



# Promoting Wellbeing and Independence

## Guide for Adults 2021/22

- Staying independent • Support in your community
- Home care • Care homes

In association with

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For free copies of this Guide, call the **Customer Service Centre** on: **01609 780780**.

## Alternative formats

This Guide 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.





# Welcome from North Yorkshire County Council

Welcome to the tenth edition of North Yorkshire's Promoting Wellbeing and Independence Guide for Adults. This 2021/22 edition will provide you with information on health and social care across the county. North Yorkshire County Council is pleased to be working with the Independent Care Group to promote this Guide.

We want people in North Yorkshire to be independent, part of their community and to enjoy the best possible quality of life for as long as possible. Fundamental to enabling you to make the right decisions about care and support is high-quality information and advice. This Guide is one way of providing information, but we will continue to work with our partners to improve the range of information available. We are working closely with our health colleagues to join up health and social care services to give the best community-based care when it is needed.

North Yorkshire has its own online directory, which has information about thousands of local groups and activities across the county.

North Yorkshire Connect allows you to access information about community and voluntary organisations online. You can search the directory by categories such as 'advice', 'health' and 'activities' or you can put in your location and see what is available in your community.



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

We also work closely with the Care Quality Commission's (CQC's) inspectors and with care providers to make sure we maintain high quality

standards in the care provided to people in North Yorkshire. Regulations for registered residential, nursing and domiciliary services focus very much on improving outcomes for adults who need support. These changes will underline the importance of people who use care services having a say and being able to make decisions about how to keep healthy and get the right care and support. We will also continue to have a strong commitment to safeguarding those adults who may be at risk of experiencing abuse or exploitation.

Even though the whole country has had to make some difficult financial choices, we remain committed to providing good quality help and care.

Whatever your circumstances, whether you pay for your own care or not, you can contact North Yorkshire County Council for information, advice and guidance. Where it is appropriate, we will ask our own social care staff to help you or to contact other services that may be of assistance.

We know that making decisions about social care can be daunting, particularly if you have not been involved with social care before. This Guide provides clear and easy to understand guidance so that you can be confident you are making the right decisions.

## **County Councillor Michael Harrison**

Executive Member for Adult Social Care and Health Integration

## **County Councillor Caroline Dickinson**

Executive Member for Public Health, Prevention and Supported Living

## **Richard Webb**

Corporate Director, Health and Adult Services



North Yorkshire County Council nor Care Choices can be held liable for any errors or omissions. The inclusion of advertisements for homes and agencies in this Guide does not act as an endorsement or recommendation by North Yorkshire County Council.

## The Independent Care Group

On behalf of the Independent Care Group (ICG), I am delighted to support this latest edition of the North Yorkshire Promoting Wellbeing and Independence Guide for Adults and hope that you find the information in it useful.

If you are beginning your journey towards finding a care package that is right for you or your loved one, the good news is that you will have the choice of quality care of all kinds and in all combinations.

We are so fortunate that the local area can boast a whole army of exceptional, warm and dedicated people with the motivation and enthusiasm to help you and your family go on enjoying life together.

We have an ever-changing landscape in social care, and it can be hard for those looking to use services to keep up. That is why this Guide is such an invaluable tool in helping find the care package that is right for your family. It sets out all the different types of care available in this area, as well as how to access that care and how to fund it.

With people's care needs becoming ever more complex and the services offered by providers changing to meet those demands, it has never been more important to look at all your options when considering the support you need. Once you have identified your choices, always pay a visit to the care services to help you to decide. Don't forget you can also find important information about care providers by looking at their latest inspection report from the regulator, the Care Quality Commission (CQC).

For our part, the ICG is the regional body responsible for representing and supporting local independent care providers, both private and voluntary. For over 20 years, we have been actively helping care providers to deliver quality and safety of care for older and vulnerable people.

Around 80% of social care in this area is provided by the independent sector. That includes residential care, care provided to people in their own home, supported living, extra care housing and day care. We work with North Yorkshire County Council, City of York Council, the local clinical commissioning groups and the CQC, to try to ensure that the care provided matches the care required.

