and Rutland 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.

### Leicestershire Mental Health Advocacy and Information (LAMP)

An independent voluntary organisation promoting good mental health for everyone in Leicester, Leicestershire and Rutland.

Tel: **0116 255 6286**

Email: [info@lampdirect.org.uk](mailto:info@lampdirect.org.uk)

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

### Life Links Richmond Fellowship

This service covers Blaby, Oadby and Wigston districts and Leicester City.

Tel: **0800 023 4575**

Email: [Leicestershire.Lifelinks@richmondfellowship.org.uk](mailto:Leicestershire.Lifelinks@richmondfellowship.org.uk)

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

### Mental Health Matters

This service is for people living in Charnwood, Hinckley and Bosworth, Melton, North West Leicestershire districts and Rutland.

Tel: **0300 323 0189**

Email: [leicestershire.andrutlandmhm@nhs.net](mailto:leicestershire.andrutlandmhm@nhs.net)

Web: [www.mentalhealthmatters.com](http://www.mentalhealthmatters.com)

### My Mind Matters (Voluntary Action South Leicestershire (VASL))

This service covers the Harborough district.

Tel: **01858 411383**

Email: [mindmatters@vasl.org.uk](mailto:mindmatters@vasl.org.uk)

Web:

[www.vasl.org.uk/our-projects/my-mind-matters](http://www.vasl.org.uk/our-projects/my-mind-matters)

### Turning Point

If you're an adult living in Leicester, Leicestershire or Rutland, mental health crisis support is available through a helpline service.

Tel: **0808 800 3302**

Email:

[Leicestershire.Helpline@turning-point.co.uk](mailto:Leicestershire.Helpline@turning-point.co.uk)



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)

✉ [hello@myfamilyourneeds.co.uk](mailto:hello@myfamilyourneeds.co.uk)

🐦 [@WeAreMFON](https://twitter.com/WeAreMFON)

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

*Subscribe today*

## Sensory impairments

If you're worried about your sight and or hearing, you should arrange an appointment with your GP, who will be able to provide advice and guidance or signpost you to local services. Depending on the extent of your sensory loss, your GP may refer you to a specialist.

If you are referred to a sight or hearing specialist, you may be contacted by Vista, a local charity working with children and adults affected by sight loss in Leicester, Leicestershire, and Rutland. Vista maintain a register of people who are blind or deafblind and can discuss the resources available to support you, including:

- assessment and rehabilitation;
- deafblind reablement;
- transcription services;
- sensory impairment awareness training;
- primary school health care programme; and
- digital vision services.

Alternatively, if you or someone you know is starting to experience sensory loss, Vista's staff can provide you with information and support to help you maintain a fulfilled life.

### Vista

Tel: **0116 249 8839**

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

Web: **www.vistablind.org.uk**

Equipment to support you with everyday tasks  
If you're having difficulties because of your impairment, there's a wide range of equipment, technology and gadgets you can get such as alarms, sensors, adapted telephones, television loops and grab rails. See page 8 for more information.

You can search for other local sensory services by exploring **mychoice.leicester.gov.uk** in Leicester, **www.leicestershire.gov.uk/lisd** in Leicestershire or **ris.rutland.gov.uk** in Rutland. You could also contact the organisations listed below.

### Sense

Offers free and impartial information about complex sensory and communication needs, including deaf blindness.

Tel: **0300 330 9256** (including text relay).

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

Web: **www.sense.org.uk**

### Signing Network

Organises weekly sessions for deaf people in Leicester, Leicestershire and Rutland. The group also offers a general information service, free letter translation and social activities.

12 Frog Island, Leicester LE3 5AG

Tel: **0116 253 2571**

Web: **www.signingnetwork.org.uk**

You can also contact your local council for a care and support assessment if you have additional needs, see page 15 for contact details.

## 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.

If you have substantial difficulty in understanding and making decisions about your care and support and you don't have an appropriate person to speak on your behalf, your local council may arrange for a free independent, advocacy service if you meet certain criteria. If you don't meet these criteria, you can arrange to have an advocate at your own cost.

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 or support.

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 fully informed 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, provided you meet the criteria set out in this section.

For details of organisations who can provide advocacy services in Leicester, Leicestershire and Rutland, see

pages 97 and 100 respectively. Contact them and explain your circumstances as best as you can.

## 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 you can convey your wishes if you want to, including where you would like to die. You may wish to remain in your own home or care home in your last days and not be admitted to hospital.

The 'Dying Matters' website has lots of information helping you to talk about this sensitive subject with your family. Visit [www.dyingmatters.org](http://www.dyingmatters.org)

When choosing a care 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.

It is also important to know 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 they can make sure they are considered at your funeral. By detailing your wishes, your family can be comforted by the fact 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 on 'How to arrange a funeral', a webpage created by Hospice UK. Visit [www.hospiceuk.org/information-and-support/i-need-support-bereavement/how-arrange-funeral](http://www.hospiceuk.org/information-and-support/i-need-support-bereavement/how-arrange-funeral)

You do not have to instruct a funeral director, but if you do, ensure 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.

You may be able to get some financial help with funeral expenses, provided you meet certain eligibility criteria set by the Government. For more information, visit [www.gov.uk/funeral-payments](http://www.gov.uk/funeral-payments)

See page 103 for details of organisations who may be able to help you plan for the end of your life or your funeral.

# Tell us what you think



CareChoices

- ⦿ What have you found useful?
- ⦿ What could we do better?

Share your feedback – take our five minute survey

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



BARCHESTER  
Celebrating life

## Welcome to... the care that you deserve

At your local Barchester care home, you'll find care, support and reassurance for yourself or your loved one. We put residents first, focusing on personalised care and improving well-being, whilst always taking the time to understand what each individual enjoys, with lots of ways to continue the hobbies you love and learn new ones.

Residential care • Dementia care • Respite care  
Daily life-enriching activities programme • En-suite bedrooms  
All staff trained in specialist dementia care • Choice of lounges • Hair salon

Call to find out how we can support you and your loved one.

**Chater Lodge**  
High Street, Stamford, PE9 3TJ  
01780 778 176

**Tixover House**  
Tixover Grange, Rutland, PE9 3QN  
01780 778 177



For more information about Barchester and your local care homes visit: [www.barchester.com](http://www.barchester.com)

If you are considering a care home, see the checklist on page 51.

See page 59 for more information on paying for care homes in Leicestershire.



Two beautiful, boutique style residential care homes located in Stoneygate, Leicester and the Leicestershire market town of Ashby-de-la-Zouch. Our kind friendly staff are here to help you maintain your dignity and independence and support you to enjoy your life. We arrange activities and entertainment as well as enjoy our own surroundings - including our beautifully landscaped gardens.



**Leaholme Residential Home**  
8 Springfield Road,  
Stoneygate, LE2 3BA

Please call now to book a visit

**0116 270 2665**

**Westwood House Residential Home**  
35 Tamworth Road, Ashby-de-la-Zouch,  
LE65 2PW

Please call now to book a visit

**01530 415959**



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

## Staff

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

## Activities

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

## Life in the home

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

## Personal preferences

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

## Catering

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

## Fees

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

\*See page 63.

At PrimeLife, we specialise in providing a high quality standard of living tailored to our clients' individual needs. We ensure that our client's respect, dignity and right of choice are at the heart of everything we do. We offer comfortable, homely and safe living in a friendly and social environment, ensuring all of our clients enjoy life with PrimeLife.

### **Peaker Park Care Village**

In Market Harborough, comprises 3 separate facilities

**Melody Court** offers spacious en-suite accommodation for both Residential and Nursing Clients, whose needs are associated with age, frailty, dementia and/or a physical disability.

**Mulroy House & Fiddlers Corner** each 24 beds, offer single room studio en-suite apartments for Residential and Nursing clients whose needs are associated with age, frailty and/or a physical disability.



### **The Rutland Care Village**

Rutland Care Village is a National Health Care Design Award winning complex in Oakham, offering a wide range of services to clients whose needs are associated with old age, frailty and dementia, with a specialist nursing service available to clients with complex medical conditions. In addition to our 4 high quality care centres, the Village also offers 24 one and two bedroomed cottages for clients who wish to retain independence over the majority of their daily lives, and a 20 person Day Centre for clients needing social stimulus and interaction.

For more details please contact **Katie Tipper on (0116) 270 5678**

121 Knighton Church Road, Leicester LE2 3JN

**[www.prime-life.co.uk](http://www.prime-life.co.uk) | email: [katietipper@prime-life.co.uk](mailto:katietipper@prime-life.co.uk)**



## Charnwood Oaks

Charnwood Oaks is a design award winning, purpose built, 84-bed nursing home, for clients whose needs are associated with old age and dementia, offering all spacious, en-suite room accommodation, just a short walk away from the busy town centre of Shepshed.

## Homes in your area.....

- 50 Stoneygate Road
- Old Station Close
- Acorn Close
- Stoneygate Ashlands
- Braunstone Firlands
- Brockshill Woodlands
- Charnwood Oaks
- Holmes House & Holmes Court
- Island Place
- Stoneygate Oaklands
- White Acres
- St. Georges
- Clarendon Beechlands
- The Rutland Care Village & Brambles Social Club
- Peaker Park Care Village
- Barons Park
- Lutterworth Country House

## A Choice of 3 First Class 'Person Centred' Care Packages.....

### Residential/Nursing/Continuing Healthcare

A full package of care/support needs, provided 24 hours a day, 7 days a week.

### Respite Care

A short break or a well deserved rest.

### Day Care

Enjoy a morning, an afternoon or a complete day with us.

If you are receiving direct payments or a personal budget from Social Services, PrimeLife are happy to help in any way they can.

Whatever your choice, PrimeLife treat every client as an individual. Our care packages are carefully tailored to meet your personal needs and wishes of each and every PrimeLife client. Why not create a 'home from home' and bring your own furniture and even your own pets if you wish. Our care staff are fully trained and carefully selected for their warm and friendly manner. We offer a varied and nutritious daily menu, full laundry service and a fabulous social programme consisting of regular outings and events within our care home.

For more details please contact **Katie Tipper** on **(0116) 270 5678**

**121 Knighton Church Road, Leicester LE2 3JN**

**[www.prime-life.co.uk](http://www.prime-life.co.uk) | email: [katietipper@prime-life.co.uk](mailto:katietipper@prime-life.co.uk)**



## Spencefield Grange & Meadow's Court

Luxury Residential Care Homes offering the highest standards of care, bespoke care packages and Dementia Friendly environments.

Our Services: Long & Short stays, Respite stay & personalised care packages

Enquire to see why  
*'Our Home Is Your Home'*



Kirklands Healthcare Ltd

**Spencefield Grange**  
Davenport Rd  
Evington, Leicester,  
LE5 6SD

**Meadow's Court**  
Old Church Street  
Old Aylestone, Leicester,  
LE2 8ND

T: **0116 2418118**

T: **0116 2248888**

or email [enquiries@kirklandscare.co.uk](mailto:enquiries@kirklandscare.co.uk)  
[www.kirklandscaregroup.co.uk](http://www.kirklandscaregroup.co.uk)

Member of:



# Care homes

All care homes and agencies providing care at home in England must be registered with the independent regulator, the Care Quality Commission (CQC). The CQC inspects every care home and home care agency, publishing a report along with a quality rating.

CQC quality ratings must be displayed at the operator's premises and on its website.

You can also find inspection reports and ratings for all services on the CQC's website ([www.cqc.org.uk](http://www.cqc.org.uk)).

## Types of care home

It may have been suggested that you need to move into a residential care home, because of an accident or an increase in your need for daily support, but this may not necessarily be the right decision. You should explore the other housing options available to you, seek advice, and make the right decision for you. See the information beginning on page 44 for alternative housing options to residential care.

### Care homes without nursing

If you are finding it increasingly difficult to manage at home or in the community and need greater security and care, a care home may be the best option. Care homes can help you with maintaining or developing your independence, being part of the community and doing meaningful activities that you enjoy. Care homes can also assist you with bathing, dressing, moving, eating and drinking.

It is a good idea to have a care and support assessment from adult social care before you choose a care home to ensure it is the best way to meet your needs, see page 15 for more

information about assessments.

### Care homes with nursing

A care home with nursing provides the same care and support as a care home but with 24-hour nursing staff on hand. You will need to be assessed by adult social care or Health to determine your eligibility and needs. 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 care 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 £187.60 per week. This figure may change over the lifetime of this Directory, please use it as a guideline only.

For help with finding care homes and care homes with nursing in your area, visit this Directory's website at [www.carechoices.co.uk](http://www.carechoices.co.uk)

## 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 all staff appreciate the part they play in delivering high-quality activity provision. Ensure you speak to any potential care providers about the activities they provide in their care home before making any final decisions. →



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Excellence**

[www.3abcare.co.uk](http://www.3abcare.co.uk)

## Your first choice for Nursing, Residential, Respite and Dementia Care in Leicester & Leicestershire

### We offer...

- Fully inclusive person centred care 24 hours a day.
- Newly refurbished rooms and lounge areas, homely designed with our residents in mind.
- Single rooms, with en-suites available with great garden views. All rooms may be personalised.
- Exceptional care by highly trained Carers at all the Homes, with Nursing care 24/7 at Harley House and The Willows Care Home.
- Full time Activities Coordinators at all sites, providing group entertainment and one to one activities for residents.
- Beautiful landscaped garden and patio areas, for residents to walk and relax in.



**Harley House**



**The Willows**



**Brook House**

*Trusted family run business with more than 40 years' experience providing the very best level of care for all*

### Harley House

10-12 Elms Road,  
Leicester LE2 3JE

**0116 270 3672**

[harleyhousecarehome@hotmail.co.uk](mailto:harleyhousecarehome@hotmail.co.uk)

### The Willows

14-16 The Lant, Shepshed,  
Loughborough LE12 9PD

**01509 650669**

[the.willows@3abcare.co.uk](mailto:the.willows@3abcare.co.uk)

### Brook House

15 Bell Lane, Husbands Bosworth,  
Lutterworth LE17 6LA

**01858 880247**

[brookhouse@3abcare.co.uk](mailto:brookhouse@3abcare.co.uk)

## Care homes and people with dementia

Care homes and care homes with nursing are regulated by the Care Quality Commission and all can say they support people living with dementia. However, there are ways they can demonstrate a focus on dementia care, have training in supporting people with dementia and make their home dementia friendly.

Some newer, purpose-built homes have family-sized units or gardens you can explore. Some homes will have cabinets outside of your room, containing your personal items enabling you to recognise your room. Some homes have rummage boxes filled with items to look through, some may be period items, these can be useful for reminiscing.

When looking at a care home, it's important to consider what activities are provided. Meaningful daily activity can really help you to engage and have a good quality of life. There should also be group activities you can choose to be involved in – such as music, dance and exercise. The options are endless and should be developed with you, and other residents in mind. A good care home or care home with nursing will support you to make

your own daily decisions. This may be as simple as choosing what you'd like to eat or wear that day or helping you to perform day-to-day tasks, like laying the table, folding the washing or gardening. This is relationship-centred care with person-centred outcomes – these simple approaches to daily living can help you to maintain control over your life.

Most people will want to be fully involved in your life if you move into a care home. A good home will ensure that your carer and close family are involved as much as possible in your care. If your carer feels that the home is not involving them as much as they would like, they should speak to the manager, who should value their input and knowledge of your condition and should see them as a partner in your care and support.



## The Best in Care

Avery Healthcare offers a safe and supportive environment where residents can flourish, make new friends, maintain contact with their local communities and live a life of possibility.

- Residential, respite and dementia care
- Nutritionally balanced seasonal menus
- Spacious, beautifully decorated bedrooms
  - Safe visits for family and friends
- Stimulating schedule of daily activities and entertainment
  - Highly trained staff teams

### Hinckley House

Hinckley  
0116 4042025

### South Lodge

Leicester  
0116 4042026

[averyhealthcare.co.uk](http://averyhealthcare.co.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. Please use this checklist in conjunction with the care homes checklist on page 51. You can download and print this checklist at [www.carechoices.co.uk/checklists](http://www.carechoices.co.uk/checklists)

## Design

- Are there clear signs throughout the home?
- Has the home been designed or adapted for people with dementia?
- Are the home and grounds secure?
- Are there prompts outside the residents' rooms to help people identify their own?
- Is the décor familiar to your loved one?

## Choices

- Do residents get a choice in terms of what they wear each day?
- Are residents encouraged to be independent?
- Can residents decide what to do each day?
- Can residents have a say in the décor of their room?

## Activities

- Are residents able to join in with household tasks like folding washing?
- Are there activities on each day?
- Can residents walk around outside on their own?
- Are residents sitting in front of the TV or are they active and engaged?
- Are there rummage boxes around?

## Health

- Can residents get help with eating and drinking?
- How often does the home review residents' medication?
- Does the home offer help if a resident needs assistance taking medication?
- Do GPs visit the home regularly?

## Staff

- Are staff trained to identify when a resident might be unwell?
- Are staff trained to spot when someone needs to go to the toilet?
- Do the staff have any dementia-specific training/experience?
- Will your loved one have a member of staff specifically responsible for their care?

## Approach to care

- Does the home follow a specific approach to dementia therapy, for example, validation therapy?
- Will the home keep you informed about changes to your loved one's care?
- Does the home have a specific approach to end of life care?
- Does the home keep up to date with best practice in dementia care?

\*See page 63.

# Paying for care

When a local authority provides or arranges your care services, 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 for permanent residential care

The financial assessment looks 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 arranging and paying the full cost of your care and support in a care home.

If you have capital and savings of less than £14,250, this is not taken into account in the assessment but you may be asked to make a contribution from your income and the local authority will help to meet the cost of your placement, up to the authority's standard rates.

If you have capital and savings between £14,250 and £23,250, you are likely to have to contribute more

towards the cost of your care. If your capital and savings amount to more than £23,250, you will usually pay the full cost of your care yourself. However, some savings are not considered, you are still entitled to an assessment of your needs by your local council and you may be able to get some support with funding your care, see page 60.

These figures may change during the lifetime of this Directory.

If you are eligible for support from your local 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 your local council would usually pay for someone with your needs. If the home you choose charges a fee more than the local authority's funding limit, you will usually 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 60).

## Running out of money

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

If you become eligible for council support with funding your care, and the home you are living in charges more than your local council's normal funding limit, you will usually need to find someone to help pay the difference. This is known as a 'top-up' or 'third party payment', see page 60 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 several financial products and specialist companies which may be able to help. It is important to seek independent financial and legal advice before committing yourself to anything. See page 61 for more information.



## Non-means-tested support

Some support may be available to you without your local council needing to assess 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 your needs. Everyone who needs care should consider claiming these benefits. However, these benefits or part of the benefits will not be paid if you are, or become, a permanent resident in a care home with funding assistance from the local authority.

If you are entitled to the mobility component of Personal Independence Payment or Disability Living Allowance, this payment will not stop once you move into a care home and is not included in your financial assessment, unless your placement in a care home will be funded entirely by NHS Continuing Healthcare.

See page 16 for more information.

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

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## Self-funding your care

Paying for care can be an expensive and long-term commitment, so it is strongly recommended you seek specialist information and advice before entering any arrangements. It is important you seek specialist advice from appropriately qualified and regulated financial advisers, see page 61 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, your local council may share the cost of the first 12 weeks of permanent care, provided it agrees that care is needed.

### Deferred Payment Scheme

After the twelve-week property disregard period, you may be offered a Deferred Payment Scheme. This allows you to delay selling your former home

during your lifetime. Any fees paid by your local 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. There is also an annual maintenance fee and a one-off fee to join the scheme which covers all legal and administrative costs for the lifetime of the loan.

Your local council will limit the amount of the loan, depending on the available equity in your property or your share of the property.

### NHS Nursing Care Contribution

Whether you are a temporary or permanent resident, if you live in a care home which 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.

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## Top-up payments

If you are eligible for council support, you will be offered a choice of homes that meet your 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 is called a '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 to make the payment.

Before anyone agrees to pay your top-up, they should be aware the amount may increase, 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 your local 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 local council.

You may have to move to a home whose charges fall within the local authority's funding levels.

If you are already resident in a care home, and no

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 more expensive room.

It is important to note that councils have a duty to offer you a place at a home which accepts their funding rates. If no such place is available, a 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**.

Several organisations 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 1602**

Web: [www.ageuk.org.uk/information-advice/money-legal](http://www.ageuk.org.uk/information-advice/money-legal)

### Citizens Advice

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

### Money Helper

Tel: **0800 138 7777**

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

# Important information

## Finding care in your area

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

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

Your search can be refined by the type of care you are looking for and the results can be sent to you by email. They can also be saved and emailed to others.

The website includes detailed information for each care provider, including the address, phone number and the service's latest CQC inspection report and rating (see page 63), indicating the quality of care provided. →

→ You can also view an electronic version of this Directory on the site and have it read to you by using

the 'Recite Me' function. Visit the Care Choices website at [www.carechoices.co.uk](http://www.carechoices.co.uk)

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## How solicitors can help

Getting timely advice and planning for your future can ensure you or your family do not have to make decisions or take actions at a point of crisis.

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. Citizens Advice offers an advice service and may be able to recommend solicitors in your area. Visit [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

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## Comments, compliments and complaints

You have the right to make comments, compliments or complaints about any care or support services you receive. You should feel free to make comments and suggestions about possible improvements to your surroundings and the services provided.

If you want to make a complaint, 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.

Making a complaint should not be made difficult for you and should not affect the standard of care you receive whether in your own home or in a care

home or care home with nursing. Care services are required to have a simple and easy to use complaints procedure.

If you are concerned about the care 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. If you need to make a formal complaint, you should follow the service's complaints procedure. The service has 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 below for more information about the CQC).

If you're unhappy with the standard of care you, or someone else is getting at home from a care worker or a care home arranged by your local authority, speak to the care worker or manager of the care agency or care home first. If you're not satisfied with their response, speak to your local adult social care department. If you're unhappy about decisions made by adult social care about your care and support, speak to your allocated

social care worker or their manager.

If you have been unable to resolve your complaint, you can contact the Local Government and Social Care Ombudsman on **0300 061 0614** and ask them to assist you. The Local Government and Social Care 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, and 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 they

meet a set of standards.

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

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

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

It's always a good idea to check inspection reports 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.

Always check the date of the last inspection as this may be up to two years ago. New homes, although registered with the CQC, may not receive an inspection until they have been open for at least 12 months. If you're concerned about any findings in the report, speak to the manager of the service to see what improvements have been made. It's always good to contact the home to arrange a visit and see if this can be done before making any decisions. If possible, speak to users of the service and/or their family.

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, 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 Leicester, Leicestershire, Rutland and other regions, visit this Directory's website at **www.carechoices.co.uk** to search for care which meets your requirements.

## Protecting adults at risk of abuse

An adult at risk of abuse is a person aged 18 years or over who has care and support needs and is experiencing or is at risk of abuse or neglect. As a result of their needs for care and support, the person is unable to protect themselves from the risk or experience of abuse or neglect.

### 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 harm or 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, discriminatory, financial or neglect. It could also cover the issues of modern slavery, domestic abuse, self-neglect and organisational abuse – this may range from one-off incidents to ongoing ill-treatment. It can be through neglect or poor professional practice.

### 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 care worker or volunteer;
- a health worker, social care or other worker;
- a relative, friend or neighbour;
- another resident or service user; or
- an occasional visitor or someone who is providing a service.

If you think someone is being abused, call:

- Leicester City Council on **0116 454 1004** (8.00am to 6.00pm, Monday to Friday);
- Leicestershire County Council on **0116 305 0004** (8.30am to 5.00pm, Monday to Thursday; and 8.30am to 4.30pm on Fridays); or
- Rutland County Council on **01572 758341** (9.00am to 5.00pm, Monday to Thursday; and 9.00am to 4.30pm on Fridays).

Your concerns will be taken seriously and will receive prompt attention, advice and support.

Outside these hours:

- call the Emergency Duty team across Leicester, Leicestershire and Rutland on **0116 255 1606**;
- leave a message on the answerphone; 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. If the police are involved adult social care will work with them and with you to provide support.

You can also:

- contact the Care Quality Commission (CQC) on **03000 616161** if the adult at risk of abuse 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 Leicester, Leicestershire and Rutland Safeguarding Adults Multi Agency Policies and Procedures (MAPP) and can advise you about what to do next.

### The Disclosure and Barring Service (DBS)

There is a system for checking all those intending to

work or working with children and vulnerable adults.

The DBS combines the criminal records checking and barring functions to prevent unsuitable people working with children or adults with care and support needs. For more information, visit [www.gov.uk/dbs](http://www.gov.uk/dbs)

Care home owners, home care agencies and employment agencies who 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 which harmed or placed at risk of harm, an adult with care and support needs. 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.

## East Midlands Care



This free publication provides you with a lot of information regarding care homes and their services within Leicester, Leicestershire and Rutland (LLR), which we welcome and support.

In light of the COVID-19 pandemic, we want to talk about the work we have been involved in to protect the safety and wellbeing of our residents and EMCARE members. Our support with issues experienced by EMCARE care homes is ongoing and has covered some of the following:

- monthly coronavirus testing for residents and weekly for staff working in EMCARE homes;
- reducing time residents spend alone, minimising social isolation and encouraging companionship within the homes, whilst maintaining access to regular activities;
- provision of infection control training to staff working in EMCARE homes and increased infection prevention maintenance, including deep cleaning of both communal and private areas;
- a commitment to wholesome and nutritious meals; and
- supporting the local domiciliary care sector that has experienced an increased demand for its services.

EMCARE has been supporting quality care in

Leicester, Leicestershire and Rutland and is the only care association specifically representing and supporting care home providers in these areas. Its members are registered with the CQC and are from the independent and voluntary sector.

The association has an Executive Board, who meet regularly, have a wealth of knowledge and contribute their vast experience in care to support members, quality care and the local and national industry. The board is voluntary and is elected by its members. Board members are from large and small organisations, the independent and voluntary sector, as well as individual professionals. The board is active and represents its members at a number of meetings with colleagues in the local authorities, health and other key bodies, regionally and nationally, in relation to care fees, care home contracts, compliance, safeguarding, commissioning, workforce and more. EMCARE supports its members by:

- positively promoting the independent long-term care sector, good practice and high standards of care;
- providing members with advance notice of forthcoming changes to policy, legislation and regulatory requirements, and assisting members in the understanding and interpretation of these;
- representation of members views to commissioners, inspectors and other key bodies;
- sharing, exchanging, signposting and providing accessible information, knowledge and advice; →

Reablement  
Care



Sensory  
Impairment  
Care

Mental  
Health Care

# LANGDALE

CARE HOMES

DIGNIFIED CARE. INSPIRED LIVING.

Residential &  
Nursing Care

Respite  
Care

End of  
Life Care

Daycare  
Services

RESPECT  
COMFORT  
HAPPINESS  
FULFILMENT  
EMPATHY  
SAFETY  
EXCELLENCE

Physical  
Disability Care

Dementia  
Care



# LIFE 'S JOURNEY, ENHANCED IN OUR HOMES.

**Join our family today!**

As we watch seasons of life go by, we see new beginnings, a life full of blossom, colour and adventure, the buzz of life at its peak and the gratefulness of life as it matures into strength and solidarity. A strength that weathers all storms and eventually, with huge wisdom and benefit to all around, finally becomes a free spirit that embodies its beautiful surrounding to live for an eternity.



**SCAN ME**



Visit our website for more information  
[www.langdalecarehomes.co.uk](http://www.langdalecarehomes.co.uk)

- • presentations by invited speakers on current topics at our regular meetings;
- helping members understand the implications of local contracts, eligibility criteria and funding;
- impartial and practical support and advice on the differing issues providers face daily and in times of difficulty;
- informing members of grant funding and newly available initiatives;
- special members' rates from partnership suppliers for services and products; and
- free initial telephone advice from our legal advisors on employment, commercial and regulatory issues.

EMCARE is currently leading the Care Home Trusted Assessor project alongside University Hospitals of Leicester (UHL), working with and assisting Leicestershire County Council, UHL and care homes in the county to support and facilitate effective, timely and safe re-admissions and new admissions to care homes in the county.

EMCARE has been running for over 30 years, celebrating and supporting quality care in Leicester, Leicestershire and Rutland. In addition, EMCARE holds regular meetings for its members and

organises a successful annual conference, which has been running for over 20 years.

EMCARE is an affiliated member of Care England and works in partnership with other key agencies and organisations, where possible, such as the Care Association Alliance (CAA), Registered Nursing Homes Association (RNHA) and National Care Forum (NCF).

Due to the importance of the role EMCARE plays, the association believes it is crucial for all providers to develop a collective voice to share their knowledge and it is keen to encourage membership from all care providers in Leicester, Leicestershire and Rutland.

For further information regarding **EMCARE**, its initiatives and membership benefits, please visit [www.emcare.org.uk](http://www.emcare.org.uk) or contact the Chairman, **Harj Nanuwa** or the Membership Secretary on **0116 348 8146** or email at [admin@emcare.org.uk](mailto:admin@emcare.org.uk)



For care homes.  
For Living

## Your local Bupa care homes in Leicester.

Whether you need to find a care home now or are just starting to look into the options, we can support you and your loved one.

Our teams are trained to care for our residents' individual needs. You're welcome to come and say hello and the teams will be happy to show you around.

Call us for advice or to arrange a visit

**0808 296 2411**

Lines are open 8am to 6.30pm Monday to Friday, 9am to 12.30pm Saturday. Closed Sundays and bank holidays. Calls are charged at no more than local rate and count towards any inclusive minutes from mobiles. We may record or monitor our calls.

Open to everyone



**Ashby Court Care Home**

- ✓ Residential
- ✓ Nursing
- ✓ Short stay
- ✓ Dementia



**Aylesham Court Care Home**

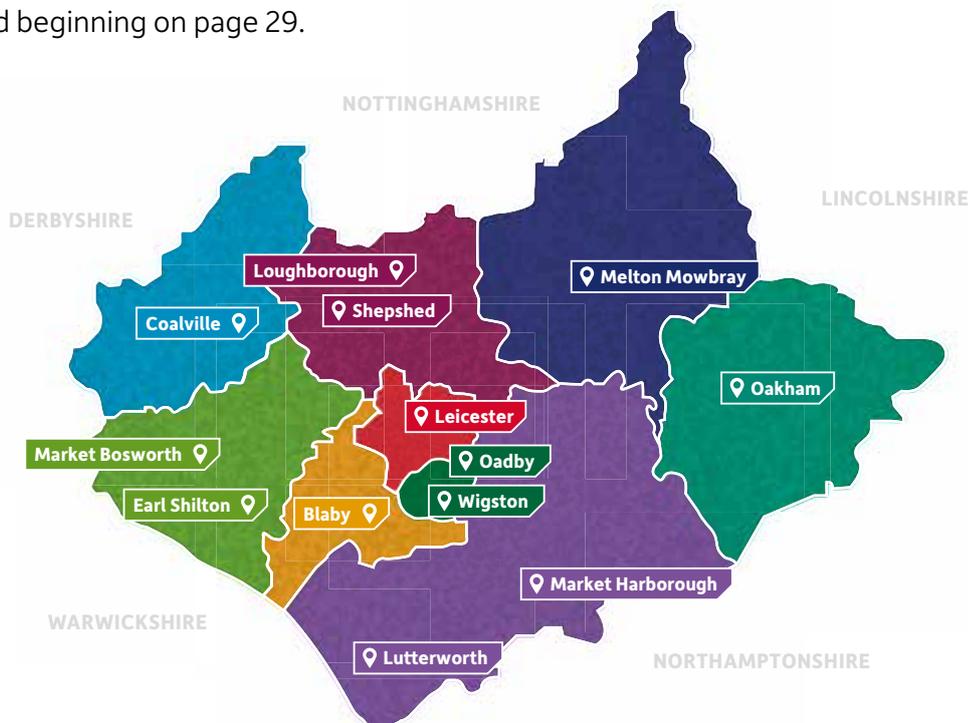
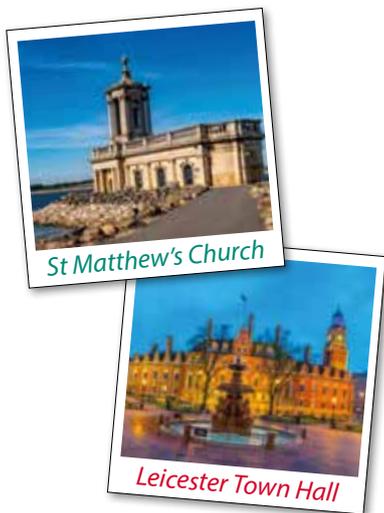
- ✓ Residential
- ✓ Nursing
- ✓ Short stay

Q119540 OCT19 CS 01416

# Residential care in Leicester, Leicestershire and Rutland

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

Home care providers can be found beginning on page 29.



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**Search for care in your area**

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

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

CareChoices

Professional Quality Residential Care

0116 277 3890  
[www.woodwayhouse.co.uk](http://www.woodwayhouse.co.uk)

Woodway House is proud to provide high quality respite, residential & dementia care.