We're here to help, so, if you're a provider, please do get in touch or visit our website at:

**www.independentcaregroup.co.uk** or call:  
**07949 971010.**

We are proud of the care provided by the independent care sector in this area and hope that, with the help of this Guide, you will find the support you and your family need.

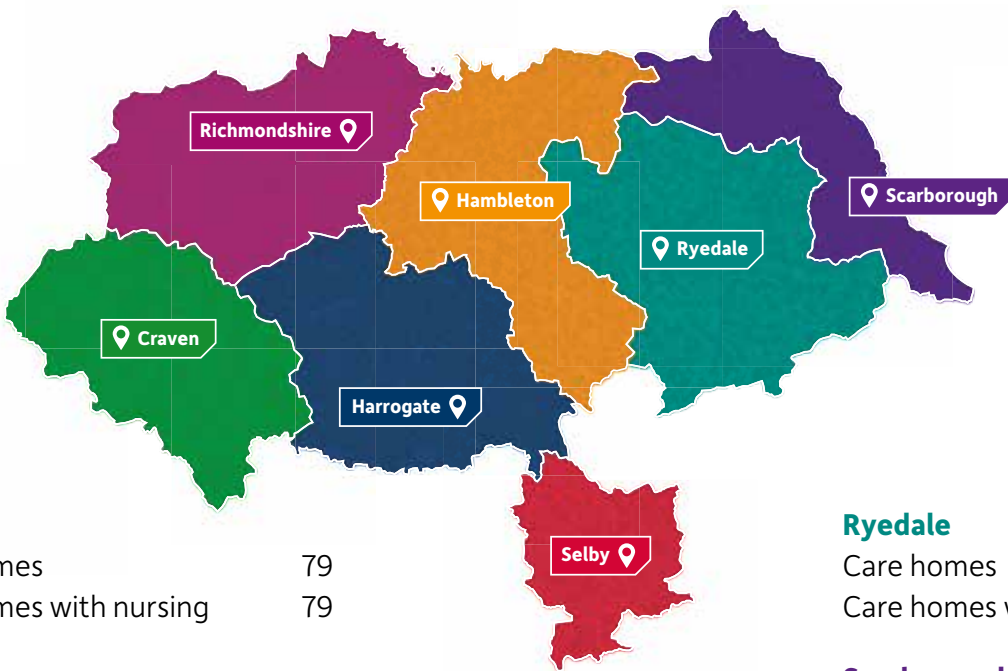
**Mike Padgham**

Chair

Independent Care Group



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## Where to go for trusted information, advice and guidance

The information in this Promoting Wellbeing and Independence Guide for Adults has been compiled in conjunction with the Health and Adult Services Directorate of North Yorkshire County Council. We used to be known as ‘social services’.

When the words ‘we’ and ‘us’ are used in the Guide it means Health and Adult Services. Lots of people will pick up this Promoting Wellbeing and Independence Guide for Adults looking for advice and information about adult social care. The Guide aims to give an overview of all aspects of adult social care to everyone who is looking for care and support.

If you are thinking about care and/or support, either for yourself or a loved one, it can be a challenging task. Making any change in your life will require major decisions and we are trying to provide you with the basic information and guidance you will need in this Guide and give you the details of other organisations that may be able to help.

In the first instance, you can always call North Yorkshire County Council’s Customer Service Centre for advice on: **01609 780780** or email: **social.care@northyorks.gov.uk**

We have recently launched a community directory which you may find useful. North Yorkshire Connect: **www.northyorks.gov.uk/community-directory-north-yorkshire-connect** offers local information from community and voluntary organisations that can provide advice and support. It also lists activities and things to do.



## 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 Guide, 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 72), indicating the quality of care provided.

You can also view an electronic version of this Guide 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)**

## Health and wellbeing

Looking after our health and wellbeing is key to ensuring that we feel good, live well and enjoy life. There is a range of services and support to help you to make changes to your lifestyle.

The Public Health team at North Yorkshire County Council provides a range of information on health and wellbeing on the Staying Healthy webpages.