We offer a secure, spacious and homely atmosphere. Our aim is to fulfil individual needs. Our high standard of care is provided with kindness, patience and understanding.

Inspected and rated Good

11 Enderby Road, Blaby, Leicester LE8 4GD • [woodwayhouse@hotmail.com](mailto:woodwayhouse@hotmail.com)

# CHERRYTREE RESIDENTIAL CARE HOME

*Care with pride*

Cherrytree is a family-run and owned care home situated in the quiet village of Countesthorpe. We offer affordable high-quality residential, dementia and respite care.

Our friendly and qualified team focus on ensuring every individual's needs are continually met by using tailored care plans. To help lead an enriched life, our dedicated activities team host engaging social programmes as well as regular visits from loved ones.

-  Cinema room
-  Hair Dressing
-  En-suite bedrooms
-  Flexible & protected mealtimes
-  Library Room
-  Housekeeping Service
-  Nurse call system
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<p><b>Alexandra House – Leicester</b> Places: 17 1 Narborough Road, Huncote, Leicester LE9 3AW Tel: 0116 275 3669 <b>OP D PD MH SI</b></p>	<p><b>Livesey Lodge Care Home</b> Places: 24 Livesey Drive, Sapcote, Leicester LE9 4LP Tel: 01455 273536 <b>OP D</b></p>
<p><b>Applegarth</b> Places: 6 1 Rutland Close, 117 Hinckley Road, Leicester Forest East, Leicester LE3 3PW Tel: 0116 249 8861 <b>OP D PD LDA MH SI YA</b> Web: vistablind.org.uk</p>	<p><b>Portland House</b> Places: 19 Portland Road, Kirby Muxloe, Leicester LE9 2EH Tel: 0116 239 3056 <b>OP D MH YA</b></p>
<p><b>Chataway Care Home</b> Places: 14 4 East Avenue, Whetstone, Leicester LE8 6JG Tel: 0116 284 8306 <b>OP PD YA</b></p>	<p><b>Tavey House</b> Places: 12 4 Grove Road, Whetstone, Leicester LE8 6LN Tel: 0116 284 8606 <b>OP D MH YA</b> Web: www.taveyhouse.co.uk</p>
<p><b>Cherrytree Residential Home</b> Places: 40 123 Station Road, Countesthorpe, Leicester LE8 5TD <b>Advert page 70</b> Tel: 0116 277 7960 <b>OP PD MH YA</b> Web: www.karahealthcare.com</p>	<p><b>Ty Gwyn Residential Care Home</b> Places: 12 2 Hall Walk, Enderby, Leicester LE19 4AH Tel: 0116 286 4271 <b>OP LDA</b> Web: www.suncarehomes.com/index.php?node=ty-gwyn-residential-home</p>
<p><b>Enderby Grange</b> Places: 40 Sparsis Gardens, Narborough LE19 2BQ Tel: 0116 275 2555 <b>OP D PD MH</b> Web: www.ala-care.co.uk</p>	<p><b>Waring Close</b> Places: 16 1-3 Waring Close, Glenfield, Leicester LE3 8PZ Tel: 0116 287 8330 <b>LDA</b> Web: www.macintyrecharity.org</p>
<p><b>Famille House</b> Places: 16 4 Station Road, Kirby Muxloe, Leicester LE9 2EJ Tel: 0116 239 4012 <b>LDA</b> Web: www.pathwayscaregroup.co.uk</p>	<p><b>West View Care Home</b> Places: 19 136 Leicester Road, Glen Parva, Leicester LE2 9HG Tel: 0116 277 3896 <b>OP D LDA MH</b> Web: www.midlandscare.co.uk</p>
<p><b>Heathcotes (Glenfield)</b> Places: 6 20 Groby Road, Glenfield, Leicester LE3 8GJ Tel: 0116 287 7837 <b>PD LDA MH SI YA</b> Web: www.heathcotes.net</p>	<p><b>Whetstone Grange</b> Places: 38 148 Enderby Road, Whetstone, Leicester LE8 6JJ Tel: 0116 247 7876 <b>OP D PD MH</b> Web: www.alacare.co.uk</p>
<p><b>Heathcotes (Kirby Muxloe)</b> Places: 7 6 Barry Drive, Kirby Muxloe, Leicester LE9 2HG Tel: 0116 224 5971 <b>LDA MH</b> Web: www.heathcotes.net</p>	<p><b>Willow House</b> Places: 6 22 Tredington Road, Glenfield, Leicester LE3 8EP Tel: 0116 232 1971 <b>LDA YA</b> Web: www.kingscarehomes.co.uk</p>
<p><b>Kathleen Rutland Home, The</b> Places: 44 117 Hinckley Road, Leicester Forest East, Leicester LE3 3PF Tel: 0116 239 4234 <b>OP D PD LDA MH SI YA</b> Web: www.vistablind.org.uk</p>	<p><b>Woodheyes</b> Places: 38 231 Hinckley Road, Leicester Forest East, Leicester LE3 3PH Tel: 0116 238 7371 <b>OP D SI</b> Web: www.woodheyes.co.uk</p>
<p><b>Kirby House</b> Places: 41 Kirby Lane, Kirby Muxloe, Leicester LE9 2JG Tel: 0116 239 4286 <b>OP D PD MH SI YA</b></p>	<p><b>Woodway House</b> Places: 32 11 Enderby Road, Blaby, Leicester LE8 4GD Tel: 0116 277 3890 <b>Advert page 69</b> <b>OP D YA</b> Web: www.woodwayhouse.co.uk</p>

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



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**Aylesham Court Bupa Care Home** Places: 60  
 195 Hinckley Road, Leicester Forest East,  
 Leicester LE3 3PH  
 Tel: 0116 298 5550 **Advert page 68** **OP PD YA**  
 Web: www.bupa.co.uk

**Barons Park Care** Places: 46  
 Desford Lane, Kirby Muxloe,  
 Leicester LE9 2BE  
 Tel: 0116 238 7337 **OP D MH YA**  
 Web: www.prime-life.co.uk **Advert pages 52 & 53**

**Langdale House Ltd** Places: 31  
 6 Church Street, Sapcote,  
 Leicester LE9 4FG **Advert pages 66 & 67**  
 Tel: 01455 274544 **OP D PD MH SI YA**  
 Web: www.langdalecarehomes.co.uk

**See page 59 for more information on paying for care homes in Leicester, Leicestershire and Rutland.**

## Charnwood care homes

**Abbeyfield Loughborough Society** Places: 31  
 42-44 Westfield Drive, Loughborough LE11 3QL  
 Tel: 01509 266605 **OP D YA**  
 Web: www.abbeyfieldloughborough.ik.com

**Acorn Close** Places: 23  
 2 Cotton Mill Crescent, Shepshed LE12 9DR  
 Tel: 01509 504279 **PD LDA MH YA**  
 Web: www.prime-life.co.uk **Advert pages 52 & 53**

**Ash Tree** Places: 6  
 81 Leicester Road, Shepshed, Loughborough LE12 9DF  
 Tel: 01509 650169 **OP D LDA**

**Ayeesha-Raj Care Home** Places: 20  
 86 Loughborough Road,  
 Mountsorrel, Loughborough LE12 7AU  
 Tel: 01509 413667 **PD LDA MH**

**Barkby Road** Places: 7  
 220 Barkby Road, Syston, Leicester LE7 2AJ  
 Tel: 0116 260 5088 **LDA YA**  
 Web: www.chartwell-care-services-ltd-residential-care-home.business.site/

**Big House, The** Places: 3  
 236 Beaumanor Road, Leicester LE4 5QB  
 Tel: 0116 243 6199 **PD LDA SI YA**  
 Web: www.woodleighhealth.co.uk

**Cedar House Care Home** Places: 45  
 249 Station Road, Rothley, Leicester LE7 7LD  
 Tel: 0116 230 3066 **OP**

**Cedar Mews** Places: 73  
 67 Hallam Fields Road, Birstall, Leicester LE4 3LX  
 Tel: 0116 267 4835 **OP D PD YA**  
 Web: www.cinnamoncc.com/care-homes/cedar-mews

**Charnwood Lodge** Places: 17  
 Woodhouse Lane, Nanpantan,  
 Loughborough LE11 3YG  
 Tel: 01509 890184 **LDA MH YA**  
 Web: www.prioryadultcare.co.uk

**Community Living Project** Places: 9  
 29 Loughborough Road, Quorn,  
 Loughborough LE12 8DU  
 Tel: 01509 620858 **LDA**

**Croft House** Places: 6  
 138 Leicester Road, Thurmaston LE7 7JJ  
 Tel: 0116 236 8666 **LDA YA**  
 Web: www.voyagecare.com

**Damascus House** Places: 12  
 517 Loughborough Road, Birstall, Leicester LE4 4BJ  
 Tel: 0116 267 1173 **LDA**

**Freedom Care Ltd – 362 Park Road** Places: 1  
 362 Park Road, Loughborough LE11 2HN  
 Tel: 0116 366 9655 **LDA**  
 Web: www.freedomcare.org

**Freedom Care Ltd – 68 Conway Drive** Places: 4  
 68 Conway Drive, Shepshed LE12 9PP  
 Tel: 01509 557887 **LDA MH YA**  
 Web: www.freedomcare.org

**Garendon Residential Home** Places: 14  
 50-52 Garendon Road, Loughborough LE11 4QD  
 Tel: 01509 550468 **LDA**  
 Web: www.adonaiholding.com

**Gilburn** Spaces: 7  
 53 Ashby Road, Shepshed LE12 9BS  
 Tel: 07918 777465 **LDA MH YA**  
 Web: www.dignushealthcare.com

**Glebe Cottage** Places: 3  
9 Shelley Street, Loughborough LE11 5LD  
Tel: 01509 265528 **OP LDA YA**  
Web: www.glebehouseproject.org.uk

**Hadrian House** Places: 43  
Garden Street, Thurmaston, Leicester LE4 8DS  
Tel: 0116 269 4397 **OP D PD MH SI YA**  
Web: www.lccl.eu/en/our-homes/hadrian-house

**Highbury Residential Home** Places: 27  
38 Mountsorrel Lane, Sileby, Loughborough LE12 7NF  
Tel: 01509 813692 **OP D LDA MH YA**  
Web: www.carehomes-leicestershire.co.uk

**Homefield College – Annex Building** Places: 3  
217 Loughborough Road, Mountsorrel,  
Loughborough LE12 7AR  
Tel: 01509 815696 **LDA**  
Web: www.homefieldcollege.ac.uk

**Homefield College Ltd**  
**– 139 Homefield Road** Places: 4  
139 Homefield Road, Sileby, Loughborough LE12 7TG  
Tel: 01509 812126 **LDA**  
Web: www.homefieldcollege.ac.uk

**Homefield College Ltd**  
**– 37 Greedon Rise** Places: 3  
37 Greedon Rise, Sileby, Loughborough LE12 7TE  
Tel: 01509 814640 **LDA**  
Web: www.homefieldcollege.ac.uk

**Homefield College Ltd**  
**– 51 Greedon Rise** Places: 3  
51 Greedon Rise, Silbey, Loughborough LE12 7TE  
Tel: 01509 816091 **LDA**  
Web: www.homefieldcollege.ac.uk

**Homefield College Ltd**  
**– 76 Cossington Road** Places: 3  
76 Cossington Road, Silbey, Loughborough LE12 7RS  
Tel: 01509 815569 **LDA**  
Web: www.homefieldcollege.ac.uk

**Huntingdon Court** Places: 43  
Regent Street, Loughborough LE11 5BA  
Tel: 01509 217474 **OP D PD LDA MH SI YA**  
Web: www.lccl.eu/en/our-homes/huntingdon-court

**King Street**  
**– Care Home Physical Disabilities** Places: 17  
61/63 King Street, Sileby LE12 7LZ  
Tel: 01509 817750 **OP PD LDA YA**  
Web: www.leonardcheshire.org

**Lester Court** Places: 10  
2a Storer Road, Loughborough LE11 5EQ  
Tel: 01509 230622 **PD MH YA**  
Web: www.accomplish-group.co.uk

**Lingdale Lodge** Places: 48  
Lingdale, East Goscote LE7 3XW  
Tel: 0116 260 3738 **OP D PD MH**

**Longcliffe Care Home** Places: 42  
300 Nanpantan Road, Nanpantan,  
Loughborough LE11 3YE  
Tel: 01509 236256 **OP PD**  
Web: www.longcliffenursinghome.co.uk

**Marwood Residential Home** Places: 24  
57 Ashby Road Central, Shepshed,  
Loughborough LE12 9BS  
Tel: 01509 600625 **OP PD**  
Web: www.marwoodresidentialhome.co.uk

**Meadows, The** Places: 4  
25 The Meadows, Shepshed,  
Loughborough LE12 9QJ  
Tel: 07918 777465 **LDA MH SI YA**  
Web: www.dignushealthcare.com

**Mountview Care Home** Places: 66  
1093 Loughborough Road, Rothley,  
Leicester LE7 7NL  
Tel: 0116 303 3303 **Advert page 72** **OP D**  
Web: www.idealcarehomes.co.uk

**Northfield House Residential Home** Places: 19  
1362 Melton Road, Syston, Leicester LE7 2EQ  
Tel: 0116 260 7107 **OP D PD**

**Old Station Close** Places: 21  
Unit 1, Old Station Close, Shepshed,  
Loughborough LE12 9NJ  
Tel: 01509 506218 **LDA MH YA**  
Web: www.prime-life.co.uk **Advert pages 52 & 53**

**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

**Orchard Court** Places: 20  
3a Orchard Gardens, Thurmaston, Leicester LE4 8NS  
Tel: 0116 264 0086 **OP PD LDA SI YA**  
Web: www.ibchealthcare.co.uk

**Pear Tree Grove** Places: 10  
97 Fosse Way, Syston, Leicester LE7 1NH  
Tel: 0116 269 8686 **OP LDA YA**

**Pinglenook Residential Home** Places: 16  
229 Sileby Road, Barrow upon Soar,  
Loughborough LE12 8LP  
Tel: 01509 813071 **OP D PD YA**  
Web: www.bethesdacarehomes.com

**Primrose Lodge** Places: 15  
Lingdale, East Goscote LE7 3XW  
Tel: 0116 269 7871 **OP D PD**

**Quarry Hill Grange Residential Home** Places: 23  
Watling Street, Mountsorrel,  
Loughborough LE12 7BD  
Tel: 0116 230 2102 **OP**

**Quorn Orchards Care Home** Places: 30  
11 School Lane, Quorn, Loughborough LE12 8BL  
Tel: 01509 413094 **OP**

**Rearsby Home Ltd** Places: 27  
34-36 Station Road, Rearsby, Leicester LE7 4YY  
Tel: 01664 424519 **OP D PD MH**

**Roman Park** Places: 14  
99 Fosse Way, Syston LE7 1NH  
Tel: 0116 220 7338 **PD LDA YA**

**Rose Cottage Rest Home** Places: 17  
136 Rothley Road, Mountsorrel,  
Loughborough LE12 7JX  
Tel: 0116 230 2860 **Advert adjacent** **OP SI YA**

**Stadon Road** Places: 7  
– **Care Home Physical Disabilities**  
42 Stadon Road, Anstey,  
Leicester LE7 7AY  
Tel: 0116 235 2457 **OP PD YA**  
Web: www.leonardcheshire.org

**Syston Lodge Residential Home** Places: 25  
6 Oxford Street, Syston, Leicester LE7 2AS  
Tel: 0116 260 3550 **Advert below** **OP PD**

**Westroyd Care Home** Places: 55  
Tickow Lane, Shepshed,  
Loughborough LE12 9LY  
Tel: 01509 650513 **OP D PD MH**  
Web: www.fshc.co.uk **Advert page 92**

**White Acres** Places: 12  
15 Leicester Road, Shepshed LE12 9DF  
Tel: 01509 502845 **LDA YA**  
Web: www.prime-life.co.uk **Advert pages 52 & 53**

**Woodthorpe Lodge** Places: 66  
54 John Boden Way, Woodthorpe,  
Loughborough LE11 2ER  
Tel: 01509 274027 **Advert page 72** **OP D MH SI YA**  
Web: www.idealcarehomes.co.uk



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## Syston Lodge Residential Home

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Our caring and efficient staff are always available to assist and respond to our residents

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We are proud to provide:

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- Passenger lift to all floors
- Menu suitable for all requirements
- Long and short stay residents welcome
- Hairdressing, chiropody and physiotherapy
- In house activities and outings programme

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### **What people say about our service:**

*"A huge thank you to all of you for your sustained, professional, and above all compassionate and affectionate care for him over the past three and a half years."*

*"I cannot put into words how impressed I have been in the way each of you made Mum's time at The Willows as comfortable as possible."*



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the gold standards  
framework



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105 - 107 Coventry Road, Market Harborough LE16 9BX

## Charnwood care homes with nursing

Advertisers are highlighted

### Aarons Specialist Unit

Epinal Way Care Centre, Epinal Way,  
Loughborough LE11 3GD  
Tel: 01509 212666  
Web: www.rushcliffecare.co.uk

Places: 22

OP PD MH SI YA

### Beaumanor Nursing Home

Cartwright Street, Loughborough LE11 1JW  
Tel: 01509 239443  
Web: www.rushcliffecare.co.uk

Places: 53

OP D PD SI

### Berrystead Nursing and Residential Home Ltd

1001 Melton Road, Syston,  
Leicester LE7 2BE  
Tel: 0116 269 2366

Places: 46

OP

### Charnwood Hall Nursing Home

38 Charnwood Road, Shepshed,  
Loughborough LE12 9QF  
Tel: 01509 650717  
Web: www.charnwoodhallnursinghome.co.uk

Places: 25

OP PD

### Charnwood Oaks Nursing Home

Sullington Road, Shepshed LE12 9JG  
Tel: 01509 600500 **Advert page 52 & 53**  
Web: www.prime-life.co.uk

Places: 84

OP D

### Hall, The

Epinal Way Care Centre, Epinal Way,  
Loughborough LE11 3GD  
Tel: 01509 216616  
Web: www.rushcliffecare.co.uk

Places: 19

MH YA AD

### Jasmine Court Nursing Home

Nottingham Road,  
Loughborough LE11 1EU  
Tel: 01509 265141  
Web: www.rushcliffecare.co.uk

Places: 66

OP D PD MH SI YA

### Lonsdale Mews

Farley Way, Quorn,  
Loughborough LE12 8XS  
Tel: 0333 999 2569  
Web: www.careuk.com/care-homes/lonsdale-mews-quorn

Places: 64

OP D PD YA

### Matthews Neurorehab Unit

Epinal Way Care Centre, Epinal Way,  
Loughborough LE11 3GD  
Tel: 01509 217666  
Web: www.rushcliffecare.co.uk

Places: 38

OP PD SI YA

### Thorpe House Nursing Home

Knighthorpe Road,  
Loughborough LE11 4JS  
Tel: 01509 219877  
Web: www.rushcliffecare.co.uk

Places: 50

OP D PD SI

### Willows, The

14-16 The Lant, Shepshed,  
Loughborough LE12 9PD  
Tel: 01509 650669 **Advert page 56**  
Web: www.3abcare.co.uk

Places: 60

OP PD YA

## Harborough care homes

### Brook House Care Home

15 Bell Lane, Husbands Bosworth,  
Lutterworth LE17 6LA  
Tel: 01858 880247 **Advert page 56**  
Web: www.3abcare.co.uk

Places: 41

OP D

### Hallaton Manor Ltd

Cranoë Road, Hallaton LE16 8TZ  
Tel: 01858 555271  
Web: www.hallatonmanor.com

Places: 41

OP D PD LDA MH YA AD

### Charnwood Park Residential Home

164 Charnwood Road, Barwell, Leicester LE9 8FU  
Tel: 01455 844770  
Web: www.charnwoodpark.co.uk

Places: 11

OP PD SI

### Herons Lodge

138 Northampton Road,  
Market Harborough LE16 9HF  
Tel: 01858 465441  
Web: www.mentauruk.com

Places: 10

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

**HF Trust – Cromwell Crescent** Places: 3  
83 Cromwell Crescent, Market Harborough LE16 9JW  
Tel: 01858 419145 **OP LDA YA**  
Web: www.hft.org.uk

**Hunters Lodge** Places: 17  
26 Berridges Lane, Husbands Bosworth,  
Lutterworth LE17 6LE  
Tel: 01858 880538 **OP D PD LDA SI YA**  
Web: www.bondcare.co.uk/care-homes/hunters-  
lodge-care-home/

**Kibworth Court** Places: 45  
Smeeton Road, Kibworth LE8 OLG  
Tel: 0116 279 2828 **OP D**  
Web: www.newbloom.co.uk

**Kibworth Knoll** Places: 36  
12 Fleckney Road, Kibworth, Leicester LE8 OHE  
Tel: 0116 279 3879 **OP D PD**  
Web: www.kibworthknoll.co.uk

**Lenthall House** Places: 40  
Lenthall Square,  
Market Harborough LE16 9LQ  
Tel: 01858 463204 **OP D PD LDA MH SI YA**

**Lodge Residential Home, The** Places: 32  
Grange Lane, Thurnby LE7 9PH  
Tel: 0116 241 9333 **OP**  
Web: www.thelodgethurnby.co.uk

**Lutterworth Country House Care Home** Places: 66  
2 Ashby Lane, Bitteswell,  
Lutterworth LE17 4LS  
Tel: 01455 558355 **Advert pages 52 & 53** **OP YA**  
Web: www.prime-life.co.uk

**Woodmarket House** Places: 42  
Woodmarket,  
Lutterworth LE17 4BZ  
Tel: 01455 552678 **OP D PD LDA MH SI YA**

## Harborough care homes with nursing

**Grange Nursing & Residential Home, The** Places: 50  
Smeeton Road, Saddington,  
Leicester LE8 0QT  
Tel: 0116 240 2264 **OP D PD SI YA**  
Web: www.grangesaddington.co.uk

**Peaker Park Care Village** Places: 137  
Trojan Place, Rockingham Road,  
Market Harborough LE16 7FP **Advert page 52 & 53**  
Tel: 01858 414460 **OP D PD MH SI YA**  
Web: www.prime-life.co.uk

**Rosewood Manor** Places: 70  
58 Coventry Road, Market Harborough LE16 9BZ  
Tel: 01923 624154 **OP D PD**  
Web: www.rosewoodmanor.co.uk

**Sutton in the Elms** Places: 42  
34 Sutton Lane, Sutton-in-the-Elms,  
Leicester LE9 6QF **Advert pages 66 & 67**  
Tel: 01455 286577 **OP PD MH SI YA**  
Web: www.langdalecarehomes.co.uk

**Willows Nursing and Residential Home, The** Places: 57  
107 Coventry Road,  
Market Harborough LE16 9BX **Advert page 76**  
Tel: 01858 463177 **OP D PD MH SI YA**  
Web: www.willowsnursinghome.co.uk



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

## Hinckley and Bosworth care homes

Advertisers are highlighted

<p><b>Bethel/Bethesda Residential Home</b> Equity Road East, Earl Shilton LE9 7FY Tel: 01455 847505</p>	<p>Places: 34 <b>OP D</b></p>	<p><b>Kingsfield Court Care Home</b> 40 High Street, Earl Shilton, Leicester LE9 7DG Tel: 01455 360220 Web: www.kingsfieldcourt.co.uk</p>	<p>Places: 70 <b>OP D PD</b></p>
<p><b>Briars, The</b> 29 Spa Lane, Hinckley LE10 1JA Tel: 01455 613749</p>	<p>Places: 7 <b>OP LDA YA</b></p>	<p><b>Kirby Grange Residential Home</b> Markfield Lane, Botcheston, Near Leicester LE9 9FG Tel: 01455 824167 Web: www.kirbygrange.co.uk</p>	<p>Places: 31 <b>OP D PD MH SI YA</b></p>
<p><b>Harvey House</b> Church Lane, Barwell, Leicester LE9 8DG Tel: 01455 843575</p>	<p>Places: 44 <b>OP D PD LDA MH SI YA</b></p>	<p><b>Maple House</b> 15 Mill Drive, Ratby, Leicester LE6 0JH Tel: 0116 238 6302</p>	<p>Places: 5 <b>LDA YA</b></p>
<p><b>Hayes Close</b> 9 Hayes Close, Whitwick, Coalville LE67 5PJ Tel: 01530 837444 Web: www.rushcliffecare.co.uk</p>	<p>Places: 7 <b>PD LDA SI YA</b></p>	<p><b>Moat House</b> New Road, Burbage, Hinckley LE10 2AW Tel: 01455 633271 Web: www.adeptcarehomes.co.uk</p>	<p>Places: 101 <b>OP D YA</b></p>
<p><b>Hinckley House Care Home</b> Tudor Road, Hinckley LE10 0EH Tel: 01455 639710 <b>Advert page 57</b> Web: www.averyhealthcare.co.uk</p>	<p>Places: 60 <b>OP D PD YA</b></p>	<p><b>Orchard House</b> Weston Drive, Market Bosworth CV13 0LY Tel: 01455 292988</p>	<p>Places: 30 <b>OP D PD</b></p>
<p><b>Honeysuckle Farm</b> Desford Road, Newtown Unthank LE9 9FL Tel: 01455 828575 Web: www.pathwayscaregroup.co.uk</p>	<p>Places: 15 <b>PD LDA</b></p>	<p><b>ParkHouse Grange</b> 47 Park Road, Earl Shilton, Leicester LE9 7EP Tel: 01455 851222 Web: www.ala-care.co.uk</p>	<p>Places: 40 <b>OP D PD MH</b></p>
<p><b>Jubilee Villa</b> 48 Mill Street, Barwell, Leicester LE9 8DW Tel: 01455 843510 Web: www.heroiccare.com</p>	<p>Places: 5 <b>PD LDA YA</b></p>	<p><b>Rowan House</b> 2 Spa Lane, Hinckley LE10 1JB Tel: 01455 637972</p>	<p>Places: 9 <b>OP LDA YA</b></p>
<p><b>Kingly Croft</b> 11 Mount Road, Hinckley LE10 1AD Tel: 01455 613823 Web: www.activecaregroup.co.uk</p>	<p>Places: 6 <b>PD MH SI YA</b></p>	<p><b>Saffron House</b> 2A High Street, Barwell, Leicester LE9 8DQ Tel: 01455 842222</p>	<p>Places: 48 <b>OP D PD YA</b></p>
<p><b>Kingly House</b> 13-19 Mount Road, Hinckley LE10 1AD Tel: 01455 613823 Web: www.activecaregroup.co.uk</p>	<p>Places: 17 <b>PD YA</b></p>	<p><b>Trees, The</b> Deveron Way, Hinckley LE10 0XD Tel: 0116 305 7351 Web: www.leics.gov.uk</p>	<p>Places: 19 <b>OP D PD LDA MH SI YA</b></p>
<p><b>Kingly Lodge</b> 21 Mount Road, Hinckley LE10 1AD Tel: 01455 613845 Web: www.activecaregroup.co.uk</p>	<p>Places: 5 <b>PD LDA MH YA</b></p>	<p><b>Willows Residential Home (Hinckley), The</b> 89 London Road, Hinckley LE10 1HH Tel: 01455 615193 Web: www.hc-one.co.uk/homes/the-willows</p>	<p>Places: 40 <b>OP D PD YA</b></p>
		<p><b>Woodrowe House</b> Ratby Lane, Markfield LE67 9RN Tel: 01530 234146 Web: www.woodrowehealthcare.co.uk</p>	<p>Places: 27 <b>OP PD MH SI YA</b></p>

**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

## Hinckley and Bosworth care homes with nursing

### Ashton Care Home, The

John Street,  
Hinckley LE10 1UY  
Tel: 01455 233350

Places: 72

OP D PD MH SI YA

### Hinckley Park Nursing Home

67 London Road, Hinckley LE10 1HH  
Tel: 01455 615252  
Web: [www.hc-one.co.uk/homes/hinckley-park](http://www.hc-one.co.uk/homes/hinckley-park)

Places: 40

OP PD

### Bosworth Court Care Home

Station Road, Market Bosworth CV13 0JP  
Tel: 01455 290867

Places: 42

OP D PD MH SI YA

See page 59 for more information on paying for care homes in Leicestershire.

## Leicester City care homes

Advertisers are highlighted

### 25 Percival Way

25 Percival Way, Groby, Leicester LE6 0AU  
Tel: 07917 191170  
Web: [www.asdsupport.co.uk](http://www.asdsupport.co.uk)

Places: 2

LDA MH YA

### Alston House

380 Aylestone Road, Leicester LE2 8BL  
Tel: 0116 291 5601  
Web: [www.midlandscare.co.uk](http://www.midlandscare.co.uk)

Places: 19

OP D PD LDA MH SI YA

### A S Care

138 Westcotes Drive, Leicester LE3 0QS  
Tel: 0116 233 4300  
Web: [www.mauricare.com](http://www.mauricare.com)

Places: 25

OP D PD MH SI

### Anita Jane's Lodge

126 Uppingham Road, Leicester LE5 0QF  
Tel: 0116 276 8071

Places: 16

MH YA

### Abberdale Ltd T/A Abberdale House

165-169 Hinckley Road, Leicester LE3 0TF  
Tel: 0116 291 5660 **Advert below**  
Web: [www.abberdaleresidentialhome.co.uk](http://www.abberdaleresidentialhome.co.uk)

Places: 25

OP D PD MH YA

### Arbor House

High Street, Evington,  
Leicester LE5 6SH  
Tel: 0116 273 9033

Places: 40

OP D PD MH SI YA

### Abbey House

Stokes Drive, Leicester LE3 9BR  
Tel: 0116 231 2350

Places: 37

OP D PD MH SI YA

### Ark Care Lodge Ltd, The

94-96 Evington Lane,  
Leicester LE5 5PP  
Tel: 0116 273 6950

Places: 18

LDA

### Agnes House

Hinckley Road, Leicester LE3 0UX  
Tel: 0116 255 9174 **Advert page 86**  
Web: [www.wyggestons.org.uk](http://www.wyggestons.org.uk)

Places: 26

OP PD SI

### Ashton Lodge Residential Home

3 Daneshill Road, Leicester LE3 6AN  
Tel: 0116 262 0075  
Web: [www.ashtonlodge.co.uk](http://www.ashtonlodge.co.uk)

Places: 27

OP D PD MH YA

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At Abberdale, we are specialists in **dementia** and **mental health care**, providing Long and short term, respite, day and holiday care.

Quality care and  
peace of mind

Our commitment is to promote person centred care to our residents to ensure we provide the **highest level of care** possible.

For more information, contact us:

**0116 291 5660**

[manager@abberdaleresidentialhome.co.uk](mailto:manager@abberdaleresidentialhome.co.uk)  
[www.abberdaleresidentialhome.co.uk](http://www.abberdaleresidentialhome.co.uk)

Abberdale Residential Home  
165-169 Hinckley Road,  
Leicester  
LE3 0TF



**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

**Asra House Residential Care Home** Places: 42  
 15 Asha Margh, Holden Street, Leicester LE4 5LE  
 Tel: 0116 266 2727 **OP D PD SI**  
 Web: [www.sanctuary-care.co.uk/care-homes-midlands/asra-house-residential-care-home](http://www.sanctuary-care.co.uk/care-homes-midlands/asra-house-residential-care-home)

**Aylestone Grange** Places: 10  
 705-707 Aylestone Road, Leicester LE2 8TG  
 Tel: 0116 224 9353 **OP MH YA AD**  
 Web: [www.aylestonegrange.co.uk](http://www.aylestonegrange.co.uk)

**Barclay Street** Places: 6  
 148 Barclay Street, Leicester LE3 0JB  
 Tel: 0116 254 7775 **OP LDA YA**  
 Web: [www.chartwell-care-services-ltd-residential-care-home.business.site/](http://www.chartwell-care-services-ltd-residential-care-home.business.site/)

**Beaumont Hall** Places: 60  
 120 Beaumont Leys Lane, Leicester LE4 2BD  
 Tel: 0116 232 3291 **Advert page 72** **OP D YA**  
 Web: [www.idealcarehomes.co.uk](http://www.idealcarehomes.co.uk)

**Bodnant House** Places: 10  
 11 Bodnant Avenue, Leicester LE5 5RB  
 Tel: 0116 273 6461 **OP LDA MH SI YA**  
 Web: [www.care24-7leicester.com](http://www.care24-7leicester.com)

**Bow Lodge** Places: 4  
 339 Scraftoft Lane, Leicester LE5 2HU  
 Tel: 07711 986299 **MH YA**

**Chantry, The** Places: 13  
 Chantry Lane, Off Groby Road,  
 Leicester LE3 9QJ  
 Tel: 0116 366 9655 **LDA MH YA**  
 Web: [www.freedomcare.org](http://www.freedomcare.org)

**Cherre Residential Care** Places: 14  
 2 Daneshill Road, Leicester LE3 6AL  
 Tel: 0116 251 7567 **PD LDA MH**

**Church View** Places: 8  
 5 Springfield Road, Stoneygate, Leicester LE2 3BB  
 Tel: 0116 270 2678 **LDA**  
 Web: [www.advancedcaringlimited.co.uk](http://www.advancedcaringlimited.co.uk)

**Clarendon Beechlands** Places: 18  
 28 Central Avenue, Clarendon Park, Leicester LE2 1TB  
 Tel: 0116 270 3968 **LDA MH YA**  
 Web: [www.prime-life.co.uk](http://www.prime-life.co.uk) **Advert pages 52 & 53**

**Clarendon Mews Care Home** Places: 47  
 Grasmere Street, Leicester LE2 7FS  
 Tel: 0116 255 2774 **OP D YA**  
 Web: [www.clarendonmews.co.uk](http://www.clarendonmews.co.uk)

**Cooper House** Places: 32  
 Pasley Road, Leicester LE2 9BT  
 Tel: 0116 278 2341 **OP D PD MH SI YA**

**Coriander Road** Places: 4  
 25 Coriander Road, Bede Island, Leicester LE2 7ER  
 Tel: 0116 254 4006 **LDA**  
 Web: [www.macintyrecharity.org](http://www.macintyrecharity.org)

**Diamond House** Places: 74  
 80 Bewcastle Grove, Beaumont Leys,  
 Leicester LE4 2JW  
 Tel: 0116 235 5201 **OP D PD YA**

**Diwali Nivas** Places: 21  
 38 Westcotes Drive, Leicester LE3 0QR  
 Tel: 0116 233 4440 **Advert below** **OP D MH**  
 Web: [www.diwalinivas.co.uk](http://www.diwalinivas.co.uk)

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RESIDENTIAL HOME

**0116 233 4440**

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

**38 Westcotes Drive,  
Leicester LE3 0QR**




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At Diwali Nivas, we provide permanent, respite and day care services in a caring, homely atmosphere in which our residents may lead as normal of an Asian lifestyle as possible.