### Drugs, alcohol and smoking

Find advice and support about stopping smoking, drug and alcohol misuse:

**[www.northyorks.gov.uk/Drugs-and-alcohol](http://www.northyorks.gov.uk/Drugs-and-alcohol)**

### Healthy lifestyles

Find out about eating healthily and maintaining a healthy weight, sleeping well and good oral health:

**[www.northyorks.gov.uk/Healthy-lifestyles](http://www.northyorks.gov.uk/Healthy-lifestyles)**

### Health and the environment

Find out about skin awareness and sun exposure risk, the risks to health from climate change and avoiding infection:

**[www.northyorks.gov.uk/health-and-environment](http://www.northyorks.gov.uk/health-and-environment)**

### Long-term conditions

Find out about reducing the risks of developing cancer, diabetes or heart disease as well as treatments for these conditions. You can also find out how to help yourself to stay healthy:

**[www.northyorks.gov.uk/long-term-conditions](http://www.northyorks.gov.uk/long-term-conditions)**

### Dementia

Find out how organisations across different sectors work together to support people living with dementia and their carers. You can also find out about preventing the risk of dementia and useful links to information about dementia:

**[www.northyorks.gov.uk/do-i-have-dementia](http://www.northyorks.gov.uk/do-i-have-dementia)**

### Older people

Find out about winter health, fuel poverty, falls prevention and healthcare for older people:

**[www.northyorks.gov.uk/older-people](http://www.northyorks.gov.uk/older-people)**

### Sexual health and contraception

Find out about sexual health, chlamydia screening, HIV and contraception:

**[www.northyorks.gov.uk/sexual-health](http://www.northyorks.gov.uk/sexual-health)**

### Mental health

Find out about maintaining your mental health through an awareness of potential issues and how to prevent them developing:

**[www.northyorks.gov.uk/mental-health](http://www.northyorks.gov.uk/mental-health)** →





### → Learning disabilities

Find information and support if you have a learning disability:

**[www.northyorks.gov.uk/learning-disabilities](http://www.northyorks.gov.uk/learning-disabilities)**

### NHS Health Checks

Find out how to reduce your risk of developing health problems with an NHS Health Check:

**[www.nhs.uk/conditions/nhs-health-check](http://www.nhs.uk/conditions/nhs-health-check)**

### Useful websites

The NHS website: **[www.nhs.uk](http://www.nhs.uk)**

Change4Life: **[www.nhs.uk/change4life](http://www.nhs.uk/change4life)**



## Getting out and about

### Community transport schemes

There is a wide range of schemes available across North Yorkshire to help you get out and about so that you can access services in the community.

For more information, visit our community transport page on the North Yorkshire County Council website, which provides an A-Z of the community transport operators across North Yorkshire, broken down by geographical area.

Further details regarding transport in North Yorkshire are available at:

**[www.northyorks.gov.uk/public-transport](http://www.northyorks.gov.uk/public-transport)**

### Demand responsive transport

Demand responsive transport is pre-booked transport that uses taxis or minibuses to provide transport to areas that are not served by conventional bus services.

We are working closely with community transport operators to increase the availability of these lifeline services where public transport is not available. Details of the demand responsive services that operate in the county can be found at:

**[www.northyorks.gov.uk/public-transport](http://www.northyorks.gov.uk/public-transport)** (select 'demand responsive transport').

### Bus passes

There are two main types of bus pass available.

#### Senior person's bus pass

Older people of pensionable age are entitled to free off-peak travel on local bus services anywhere in England.

### Disabled person's bus pass

Disabled people are entitled to free off-peak travel on local bus services anywhere in England.

You must meet one or more of the following criteria:

- be blind or partially sighted;
- be without speech;
- not have arms or have long-term loss of the use of both arms;
- be profoundly or severely Deaf;
- have a learning disability;
- have a disability or have suffered an injury which has a substantial and long-term adverse effect on your ability to walk; or
- have been refused an application for a driving licence due to physical fitness, not including the misuse of drugs or alcohol.

### Companion bus passes for disabled people

You can apply for a bus pass for a companion to travel with you if you are disabled and meet the eligibility criteria. Your companion need not travel with you on every journey or be the same person each time. They cannot use the pass without you.