We will ensure the residents privacy, dignity, independence and choices are maintained.

- Gujarati, Hindi and Punjabi speaking staff available 24 hours a day
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For more information contact us.



**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

**Elliott Residential Care Home** Places: 17  
 46-48 Highfield Street, Leicester LE2 1AD  
 Tel: 0116 254 4458 **OP D LDA MH SI YA**  
 Web: www.elliottcarehome.co.uk

**Evington Grange** Places: 6  
 291 Green Lane Road, Leicester LE5 4NG  
 Tel: 0116 215 2448 **MH YA AD**

**Evington Home – Pilgrims’ Friend Society** Places: 30  
 Grocot Road, Evington, Leicester LE5 6AL  
 Tel: 0300 303 1455 **OP D PD MH**  
 Web: www.pilgrimsfriend.org.uk

**Five Rivers Living** Places: 50  
 12 Sangha Close, Leicester LE3 9SW  
 Tel: 0116 235 3806 **Advert below** **OP D LDA MH YA**  
 Web: www.fiveriversliving.co.uk

**Fosse Court** Places: 22  
 207-211 Fosse Road North, Leicester LE3 5EZ  
 Tel: 0116 251 8822 **OP D PD LDA MH SI**

**George Hythe House** Places: 43  
 1 Croft Road, Leicester LE4 1HA  
 Tel: 0116 235 0944 **OP D PD LDA YA**  
 Web: www.midlandscare.co.uk

**Geraint House** Places: 11  
 28 Uppingham Road, Leicester LE5 0QD  
 Tel: 0116 276 5971 **MH YA AD**

**Glenfield Woodlands Care Home** Places: 17  
 11 Holmwood Drive, Glenfield Woodlands, Glenfield, Leicester LE3 9LG  
 Tel: 0116 287 1696 **OP D PD MH**  
 Web: www.pearlcare.co.uk

**Gokul-Vrandavan** Places: 27  
 12-14 Windsor Avenue, Leicester LE4 5DT  
 Tel: 0116 266 1378 **OP D PD**

**Goodwood Orchard Care Home** Places: 21  
 304 Uppingham Road, Leicester LE5 2BE  
 Tel: 0116 276 6239 **OP D MH YA**

**Gratia Residential Care Ltd** Places: 20  
 472 Groby Road, Leicester LE3 9QD **Advert page 83**  
 Tel: 0116 231 1640 **OP D PD LDA MH YA**  
 Web: www.gratiacare.co.uk

**Graysford Hall** Places: 72  
 11 Elmfield Avenue, Stoneygate, Leicester LE2 1RB  
 Tel: 0116 478 4530 **OP D PD SI**  
 Web: www.sandersseniorliving.co.uk

**Groby Lodge** Places: 12  
 452 Groby Road, Leicester LE3 9QB  
 Tel: 0116 287 1970 **OP D PD MH**



**FIVE RIVERS LIVING**  
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**HERE TO HELP OUR COMMUNITY**

For more information, please contact us:

**YOUR FAMILY, IS OUR FAMILY**

Five Rivers Living is a spacious, purpose built care home. We offer **residential care** and **respite care** for individuals and couples both over 65 and under, those with **dementia related needs** and **other mental health conditions**, or those with **physical disabilities**.

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- 50 bedrooms complete with en-suite washing facilities
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- On-site hair salon
- Peaceful garden

0116 235 3806 • [manager@fiveriversliving.co.uk](mailto:manager@fiveriversliving.co.uk)  
[www.fiveriversliving.co.uk](http://www.fiveriversliving.co.uk) • 12 Sangha Close, Leicester LE3 9SW  
 Video home viewings available (contact us for details)

**Gwendolen Road Care Home** Places: 14  
 305 Gwendolen Road,  
 Leicester LE5 5FP  
 Tel: 0116 273 6277  
 Web: www.allagcare.co.uk  
**Advert page 30**  
**OP D PD LDA MH YA AD**

**Halifax Drive** Places: 33  
 72 Halifax Drive, Leicester LE4 2DP  
 Tel: 0116 234 0519  
 Web: www.craegmoor.co.uk  
**OP LDA YA**

**Hambleton House** Places: 18  
 337 Scraftoft Lane, Leicester LE5 2HU  
 Tel: 0116 243 3806  
**OP D LDA MH YA**

**Hamilton House** Places: 19  
 31 Highfield Street, Leicester LE2 1AD  
 Tel: 0116 254 0724  
**MH YA**

**Hartington Road Care Home** Places: 8  
 75 Hartington Road,  
 Leicester LE2 0GQ  
 Tel: 0116 242 5779  
 Web: www.care24-7leicester.com  
**OP D PD LDA MH SI YA AD**

**Heartwell House Residential Care Home** Places: 13  
 32 Shaftesbury Avenue, Leicester LE4 5DQ  
 Tel: 0116 266 5484  
**OP D LDA MH SI YA**

**Heathcotes (Aylestone)** Places: 7  
 128 Lutterworth Road, Aylestone,  
 Leicester LE2 8PG  
 Tel: 0116 277 7658  
 Web: www.heathcotes.net  
**PD LDA MH SI YA**

**Heathcotes Lutterworth View** Places: 8  
 88 Lutterworth Road, Leicester LE2 8PG  
 Tel: 0116 283 8854  
 Web: www.heathcotes.net  
**PD LDA MH SI YA**

**Hollywell Court Residential Home** Places: 12  
 464 London Road, Leicester LE2 2PP  
 Tel: 0116 270 2252  
**OP**

**Island Place** Places: 39  
 Gooding Avenue, Leicester LE3 1JS  
 Tel: 0116 285 5518  
 Web: www.prime-life.co.uk  
**Advert pages 52 & 53**  
**MH YA**

**Knighton Manor Ltd** Places: 9  
 31 Knighton Drive, Leicester LE2 3HD  
 Tel: 0116 287 3072  
 Web: www.knightonmanorcareservices.co.uk  
**Advert below**  
**OP D PD LDA MH YA**

**Lansdowne Road (67-71)** Places: 26  
 67-71 Lansdowne Road, Aylestone, Leicester LE2 8AS  
 Tel: 0116 283 4025  
 Web: www.craegmoor.co.uk  
**OP LDA YA**



Knighton Manor Limited is a family run business providing high levels of support for individuals in both Residential and Supported living settings for many years.

As well as providing quality care, we wanted to bring people together and support them to make new friends, have the feeling of community where they can socialise and interact with their peers and neighbours. This is why we are proud to have a large communal area that will be used during the day as a day centre for any individuals who are interested in staying active and socialising whilst having fun and being creative.



**KNIGHTON MANOR**  
 Care Services

**0116 287 3072**

**holmwood\_gardens@outlook.com**

**5A Holmwood Drive, Leicester, LE3 9SX**

Inspected and rated

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## Orchard Manor View - *A place to really live!*

### Our Mission

Orchard Manor View is a purpose-built care home in the heart of Leicester, caring for adults age 55+, those living with Dementia and Alzheimer's, as well as older individuals with additional care requirements. Our mission is to bring warmth, independence, care and support to all of our residents, and ultimately improving their quality of life.

### Dining

Our specially trained chefs provide a relaxing and flexible dining environment, offering a variety of home cooked nutritious meals on a daily basis and catering for all dietary requirements. They are always happy to master new dishes to make you feel more at home within our spacious dining area. In addition, our service users also have full access to their own fully furnished, state of the art resident's kitchen, which features a dining area as well as French doors opening out onto a patio for Al-fresco dining.

### Entertainment

At Orchard Manor View we understand that every individual has different interests, hobbies and needs. As such, we aim to meet all the needs of residents by using a holistic approach to care in order to make them truly feel at home.

### Facilities

From our landscaped gardens, greenhouse and raised planting beds, to the sensory room, courtyard and three themed lounges, we endeavour to cater to everyone's interests. We also have daily events in our multi-functional room, ranging from live performances, to movies, sports and special events displayed on our projector. Furthermore, we are proud owners of 4 state-of-the-art hydrotherapy baths (with Bluetooth music facilities and soft mood lighting).

### Accommodation

Our award-winning accommodation boasts truly luxurious spaces. Every room possesses an en-suite, exquisite furniture with multiple chairs, bedside tables, a coffee table, lamps, a flat screen television and a custom designed electric bed built with our residents in mind. It is also a huge honour of ours to provide accommodation for couples.

**For more information on how we can help you or a loved one, please don't hesitate to contact us, we look forward to hearing from you.**



**0116 319 4460**  
**[www.orchardmanorview.co.uk](http://www.orchardmanorview.co.uk)**  
**[manager@orchardmanorview.co.uk](mailto:manager@orchardmanorview.co.uk)**

**34 Robert Hall Street,**  
**Leicester LE4 5RB**  
(off Abbey Lane, near to the Space Centre)

**Leaholme** Places: 17  
8 Springfield Road, Stoneygate, Leicester LE2 3BA  
Tel: 0116 270 2665 **Advert page 50** **OP**  
Web: [www.yourhealthgroup.co.uk](http://www.yourhealthgroup.co.uk)

**Lester Hall Apartments** Places: 33  
15 Elms Road, Stoneygate, Leicester LE2 3JD  
Tel: 0116 274 5400 **OP D PD MH SI YA AD**  
Web: [www.lesterhallapartments.co.uk](http://www.lesterhallapartments.co.uk)

**Magnolia Care Home, The** Places: 38  
6 Monsell Drive, Aylestone, Leicester LE2 8PN  
Tel: 0116 291 5602 **OP D PD LDA MH YA**  
Web: [www.midlandscare.co.uk](http://www.midlandscare.co.uk)

**Marston Court** Places: 22  
67-71 Marston Road, Leicester LE4 9FF  
Tel: 0116 210 3895 **PD LDA**

**Meadow's Court** Places: 60  
Old Church Street, Old Aylestone,  
Leicester LE2 8ND **Advert page 54**  
Tel: 0116 224 8888 **OP D PD MH SI YA**  
Web: [www.kirklandscaregroup.co.uk](http://www.kirklandscaregroup.co.uk)

**Melbourne Home** Places: 17  
263 London Road, Leicester LE2 3BE  
Tel: 0116 270 6771 **OP**

**Mere Lodge** Places: 4  
93 Mere Road, Leicester LE5 5GQ  
Tel: 0116 251 7441 **LDA**

**Milligan Road** Places: 8  
244 Milligan Road, Leicester LE2 8FD  
Tel: 0116 244 2004 **OP D PD LDA YA**  
Web: [www.chartwelltrustcare.org/chartwellservices/milligan-court/](http://www.chartwelltrustcare.org/chartwellservices/milligan-court/)

**National Autistic Society – Camden Road** Places: 12  
19 Camden Road, Leicester LE3 2GF  
Tel: 0116 263 0992 **LDA YA**  
Web: [www.nas.org.uk](http://www.nas.org.uk)

**New Wycliffe Home, The** Places: 49  
111 Gleneagles Avenue, Rushey Mead,  
Leicester LE4 7YJ  
Tel: 0116 266 7093 **OP D PD LDA MH SI YA**  
Web: [www.vistablind.org.uk](http://www.vistablind.org.uk)

**Newton House** Places: 26  
47 Prospect Road, Leicester LE5 3RR  
Tel: 0116 251 6112 **LDA MH**

**Oak House** Places: 11  
357 Gwendolen Road, Evington,  
Leicester LE5 5FP  
Tel: 0116 273 1717 **Advert page 30** **OP MH YA**  
Web: [www.allagcare.co.uk](http://www.allagcare.co.uk)

**Orchard Manor View** Places: 30  
34 Robert Hall Street, Leicester LE4 5RB  
Tel: 0116 319 4460 **Advert page 84** **OP D YA**  
Web: [www.orchardmanorview.co.uk](http://www.orchardmanorview.co.uk)

**Pendene House** Places: 17  
15 Pendene Road, Stoneygate,  
Leicester LE2 3DQ  
Tel: 0116 270 8911 **OP D MH**

**Pine View Care Home** Places: 15  
420 Hinckley Road, Leicester LE3 OWA  
Tel: 0116 285 5868 **OP D PD MH**

**Prime Life Ltd**  
**– 50 Stoneygate Road** Places: 19  
50 Stoneygate Road, Leicester LE2 2AD  
Tel: 0116 270 7276 **MH YA**  
Web: [www.prime-life.co.uk](http://www.prime-life.co.uk) **Advert pages 52 & 53**

**Queens Lodge** Places: 4  
15 Queens Park Way, Eyres Monsell,  
Leicester LE2 9RQ  
Tel: 0116 278 0148 **LDA MH YA**

**Queens Park Care Home** Places: 16  
15 Queens Park Way, Eyres Monsell,  
Leicester LE2 9RQ  
Tel: 0116 278 0148 **OP PD LDA YA**

**Ryedale House** Places: 7  
410 Narborough Road, Leicester LE3 2FR  
Tel: 0116 224 8605 **MH**

**Silver Birches** Places: 19  
85 Lutterworth Road, Aylestone,  
Leicester LE2 8PJ  
Tel: 0116 283 2018 **OP D PD MH**

**Service** **OP** Older people (65+) **D** Dementia **PD** Physical disability **LDA** Learning disability, autism  
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Quality Care & Support



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**But** you don't want to lose your independence?

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

Wyggestons, 160 Hinckley Road, Leicester

Registered Charity Number 216873 Company Number 7718817

**Simmins Crescent/Whitteney Drive** Places: 15  
 2-6 Simmins Crescent, Eyres Monsell,  
 Leicester LE2 9AH  
 Tel: 0116 249 8867 **OP D PD LDA MH SI YA**  
 Web: www.vistablind.org.uk

**Skelton Court** Places: 15  
 41 Ryder Road, Kirby Frith,  
 Leicester LE3 6UJ  
 Tel: 0116 261 0663 **OP D PD LDA SI YA**  
 Web: www.sanctuary-supported-living.co.uk/find-services/disability/leicestershire/skelton-court

**South Lodge Care Home** Places: 106  
 307 London Road, Leicester LE2 3ND  
 Tel: 0116 274 8000 **Advert page 57** **OP D PD**  
 Web: www.averyhealthcare.co.uk

**Spencefield Grange** Places: 60  
 Davenport Road, Evington, Leicester LE5 6SD  
 Tel: 0116 241 8118 **Advert page 54** **OP D PD MH YA**  
 Web: www.kirklandscaregroup.co.uk

**Spinney Lodge** Places: 4  
 91 Mere Road, Leicester LE5 5GQ  
 Tel: 07713 476811 **LDA MH YA**

**St Bennett's Care Home** Places: 27  
 346-348 London Road, Leicester LE2 2PL  
 Tel: 0116 274 5959 **Advert page 90** **OP D LDA SI**  
 Web: www.stbennettscare.co.uk

**St Georges** Places: 36  
 Ratcliffe Road, Leicester LE2 3TE  
 Tel: 0116 274 5115 **OP D**  
 Web: www.prime-life.co.uk **Advert pages 52 & 53**

**Stonesby House** Places: 9  
 147 Stonesby Avenue, Wigston,  
 Leicester LE2 6TY  
 Tel: 0116 283 1638 **OP D PD LDA MH SI YA AD**  
 Web: www.stonesbyhouse.co.uk

**Stonesby House Ltd** Places: 14  
 107 Stonesby Avenue, Wigston,  
 Leicester LE2 6TY  
 Tel: 0116 319 0404 **OP D PD LDA MH SI YA AD**  
 Web: www.stonesbyhouse.co.uk

**Stonesby Lodge** Places: 12  
 109 Stonesby Avenue,  
 Leicester LE2 6TY  
 Tel: 0116 283 0128 **MH**

**Stoneygate Ashlands** Places: 37  
 Ratcliffe Road, Leicester LE2 3TE  
 Tel: 0116 244 8624 **OP D PD MH SI YA**  
 Web: www.prime-life.co.uk **Advert pages 52 & 53**

**Stoneygate Oaklands** Places: 44  
 328 London Road, Leicester LE2 2PJ  
 Tel: 0116 270 3454 **OP D PD MH YA**  
 Web: www.prime-life.co.uk **Advert pages 52 & 53**

**Synergy Leicester Support Ltd** Places: 10  
 Satya Nivas, 71-73 Checketts Road,  
 Leicester LE4 5ES  
 Tel: 0116 233 6064 **OP D LDA MH YA**

**Thurn Court** Places: 44  
 Thurncourt Road, Thurnby Lodge,  
 Leicester LE5 2NG  
 Tel: 0116 241 3126 **OP D PD MH SI YA**

**Venetia House** Places: 12  
 348 Aylestone Road, Leicester LE2 8BL  
 Tel: 0116 283 7080 **LDA MH YA**

**Vishram Ghar** Places: 44  
 120 Armadale Drive, Netherhall,  
 Leicester LE5 1HF  
 Tel: 0116 241 9584 **OP D PD MH YA**

**Vision Rolleston** Places: 4  
 20 Rolleston Street, Leicester LE5 3SA  
 Tel: 07570 105047 **OP PD MH YA**  
 Web: www.visionhomecare.org

**Welford Court** Places: 14  
 458 Welford Road, Leicester LE2 6EL  
 Tel: 0116 270 3482 **Advert page 93** **OP D MH SI**  
 Web: www.welfordcourt.co.uk

**Willowbrook** Places: 6  
 20 Wendys Close,  
 Leicester LE5 2HY  
 Tel: 0116 243 3601 **PD LDA MH SI YA AD**  
 Web: www.voyagecare.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



**DANE VIEW**  
care home with nursing

*Dane View Care Home is located on leafy  
Glenfield Road and just a 5 minute drive  
from the centre of Leicester*

 0116 365 1535

 enquiries.daneview@bayswoodcare.co.uk

 www.bayswoodcare.co.uk



*Set within three acres of beautifully  
landscaped gardens and orchards.*

Nursing & Respite

Residential & Daycare

Acquired Brain Injury

Dementia Care

## WELCOME

Dane View has been designed to provide everything our residents need to relax and feel supported. We have modern facilities including WiFi, assisted baths, on-site salon, recliner chairs and call systems.

Our cinema is connected to over 10,000 films & musicals and our stunning lounge & dining room have floor to ceiling glass panels that allow residents to enjoy amazing views of the gardens. From our sensory garden with its ornamental water feature, to the lush orchard with apple and plum trees, our home offers a tranquil retreat to relax and enjoy.

## HOME

For over 25 years our aim at the Bayswood Care Group has been to provide a genuine home for our residents by working together with their families and our staff to ensure a safe and positive environment.

The care we provide at Dane View is focused on the individual needs of each resident. From nutritional meals and daily activities to the everyday routines, care at our home is designed to help our residents enjoy happy fulfilled lives.



**BAYSWOOD CARE GROUP**  
excellence in care

Find us on



“... the whole ambience of Dane View Care Home is overwhelming in a positive way.”



**DANE VIEW**  
care home with nursing

165 Glenfield Road  
Leicester  
LE3 6DP

## Leicester City care homes with nursing

Advertisers are highlighted

**Aaron Court** Places: 91  
17 Ramsey Way, Leicester LE5 1SJ  
Tel: 0116 241 5552 **OP D PD LDA YA**  
Web: www.abbeyhealthcare.org.uk

**Ashleigh Nursing Home** Places: 21  
17 Ashleigh Road, Leicester LE3 0FA  
Tel: 0116 285 4576 **OP D PD LDA MH SI**  
Web: www.ashleighnursing.co.uk

**Barclay House** Places: 29  
165 Barclay Street, Leicester LE3 0JE  
Tel: 0116 255 3039 **OP PD MH YA**  
Web: www.plans4rehab.com

**Braunstone Firlands Nursing Home** Places: 24  
Gooding Avenue, Leicester LE3 1JS  
Tel: 0116 255 8809 **OP D**  
Web: www.prime-life.co.uk **Advert pages 52 & 53**

**Dane View Care Home with Nursing** Places: 41  
165 Glenfield Road, Leicester LE3 6DP  
Tel: 0116 365 1535 **OP D PD LDA MH SI YA**  
Web: www.bayswoodcare.co.uk **Advert page 88**

**Everdale Grange** Places: 67  
78-80 Lutterworth Road,  
Leicester LE2 8PG **Advert pages 66 & 67**  
Tel: 0116 299 0225 **OP D PD MH SI YA**  
Web: www.langdalecarehomes.co.uk

**Grey Ferrers** Places: 120  
5 Priestley Road, Off Blackmore Drive,  
Braunstone, Leicester LE3 1LF  
Tel: 0116 247 0999 **OP D PD YA**

**Harley Grange Nursing Home** Places: 34  
25 Elms Road,  
Leicester LE2 3JD  
Tel: 0116 270 9946 **OP D PD YA**  
Web: www.hc-one.co.uk/homes/harley-grange

**Harley House Care Home Ltd** Places: 28  
10-12 Elms Road, Leicester LE2 3JE  
Tel: 0116 270 3672 **Advert page 56** **OP PD**  
Web: www.3abcare.co.uk

**Hayes Park Nursing Home** Places: 49  
2 Crophorne Avenue,  
Leicester LE5 4QJ  
Tel: 0116 273 1866 **OP D PD YA**

**Langdale View Ltd** Places: 59  
Radstone Walk,  
Rowlatts Hill LE5 4UH **Advert pages 66 & 67**  
Tel: 0116 276 0600 **OP D PD MH SI YA**  
Web: www.langdalecarehomes.co.uk

**London Road Neurological & Specialist Care Unit**  
362 London Road, Leicester LE2 2PU Places: 33  
Tel: 0116 270 6991 **OP D PD SI YA**  
Web: www.cheerhealth.com

**Rushey Mead Manor Care and Nursing Home** Places: 50  
30 Coatbridge Avenue,  
Leicester LE4 7ZS  
Tel: 0116 266 6606 **OP D PD MH SI YA**

**Scraptoft Court Care Home** Places: 34  
273A Scraptoft Lane,  
Leicester LE5 2HT  
Tel: 0116 243 1115 **Advert page 90** **OP D PD MH YA**

**Toller Road** Places: 8  
13 Toller Road, Stoneygate,  
Leicester LE2 3PH  
Tel: 0116 270 3118 **OP LDA MH YA**  
Web: www.cygnethealth.co.uk

**Western Park View Nursing Home** Places: 60  
390 Hinckley Road, Leicester LE3 0WA  
Tel: 0116 247 0032 **OP PD**  
Web: www.westernparkviewcarehome.co.uk



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



## EXCEPTIONAL CARE IN A STUNNING LOCATION

The Amwell is a purpose built luxury care home located in the heart of Melton Mowbray. Set within beautiful gardens and a woodland backdrop, we offer exceptional person-centred residential, nursing, dementia and respite care.

- Luxury En-Suite Bedrooms • Around the Clock Care
- Resident Chef • Private Gardens • Hair & Beauty Salon
- Varied Activities Programme • Gym
- Cinema Room • Private Car and much more

FOR FURTHER INFORMATION

T: 01664 88 25 25

E: [info@theamwellcare.com](mailto:info@theamwellcare.com) | [www.theamwellcare.com](http://www.theamwellcare.com)

RESIDENTIAL | DEMENTIA | NURSING | RESPITE CARE



## Scraftoft Court Care Home

273a Scraftoft Lane, Leicester LE5 2HT



At Scraftoft Court we offer a comprehensive range of social and nursing care and support to adults. We provide these services to people with physical disabilities and mental health needs including dementia.

We will meet individual's specific and desired needs to achieve greater independence and control over their own lives. We aim to provide a permanent home for our residents; giving them a feeling of individuality and security.

We are proud to offer the following services:

- Nursing Staff available 24 hours a day
- Single and double rooms with en-suite facilities
- Large gardens with patio area
- Passenger lift to all floors
- Choice of menu to suit all needs
- Hairdressing, chiropody and physiotherapy services
- In house activities and outings programme

For more information, please contact us.

0116 243 1115  
[scraftoft@live.co.uk](mailto:scraftoft@live.co.uk)



## ST BENNETT'S CARE HOME

ST BENNETT'S CARE HOME  
346-348 LONDON ROAD,  
STONEYGATE,  
LEICESTER LE2 2PL

0116 274 5959  
[www.stbennettscare.co.uk](http://www.stbennettscare.co.uk)

St Bennett's is located in the heart of Stoneygate and is a spacious residential care home with large rooms and lounges and an enclosed garden. We provide the highest standards of personal care to enable residents to maintain their independence and privacy in a friendly family environment.

We can accommodate 27 residents on a short term or a long term basis. We have single and double rooms, many with ensuite facilities. We accept residents in the older persons category as well as people with sight impairment, dementia or learning disabilities.



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
- Real life blogs
- Directory
- Ask the experts
- Monthly columnist

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## Melton care homes

### Broadoak Grange

Sandy Lane, Melton Mowbray LE13 0AN  
Tel: 01664 562008

Places: 33

**OP D PD**

### Broadoak Lodge

Sandy Lane, Melton Mowbray LE13 0AN  
Tel: 01664 481120

Places: 27

**OP D LDA**

### Egerton Lodge Residential Home

Wilton Road, Melton Mowbray LE13 0UJ  
Tel: 01664 410202  
Web: www.egertonlodge.co.uk

Places: 46

**OP D PD MH SI**

### Framland

The Mansion House, 11 Faldo Drive,  
Melton Mowbray LE13 1RH  
Tel: 01664 564922  
Web: www.newbloom.co.uk

Places: 31

**D YA**

### Hunter's Lodge

Church Lane, Old Dalby, Melton Mowbray LE14 3LB  
Tel: 01664 823064  
Web: www.hunterslodge.org

Places: 36

**OP D PD MH SI YA AD**

### Mar Lodge

26 Nottingham Road,  
Melton Mowbray LE13 0NP  
Tel: 01664 560 302  
Web: www.craegmoor.co.uk

Places: 7

**LDA SI**

### Melton Short Breaks Service

21 Victor Avenue,  
Melton Mowbray LE13 0GG  
Tel: 0116 305 5652  
Web: www.leics.gov.uk

Places: 6

**PD LDA SI YA**

### Scalford Court Care Home

Melton Road, Scalford,  
Melton Mowbray LE14 4UB  
Tel: 01664 444696  
Web: www.scalfordcourt.co.uk

Places: 59

**OP D PD**

**See page 59 for more information on paying for care homes in Leicester, Leicestershire and Rutland.**

## Melton care homes with nursing

Advertisers are highlighted

### Amwell, The

Asfordby Road, Melton Mowbray LE13 0HN  
Tel: 01664 882525 **Advert page 90**  
Web: www.theamwellcare.com

Places: 88

**OP D PD MH SI**

### Waltham Hall Nursing & Residential Home

87 Melton Road, Waltham on the Wolds,  
Melton Mowbray LE14 4AJ  
Tel: 01664 464865 **Advert adjacent**  
Web: www.walthamhall.com

Places: 81

**OP PD**

### Waltham Hall Nursing Home

Nursing, Residential and Respite Care for the Elderly



Rated Good by the CQC for care of the residents at Waltham Hall  
Funded and Private Patients are Most Welcome

01664 464 865 www.walthamhall.com

Melton Road, Waltham on the Wolds, Melton Mowbray. LE14 4AJ

## North West Leicestershire care homes

### April Cottage Retirement Home

54 Belvoir Road, Coalville LE67 3PP  
Tel: 01530 451452

Places: 12

**OP**

### Chestnuts, The

111 London Road, Coalville LE67 3JE  
Tel: 01530 834187  
Web: www.thechestnutsresidentialhome.com

Places: 14

**LDA**

### Fernleigh Care Home

37 Tamworth Road, Ashby-de-la-Zouch LE65 2PW  
Tel: 01530 414755

Places: 27

**OP D PD MH YA**

### Freedom Care Ltd

Private Road off Standard Hill, Hugglescote,  
Coalville LE67 3HN  
Tel: 07929 210270  
Web: www.accomplish-group.co.uk

Places: 4

**LDA YA**

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

**Lyndhurst Lodge Residential Home Ltd** Places: 19  
87 Burton Road, Ashby-de-la-Zouch LE65 2QL  
Tel: 01530 563007 **OP**

**Oakleigh Residential Home Ltd** Places: 23  
50 Ashby Road, Moira, Swadlincote DE12 6DJ  
Tel: 01283 221048 **OP D PD**

**Old School House, The** Places: 18  
31 Main Street, Thringstone, Coalville LE67 8ND  
Tel: 01530 224426 **LDA SI YA**  
Web: www.rushcliffecare.co.uk

**Rosedale Care Home Ltd** Places: 7  
4 Vicarage Street, Whitwick, Coalville LE67 5GZ  
Tel: 01530 837794 **LDA**  
Web: www.rosedalecarehome.piczo.com

**Rowans Care Home, The** Places: 54  
Owen Street, Coalville LE67 3DA  
Tel: 01530 814466 **OP D PD YA**  
Web: www.hc-one.co.uk/homes/the-rowans

**Silver Oaks Residential Care Home** Places: 19  
11 Silver Street, Whitwick, Coalville LE67 5EW  
Tel: 01530 815665 **OP D PD**  
Web: www.silveroakshome.co.uk

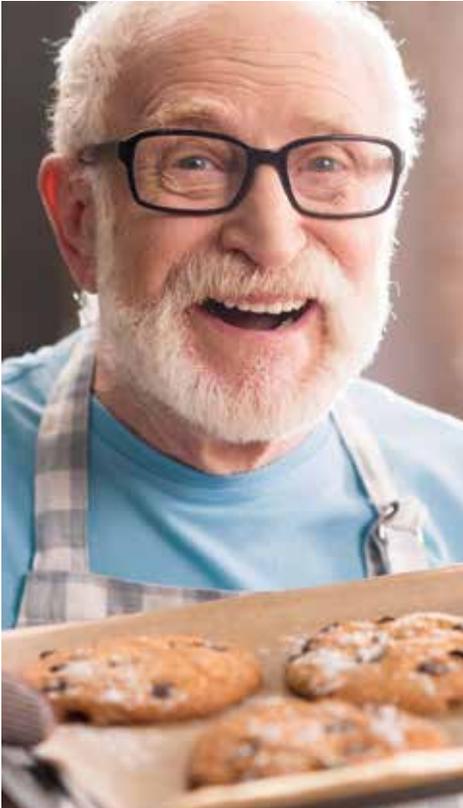
**Smith Crescent Care Home** Places: 6  
44 Smith Crescent,  
Coalville LE67 4JE  
Tel: 01530 815887 **PD LDA SI YA**  
Web: www.leics.gov.uk

**Thornham Grove Care Home** Places: 34  
137 Chapel Street, Ibstock LE67 6HG  
Tel: 01530 262573 **OP D PD SI**  
Web: www.rushcliffecare.co.uk

**Tillson House** Places: 40  
Bradgate Drive,  
Coalville LE67 4HF  
Tel: 01530 832793 **OP D PD LDA MH SI YA**

**Westwood House** Places: 16  
35 Tamworth Road, Ashby-de-la-Zouch LE65 2PW  
Tel: 01530 415959 **Advert page 50** **OP D YA**  
Web: www.yourhealthgroup.co.uk

**Whiteacres Residential Care Home** Places: 18  
40 Whitehill Road, Coalville,  
Ellistown LE67 1EL  
Tel: 01530 260415 **OP D PD LDA MH SI YA**



**The Lawns Care Home**

## When you love every day, it's magic.

Every day in The Lawns Care Home is sprinkled with 'Magic Moments'. Our residents have the opportunity to love every day, by doing the things that they have always loved as well as trying new things along the way.

We offer residential care in a homely and friendly environment.

**Call us on 0116 214 9924 to find out more.**

**The Lawns Care Home**  
1a Knighton Rise, Oadby, LE2 2RF  
[www.brighterkind.com/thelawns](http://www.brighterkind.com/thelawns)

**9.7/10**

Recommended by families on  
[carehome.co.uk](http://carehome.co.uk)

**brighterkind**

**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

**Ashby Court Bupa Care Home** Places: 60  
 Tamworth Road, Ashby-de-la-Zouch LE65 2PX  
 Tel: 01530 886 576 **Advert page 68** **OP D**  
 Web: www.bupa.co.uk

**Castle Donington Nursing Home** Places: 55  
 Delvin Lane, Castle Donington DE74 2LJ  
 Tel: 01332 853588 **PD SI YA**  
 Web: www.rushcliffecare.co.uk

**Coalville Nursing Home** Places: 30  
 Albert Road, Coalville LE67 3AA  
 Tel: 01530 817442 **OP D PD SI**  
 Web: www.rushcliffecare.co.uk

**Meadows, The** Places: 34  
 94 Loughborough Road, Thringstone,  
 Coalville LE67 8LR  
 Tel: 01530 223800 **OP PD**  
 Web: www.priorygroup.com

**Parkmanor Care Home** Places: 40  
 Albert Road, Coalville LE67 3AA  
 Tel: 01530 817443 **OP D PD MH SI**  
 Web: www.rushcliffecare.co.uk

**See page 59 for more information on paying for care homes in Leicestershire.**

## Oadby and Wigston care homes

**Aigburth** Places: 56  
 21 Manor Road, Oadby, Leicester LE2 2LL  
 Tel: 0116 271 5068 **OP D**  
 Web: www.mha.org.uk/care-homes/dementia-care/aigburth

**Amberwood Care Home Ltd** Places: 44  
 218 Aylestone Lane, Wigston LE18 1BD  
 Tel: 0116 281 3474 **OP PD**  
 Web: www.amberwood-care-home.co.uk

**Apple House** Places: 9  
 16-22 Bushloe End, Wigston LE18 2BA  
 Tel: 0116 288 8028 **OP D LDA YA**

**Authentic Kare Company Ltd**  
**– 8 Wyndham Close** Places: 4  
 8 Wyndham Close, Oadby, Leicester LE2 4HR  
 Tel: 0116 292 7274 **OP D PD LDA MH SI**

**Brockshill Woodlands** Places: 30  
 Briar Walk, off St Margarets Anne Way, Oadby LE2 5UF  
 Tel: 0116 271 6014 **OP D PD**  
 Web: www.prime-life.co.uk **Advert pages 52 & 53**

**Carlton Drive Short Breaks Service** Places: 7  
 Carlton Drive, Wigston LE18 1DE  
 Tel: 0116 305 6753 **PD LDA SI YA**  
 Web: www.leics.gov.uk

**Conifer Lodge Residential Home** Places: 20  
 33 Aylestone Lane, Wigston, Leicester LE18 1AB  
 Tel: 0116 288 3170 **Advert below** **OP D PD MH SI**  
 Web: www.coniferlodge.co.uk

**Curtis Weston House** Places: 44  
 Aylestone Lane, Wigston LE18 1AB  
 Tel: 0116 288 7799 **OP D PD LDA MH SI YA**

**Devonshire Court** Places: 69  
 Howdon Road, Oadby, Leicester LE2 5WQ  
 Tel: 0116 271 4171 **Advert page 94** **OP D PD YA**  
 Web: www.rmbi.org.uk

**Heathcotes (Magna)** Places: 6  
 29 Bushloe End, Wigston LE18 2BA  
 Tel: 0116 288 5241 **PD LDA MH SI YA**  
 Web: www.heathcotes.net

**CONIFER LODGE & WELFORD COURT RESIDENTIAL HOMES**

**0116 270 3482**  
 www.welfordcourt.co.uk  
 458 Welford Road, Knighton, Leicester LE2 6EL

**0116 288 3170**  
 www.coniferlodge.co.uk  
 33 Aylestone Lane, Wigston Magna, Leicestershire LE18 1AB

Family-run residential homes for the elderly, providing quality care for clients who are over 65 years of age. Both homes are able to provide care on the basis for as long as the resident wishes to reside at the home.

**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



## Devonshire Court

### Short term breaks & permanent stays

At RMBI Care Co. Home Devonshire Court in Oadby, we provide residential care and residential dementia support for up to 69 residents.

“Our aim is to support our residents to live their lives to the full – having dreams about the future, meeting new friends, and having the right support to remain in control of their lives,” says Juliet O’Connor, Home Manager.

### Caring is our way of life

Howdon Road, Oadby, Leicester LE2 5WQ  
[www.rmbi.org.uk](http://www.rmbi.org.uk)

[facebook.com/thermbi](https://www.facebook.com/thermbi) [twitter.com/thermbi](https://twitter.com/thermbi)

Registered Charity No: 1163245 Company No: 1293566

Enjoy a stay in one of the boutique rooms in our star centre, browse around our mall, watch a film in our cinema room, or enjoy a cold beverage in our cocktail bar.

For more information, please contact:  
Michelle Giles on 01162 714 171,  
or email [devonshire@rmbi.org.uk](mailto:devonshire@rmbi.org.uk)



**Heathcotes (Oadby)** Places: 8  
103 Foxhunter Drive, Oadby, Leicester LE2 5FE  
Tel: 0116 271 3955 **LDA MH**  
Web: www.heathcotes.net

**Heathcotes (Wigston)** Places: 8  
The Vicarage, Bushloe End, Wigston LE18 2BA  
Tel: 0116 288 3043 **LDA YA**  
Web: www.heathcotes.net

**Holmes Court Care Home** Places: 29  
Kenilworth Road, Wigston LE18 4UF  
Tel: 0116 278 2214 **OP D PD MH YA**  
Web: www.prime-life.co.uk **Advert pages 52 & 53**

**Holmes House Care Home** Places: 49  
Kenilworth Road, South Wigston, Leicester LE18 4UF  
Tel: 0116 278 2214 **OP D PD MH YA**  
Web: www.prime-life.co.uk **Advert pages 52 & 53**

**Kingswood Lodge Residential Care Home**  
Kingswood Lodge, Long Street, Wigston LE18 2BP  
Tel: 0116 281 2582 Places: 21 **OP D**

**Lawns Residential Care Home, The** Places: 41  
1a Knighton Rise, Oadby, Leicester LE2 2RF  
Tel: 0116 214 9924 **Advert page 92** **OP PD**  
Web: www.brighterkind.com

**Linford House** Places: 2  
4 Linford Close, Wigston LE18 3PZ  
Tel: 0116 201 4462 **LDA YA**  
Web: www.serenityinmind.co.uk

**Sycamore Cottage Residential Home** Places: 14  
14 Harbrough Road, Oadby, Leicester LE2 4LA  
Tel: 0116 271 1720 **Advert page 30** **OP D YA**  
Web: www.allagcare.co.uk

**Willows Court** Places: 29  
107 Leicester Road, Wigston, Leicester LE18 1NS  
Tel: 0116 288 0223 **OP D PD MH YA**

**See the checklist on page 51 for useful questions to ask when looking at care homes.**

## Oadby and Wigston care homes with nursing

**Cedar Court Residential and Nursing Home**  
22-27 Long Street, Wigston, Leicester LE18 2BP  
Tel: 0116 257 1330 Places: 52 **OP PD YA**  
Web: www.hc-one.co.uk

**Magna Nursing Home** Places: 36  
27-29 Long Street, Wigston LE18 2BP  
Tel: 0116 288 3320 **OP D PD MH YA**  
Web: www.hc-one.co.uk

**Nightingales Nursing Home** Places: 38  
35 Aylestone Lane, Wigston, Leicester LE18 1AB  
Tel: 0116 288 3443 **OP PD SI**

**See page 59 for more information on paying for care homes in Leicester, Leicestershire and Rutland.**

## Rutland care homes

**Aberdeen House** Places: 18  
20 Stockerston Road, Uppingham, Oakham LE15 9UD  
Tel: 01572 823308 **OP**

**Belton House Retirement Home** Places: 30  
2 Littleworth Lane, Belton In Rutland, Oakham LE15 9JZ  
Tel: 01572 717682 **OP D PD MH SI**

**Chater Lodge** Places: 45  
High Street, Ketton, Stamford, Rutland PE9 3TJ  
Tel: 01780 778 176 **Advert page 50** **OP D PD YA**  
Web: www.barchester.com

**Crown House Care Home** Places: 21  
Crown Walk, High Street, Oakham LE15 6BZ  
Tel: 01572 770301 **OP**  
Web: www.crownhouse.org.uk

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

## Rutland care homes continued

### Lodge, The

Main Street, Market Overton, Oakham LE15 7PL  
Tel: 01572 767234  
Web: www.lodgetrust.org.uk

Places: 30  
**OP LDA YA**

### Rutland House Community Trust

Willowbrook, Willow Crescent,  
Oakham LE15 6EH  
Tel: 01572 771001  
Web: www.rutlandhousecommunitytrust.co.uk

Places: 10  
**OP PD LDA**

### Manton Hall

Lyndon Road, Manton,  
Oakham LE15 8SR  
Tel: 01572 737212

Places: 34  
**OP D PD MH**

### Wisteria House Residential Home

– Rutland  
9 Ayston Road, Uppingham, Oakham LE15 9RL  
Tel: 01572 822313

Places: 16  
**OP**

### Oak House Residential Home

Pond Lane, Greetham, Oakham LE15 7NW  
Tel: 01572 812647  
Web: www.oakhouse-carehome.co.uk

Places: 25  
**OP PD SI**

**If you are considering a care home with nursing, see the checklist on page 51.**

## Rutland care homes with nursing

Advertisers are highlighted

### Aspen Manor Care Home

Barleythorpe Road, Oakham LE15 6GL  
Tel: 01780 668118  
Web: www.alsiacaring.co.uk

Places: 78  
**OP D PD SI YA**

### Tixover House

Tixover Grange, Tixover, Stamford,  
Rutland PE9 3QN  
Tel: 01780 778 177 **Advert page 50**  
Web: www.barchester.com

Places: 48  
**OP D PD YA**

### Oakham Grange

Wheatfield Way, Barleythorpe,  
Oakham LE15 7UD  
Tel: 01572 332211  
Web: www.ardale.co.uk

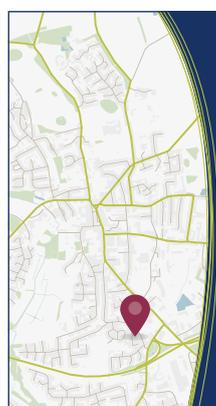
Places: 60  
**OP D YA**



### Rutland Care Village

Huntsmans Drive, Barleythorpe Road,  
Oakham LE15 6RP  
Tel: 01572 722350  
Web: www.prime-life.co.uk

Places: 82  
**Advert page 52 & 53**  
**OP D PD**



## Search for care in your area

CareChoices

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



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

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

**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

# Shaping adult social care in Leicestershire

Leicestershire County Council is offering you the opportunity to:

- provide your thoughts and opinions;
- influence the way services are designed; and
- develop your skills and networks.

Leicestershire County Council are looking for people who live in Leicestershire and use social care services, care for someone who does or has a vested interest in the development of social care and support; to work with the council in the future.

Your time, skills and experience are valued.

To tell the council what you are happy to talk about and how you would like to do that, visit <https://surveys.leics.gov.uk/snapwebhost/s.asp?k=147394556714> and complete the contact questionnaire.

Alternatively, you can email [ASCengage@leics.gov.uk](mailto:ASCengage@leics.gov.uk) or call **0116 305 0232** for more information, or to ask for paper copy of the questionnaire.

## Useful local contacts

### Adult Social Care and Health Leicestershire County Council

Tel: **0116 305 0004** (Monday to Thursday, 8.30am to 5.00pm; and Friday, 8.30am to 4.30pm).

Out-of-hours tel: **0116 255 1606**

Email: [adultsandcommunitiescsc@leics.gov.uk](mailto:adultsandcommunitiescsc@leics.gov.uk)

Web: [www.leicestershire.gov.uk/adult-social-care-and-health](http://www.leicestershire.gov.uk/adult-social-care-and-health)

### Adult Social Care Leicester City Council

Tel: **0116 454 1004** (Monday to Friday, 8.00am to 6.00pm).

Out-of-hours tel: **0116 255 1606**

Email: [contact-response@leicester.gov.uk](mailto:contact-response@leicester.gov.uk)

Web: [www.leicester.gov.uk/health-and-social-care/adult-social-care](http://www.leicester.gov.uk/health-and-social-care/adult-social-care)

### Adult Social Care Rutland County Council

Tel: **01572 758341** (Monday to Thursday, 9.00am to 5.00pm; and Friday, 9.00am to 4.30pm).

Out-of-hours tel: **0116 255 1606**

Email: [adultduty@rutland.gov.uk](mailto:adultduty@rutland.gov.uk)

Web: [www.rutland.gov.uk/my-services/health-and-family/adult-social-care](http://www.rutland.gov.uk/my-services/health-and-family/adult-social-care)

### Age UK Leicester Shire & Rutland

For complete list of services currently offered by Age UK Leicester Shire & Rutland, contact:

Tel: **0116 299 2233**

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

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

### Advocacy

Provides independent advocacy for those in Leicester, Leicestershire and Rutland who are finding it difficult to understand the social care system or communicate their preferences.

Tel: **0116 204 5110**

Email: [advocacy@ageukleics.org.uk](mailto:advocacy@ageukleics.org.uk)

### Carers' Support Service (Leicester City)

Provides support and information to all carers over the age of eighteen in Leicester City.

Tel: **0116 222 0538**

Email: [carers@ageukleics.org.uk](mailto:carers@ageukleics.org.uk)

### Day care

Day care groups support people with a wide range of needs including physical disability, reduced mobility, mental health and learning disabilities. Accessible transport provided. Free taster days available.

Tel: **0116 222 0558**

Email: [Daycare@ageukleics.org.uk](mailto:Daycare@ageukleics.org.uk)

### Dementia support

Provides one to one and group support for people living with dementia and informal/family carers. →

→ See page 24 for more information.

Tel: **0116 223 7363** (Leicester and Leicestershire) or **01572 823942** (Rutland).

Mob: **07738 820910** (Rutland).

Email: **dementia.support@ageukleics.org.uk** (Leicester and Leicestershire) or **yvonne.rawlings@ageukleics.org.uk** (Rutland).

### **Domiciliary care**

CQC registered. Provides personal care, domestic support and Personal Assistants.

Tel: **0116 299 2266**

Email: **homehelp@ageukleics.org.uk**

### **Footcare**

Professional toenail and fingernail cutting service at venues across Leicester, Leicestershire and Rutland. Home appointments now available.

Tel: **0116 299 2266**

Email: **footcare@ageukleics.org.uk**

### **Handyperson and gardening**

DBS checked staff provide a professional service. Available to owners, occupiers and tenants (where repairs are not the responsibility of the landlord).

Tel: **0116 299 2266**

Email: **handyman@ageukleics.org.uk**

### **Information and advice**

Confidential and independent service. Includes welfare benefits, housing and property, money matters, health and care. Access this service by contacting the Information and Advice helpline, Monday to Friday, 9.00am to 1.00pm. You can also get in touch via email.

Tel: **0116 299 2278**

Email: **ianda@ageukleics.org.uk**

### **Better Care Together**

A partnership of local organisations working together to create and improve the quality of sustainable health and social care services in Leicester, Leicestershire and Rutland.

Tel: **0116 295 0750**

Email: **beinvolved@LeicesterCityCCG.nhs.uk**  
Web: **www.bettercareleicester.nhs.uk/better-care-together-home**

### **Carers Centre Leicestershire and Rutland, The**

A local charity committed to helping carers of

people with differing needs across Leicester, Leicestershire and Rutland. CLASP has been supporting carers for over 25 years, helping them to feel valued, supported and empowered.

Tel: **0116 251 0999**

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

Web: **www.claspthecarerscentre.org.uk**

### **Citizens Advice LeicesterShire**

A registered charity offering free, confidential and independent advice on a wide range of topics including claiming benefits, completing forms, paying for care and debt advice. Since 23rd March 2020, all Citizens Advice services have been delivered over the phone, via email or online. Use the contact details provided or visit the website of your local branch to complete an online contact form.

Tel: **0808 278 7970** (Leicester City, Monday to Friday, 9.00am to 4.30pm).

Tel: **0808 278 7854** (Leicestershire, Monday to Friday, 9.00am to 4.30pm).

Web: **www.citizensadviceleicestershire.org**

### **Blaby**

Web: **www.citizensadviceleicestershire.org/get-advice/blaby**

### **Hinckley and Bosworth**

Web: **www.citizensadviceleicestershire.org/get-advice/hinckley-bosworth**

### **Leicester City**

Web: **www.citizensadviceleicestershire.org/get-advice/leicester-city**

### **Loughborough, Shepshed and Syston**

Tel: **01509 649605** (local enquiry line – open Monday, 9.30am to 3.00pm; Tuesday, 9.30am to 12.00pm; and Thursday, 9.30am to 3.00pm).

Tel: **0800 144 8848** (general advice line – open Monday to Friday, 9.00am to 5.00pm).

Textphone: 18001 **0800 144 8884**

Web: **www.charnwoodcab.org.uk**

### **Market Harborough**

Web: **www.citizensadviceleicestershire.org/get-advice/harborough**

### **Melton Mowbray**

Web: **www.citizensadviceleicestershire.org/get-advice/melton**

## **Oadby and Wigston**

Web: [www.citizensadviceleicestershire.org/get-advice/oadby-wigston](http://www.citizensadviceleicestershire.org/get-advice/oadby-wigston)

## **Citizens Advice – Rutland**

A registered charity offering free, confidential and independent legal advice on a wide range of topics including welfare benefits, debt and housing. The service offers specialist advice for people and their carers living with long- term health conditions which includes disability and carer benefits, employment and paying for care.

Tel: **01572 723494** (call to arrange an appointment, Monday to Friday, 9.00am to 5.00pm).

Web: [www.citizensadvicrutland.org.uk](http://www.citizensadvicrutland.org.uk)  
(online contact form provided).

## **Community Advice and Law Service (CALS)**

A not-for-profit organisation providing free information and advice on debt, housing and welfare benefits in Leicester and Leicestershire.

Tel: **0116 242 1120** • Email: [enquiries@cals.uk.net](mailto:enquiries@cals.uk.net)

Web: [www.cals.uk.net](http://www.cals.uk.net)

## **First Contact Plus**

An online tool designed to make it easier for adults in Leicestershire to access local services. You can search for information and resources about housing, health, living independently and more. Complete the online referral form and you will be contacted within a few days.

Email: [firstcontact@leics.gov.uk](mailto:firstcontact@leics.gov.uk)

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

## **Healthwatch**

Helps you get the best out of your local health and social care services. Healthwatch is an opportunity for the public to influence how social care services are developed locally. If you have something to share about your experience of health or social care services in Leicester, Leicestershire or Rutland, get in touch.

## **Leicester and Leicestershire**

Tel: **0116 251 8313**

Email: [enquiries@healthwatchll.com](mailto:enquiries@healthwatchll.com)

Web: [www.healthwatchll.com](http://www.healthwatchll.com)

## **Rutland**

Tel: **01572 720381**

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

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

## **Leicester, Leicestershire and Rutland Dementia Friendly Community**

The Leicester, Leicestershire and Rutland Dementia Friendly Community is made up of various organisations and individuals from across the area, all with the same aim – to improve the lives of people living with dementia and their carers.

Email: [samantha.clarke@blaby.gov.uk](mailto:samantha.clarke@blaby.gov.uk) and

[lyne.woodward@leicestershire.pnn.police.uk](mailto:lyne.woodward@leicestershire.pnn.police.uk)

Web: [www.dementiaaction.org.uk](http://www.dementiaaction.org.uk) (search 'Leicester, Leicestershire and Rutland Dementia Action Alliance').

## **Leicestershire Partnership NHS Trust – Patient Advice and Liaison Service (PALS)**

Patient Advice and Liaison Services are one stop shops for patients and their families seeking advice and support on all aspects of healthcare.

Tel: **0116 295 0830**

Email: [PALS@leicspart.nhs.uk](mailto:PALS@leicspart.nhs.uk)

Web: [www.leicspart.nhs.uk/contact/patient-advice-and-liaison-service-pals](http://www.leicspart.nhs.uk/contact/patient-advice-and-liaison-service-pals)

## **Local Area Co-ordinators (LACs)**

LACs aim to improve the health and wellbeing of individuals and communities. This helps to reduce demand on public services (mainly health and social care), preventing people from reaching crisis, and requiring costly care and support services.

Tel: **0116 305 9646**

Email: [anna.christie@leics.gov.uk](mailto:anna.christie@leics.gov.uk)

Web: [www.leicestershirecommunities.org.uk/csi/local-area-coordination.html](http://www.leicestershirecommunities.org.uk/csi/local-area-coordination.html)

## **Local District and Borough Councils in Leicestershire**

If you live in Leicestershire but outside of the city, your local council will be one of the following.

### **Blaby District Council**

Tel: **0116 275 0555**

Web: [www.blaby.gov.uk](http://www.blaby.gov.uk)

### **Charnwood Borough Council**

Tel: **01509 263151**

Web: [www.charnwood.gov.uk](http://www.charnwood.gov.uk)

### **Harborough District Council**

Tel: **01858 828282**

Web: [www.harborough.gov.uk](http://www.harborough.gov.uk)



### → **Hinckley and Bosworth Borough Council**

Tel: **01455 238141**

Web: **www.hinckley-bosworth.gov.uk**

### **Melton Borough Council**

Tel: **01664 502502**

Web: **www.melton.gov.uk**

### **North West Leicestershire District Council**

Tel: **01530 454545**

Web: **www.nwleics.gov.uk**

### **Oadby and Wigston Borough Council**

Tel: **0116 288 8961**

Web: **www.oadby-wigston.gov.uk**

### **Local Energy Advice Programme (LEAP)**

LEAP is a free service that is helping people keep warm and reduce their energy bills. LEAP offers a free of charge in-home advice visit and is designed to target households that either are already in or are at risk of falling into fuel poverty. LEAP's Home Energy Advisors can install free, simple energy saving measures in your home, check if you're on the best energy tariff and arrange a free money advice consultation.

Tel: **0800 060 7567**

Email: **support@applyforleap.org.uk**

Web: **www.applyforleap.org.uk**

### **Monday Club, The**

A specialist group for people aged 18 to 65 who have Autism Spectrum Disorder or Asperger Syndrome. The club is available to self-refer to and members meet on Monday evenings from 7.00pm to 9.00pm.

Leicestershire Centre for Integrated Living, West End Neighbourhood Centre, Andrewes Street, Leicester LE3 5PA

Tel: **07873 311610**

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

Web: **www.themondayclub.co.uk**

### **POhWER**

Provide independent mental capacity advocacy, independent mental health advocacy and NHS complaints advocacy services in Leicester, Leicestershire and Rutland.

Tel: **0300 456 2370**

Text: send the word 'pohwer' with your name and

number to **81025**.

Minicom: **0300 456 2364**

Email: **pohwer@pohwer.net**

Web: **www.pohwer.net/east-midlands**

### **RISE Social Prescribing (Rutland)**

The RISE Social Prescribing service focuses on what matters to you, helping you to find practical and positive ways to improve your health and wellbeing and get back to living your best life. Ask at your Rutland GP practice or use the contact details below.

Email: **RISE@rutland.gov.uk**

### **Royal Voluntary Service (RVS)**

RVS volunteers can help you to get back on your feet and feel confident to remain independent, should you need more support than usual after returning home from a hospital stay in Leicester, Leicestershire and Rutland.

Tel: **0116 266 7706**

Email: **leicsrutlandhub@royalvoluntaryservice.org.uk**

Web: **www.royalvoluntaryservice.org.uk/our-services/hospital-support**

### **Rutland Community Wellbeing Service**

Based at the Citizens Advice office in Oakham, this is a free, impartial and confidential information, advice and assistance service for Rutland residents who need support to improve their health and wellbeing. Services include money management, healthy lifestyles, housing advice, sensory impairment advice and support to reduce social isolation.

Tel: **01572 725805**

Web: **www.rutlandwellbeing.org.uk** (online contact form provided).

### **TuVida**

A local organisation supporting carers in Leicestershire. It supports both adult and young carers and has various support groups and services to help carers in their role.

Tel: **0115 824 8824**

Email: **eastmidlands@tuvida.org**

Web: **www.tuvida.org/eastmidlands**

### **Voluntary Action Leicestershire**

A charity working to better the lives of local residents through helping them into work, training

and volunteering opportunities.

Tel: **0116 257 5050**

Web: **www.valonline.org.uk**

If you've not managed to find exactly what you're looking for, visit your local council's online information and services directory.

#### **Leicester City Council**

Web: **mychoice.leicester.gov.uk**

#### **Leicestershire County Council**

Web: **www.leicestershire.gov.uk/lisd**

#### **Rutland County Council**

Web: **ris.rutland.gov.uk**

## Useful national contacts

### **Age UK**

Tel: **0800 055 6112**

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

### **Al-Anon Family Groups**

Worried about someone's drinking? Help and hope for families and friends of alcoholics.

Helpline: **0800 008 6811** (10.00am to 10.00pm).

Email: **helpline@al-anonuk.org.uk**

Web: **www.al-anonuk.org.uk**

### **Alzheimer's Society**

Dementia Connect support line: **0333 150 3456**

(Monday to Wednesday, 9.00am to 8.00pm;

Thursday and Friday, 9.00am to 5.00pm; and

Saturday and Sunday, 10.00am to 4.00pm).

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

### **Association of Charitable Organisations**

A national umbrella body for benevolent charities.

Tel: **0207 255 4480**

Email: **info@aco.uk.net**

Web: **www.aco.uk.net**

### **Association of Independent Care Advisers (AICA)**

AICA represents organisations based in the UK dedicated to helping people identify the most appropriate type of care service and care provider for their individual needs.

Tel: **01483 203066**

Web: **www.aica.org.uk**

### **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**

Searchable website providing comprehensive details of care providers as well as essential information on finding appropriate care and support.

Web: **www.carechoices.co.uk**

### **Care Funding Guidance**

Helping self-funders make the right choices about paying for their own care and support.

Tel: **01978 513317**

Email: **info@carefundingguidance.org**

Web: **www.carefc.co.uk**

### **Care Quality Commission**

Independent regulator of care services in England.

Tel: **03000 616161** • 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: **0300 772 9600**

Email: **info@carers.org**

Web: **www.carers.org**

### **Carers UK**

The voice of carers.

Tel: **0808 808 7777** (Monday to Friday, 9.00am to 6.00pm).

Email: **advice@carersuk.org**

Web: **www.carersuk.org**

### **Citizens Advice**

Practical, reliable, up-to-date information on a wide range of topics.

Tel: **0800 144 8848**

Textphone: **18001 0800 144 8884**

Web: **www.citizensadvice.org.uk**



### → CHS Healthcare

Bringing together the NHS, social care, providers and families to arrange care for people in their homes or in the community across the UK.

Tel: **0121 362 8840**

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

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

### Dementia Adventure

Provides supported holidays for people with dementia as an alternative to traditional respite where partners, family, friends, or carers can enjoy an outdoor break together. Holidays are usually five days long, can be bespoke, are subsidised and are available to anyone across the UK.

Tel: **01245 237548**

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

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

### Free Wills Month

A national scheme organised every year allowing people aged 55 and over to have their simple wills written or updated free of charge. The service is offered by a group of charities using participating solicitors in selected locations across England, Wales and Northern Ireland.

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

### Friends of the Elderly

A charity which 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)

### Herbert Protocol

A national scheme introduced by the police in partnership with other agencies which encourages carers to compile useful information which could be used in the event of a vulnerable person going missing. • Web:

[www.leics.police.uk/notices/af/herbert-protocol](http://www.leics.police.uk/notices/af/herbert-protocol)

### Homecare Association

Professional association of home care providers from the independent, voluntary, not-for-profit and statutory sectors. • Tel: **0208 661 8188**

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

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

### Hourglass

Works to protect, and prevent the abuse of, vulnerable older adults. • Helpline: **0808 808 8141**

Web: [www.wearehourglass.org](http://www.wearehourglass.org)

### Independent Age

Produces a wide range of guides and factsheets for older people, their families and carers, covering topics such as staying independent and planning for the future. • Tel: **0800 319 6789** (Monday to Friday, 8.30am to 6.30pm).

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

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

### Medequip – returning equipment

If your equipment is on loan to you, it must not be sold or disposed of. When you no longer require it, please contact Medequip to request free collection. Alternatively, you may return it to your local drop off point, visit the website below. If you purchased your equipment and are looking to dispose of it, visit the Equipment Recycling page via the website below.

Web:

[www.medequip-uk.com/returning-equipment](http://www.medequip-uk.com/returning-equipment)

### Message in a Bottle

Organised by Lions Clubs British Isles, the Message in a Bottle Scheme allows for an individual's personal and medical information to be easily accessible to emergency services in the case of an accident. • Tel: **0121 441 4544**

Email: [enquiries@lionsclubs.co](mailto:enquiries@lionsclubs.co)

Web:

[www.lionsclubs.co/Public/message-in-a-bottle](http://www.lionsclubs.co/Public/message-in-a-bottle)

### My Care My Home

A national organisation providing care, support and advice for elderly and vulnerable adults across England and Wales. My Care My Home offers a range of products, services and choices with a focus on maintaining people's independence in their own homes through domiciliary and live-in care.

Tel: **0800 731 8470**

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

Web: [www.mycaremyhome.co.uk](http://www.mycaremyhome.co.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 persons. • Tel: **01494 590421**

Email: **info@napa-activities.co.uk**

Web: **https://napa-activities.co.uk**

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

Represents funeral homes and has a searchable database of funeral firms. • Web: **www.nafd.org.uk**

### **National Society of Allied and Independent Funeral Directors**

Represents privately-owned, independent funeral homes. Has a searchable database of members.

Web: **www.saif.org.uk**

### **NHS 111**

Free helpline for urgent medical concerns. 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.

Tel: **111** • TYPETALK: **18001 111** • Web: **www.111.nhs.uk**

### **NHS Find Services**

An online tool allowing you to search the NHS website and its service directories for local care opportunities. You can specify your search by service name, type and your condition, or you can browse services from A-Z.

Web: **www.nhs.uk/service-search**

### **Pension Wise – Money Helper**

Free and impartial Government guidance for the over 50's about your defined contribution pension options. Call the number below to book a free appointment.

Tel: **0800 011 3797**

Web: **www.moneyhelper.org.uk** (select 'Pensions & retirement').

### **Playlist for Life**

A music and dementia charity based in Glasgow and covering the whole of the United Kingdom. Its aim is to ensure everyone living with dementia has access to a personalised playlist and for everyone who meets them to be aware of it. The charity offers free advice and resources to anyone affected by dementia who could benefit from the power of music.

Tel: **0141 404 0683**

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

Web: **www.playlistforlife.org.uk**

### **Registered Nursing Home Association (RNHA)**

Campaigns for high standards in nursing home care.

Tel: **0121 451 1088**

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

Web: **www.rnha.co.uk**

### **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** (Monday to Friday, 9.30am to 1.00pm; and Thursdays, 6.00 to 8.00pm).

Email: **helpline@relres.org**

Web: **www.relres.org**

### **SANE**

Advice on mental health issues.

Tel: **07984 967708** (leave a message with your first name and a contact number, and a senior volunteer or professional will call you back).

Email: **support@sane.org.uk**

Web: **www.sane.org.uk**

### **Silver Line, The**

A dedicated 24-hour helpline for older people across the UK to combat loneliness in the over 55s by providing friendship, information and advice.

Tel: **0800 470 8090**

Web: **www.thesilverline.org.uk**

### **SSAFA**

The UK's oldest national tri-service military charity, supporting the wellbeing of armed forces personnel, veterans and their families and ensuring their dignity and independence is upheld.

Tel: **0800 260 6767**

Web: **www.ssafa.org.uk**

### **Veterans' Gateway**

The first point of contact for Armed Forces personnel, veterans and their families seeking information about employability, finances, personal relationships, befriending and more.

Tel: **0808 802 1212**

Web: **www.veteransgateway.org.uk**

### **Which?**

Free, independent and practical guidance about making care choices across the UK. Search for specific advice, browse featured content or find the cost of care in your area and your eligibility for financial support.

Web: **www.which.co.uk/later-life-care**

**Home care providers**

180 Surrey Street	29		
21 Huntingdon Road	29		
24/7 Flex Care Ltd	29		
24/7 Helping Hands Service Ltd	29		
2M Health And Homecare Services Ltd Ross Walk Leicester	29		
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Registered Nurse**

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