### Applying for a bus pass

You can check whether you are eligible for a bus pass, and apply or renew your bus pass, by visiting the 'Bus Passes' section on the **North Yorkshire County Council** website:

**[www.northyorks.gov.uk/bus-passes](http://www.northyorks.gov.uk/bus-passes)**

### Blue Badge parking permits

The national Blue Badge scheme helps people with severe mobility issues who travel as drivers or passengers to park close to their destinations.

For more information about the scheme, including how to apply or renew a badge, visit:

**[www.northyorks.gov.uk/blue-badge-parking-permits-disabled-people](http://www.northyorks.gov.uk/blue-badge-parking-permits-disabled-people)**

If you need assistance accessing information outlined in this section, please visit your local North Yorkshire library where a library assistant will support you or contact our Customer Service Centre on: **01609 780780**. A list of libraries in North Yorkshire starts on page 76.

## What's in your community?



There's lots of local support available to help you to stay independent and living well. Review the organisations listed in this section and visit the North Yorkshire Connect website

(**[www.northyorkshireconnect.org.uk](http://www.northyorkshireconnect.org.uk)**) for even more organisations that can provide support.

### Advocacy

#### Advocacy Alliance

Office 28, The Street, Scarborough YO12 7PW

Tel: **01723 363910**

Email: **[office@advocacyallianceyorkshire.org.uk](mailto:office@advocacyallianceyorkshire.org.uk)**

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

#### Cloverleaf Advocacy

Fifth Floor, Empire House, Wakefield Old Road, Dewsbury WF12 8DJ

Tel: **01924 454875**

Text: **07860 021502**

Email: **[enquiries@cloverleaf-advocacy.co.uk](mailto:enquiries@cloverleaf-advocacy.co.uk)**

Web: **[www.cloverleaf-advocacy.co.uk](http://www.cloverleaf-advocacy.co.uk)**

### Carers' services

For more information about carers' services in North Yorkshire including contact details, see page 42.

### Other contacts

#### Age UK North Yorkshire and Darlington

A local, independent charity committed to delivering quality-assured services and activities to older people.

### Darlington

Bradbury House, Beaumont Street West DL1 5SX  
Tel: **01325 362832**

### Darlington (information and advice office)

1 Beaumont Street DL1 5SZ

Tel: **01325 357345**

### Harrogate

Harrogate Community House,  
46-50 East Parade HG1 5RR

Tel: **01423 502253**

### Northallerton

1 Zetland Street DL6 1NB

Tel: **01609 771624**

### Richmond

Zetland Square DL10 7BP

Tel: **01748 327155**

### Ripon

5 Duck Hill HG4 1BL

Tel: **01765 606872**

### Skipton

The Swadford Centre, 32 Swadford Centre BD23 1RD

Tel: **01756 529654**



### → Age UK Selby District

A local, independent charity committed to delivering quality-assured services and activities to older people.

50 Micklegate YO8 4EQ

Tel: **01757 704115**

Email: **[linda@ageukselby.co.uk](mailto:linda@ageukselby.co.uk)**

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

### FirstStop Advice

Advice and information on all aspects of care accommodation, housing, finance and rights for older people.

Tel: **0800 377 7070**

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

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

### Healthwatch North Yorkshire

Making sure your views on local health and social care services are heard.

Tel: **01904 552687**

Email: **[admin@healthwatchnorthyorkshire.co.uk](mailto:admin@healthwatchnorthyorkshire.co.uk)**

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

### Independent Care Group (ICG)

The ICG is the regional body responsible for representing and supporting local independent care providers, both private and voluntary.

Tel: **07949 971010**

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

### Medequip

Provides the Community Equipment Service commissioned by local NHS clinical commissioning groups (CCGs) and North Yorkshire County Council. See page 16 for more information.

### Knaresborough

Unit 2, Manse Lane HG5 8LF (open 8.00am to 5.00pm, Monday to Friday).

Tel: **01423 226240**

Email: **[north.yorks@medequip-uk.com](mailto:north.yorks@medequip-uk.com)**

### Scarborough

5B & 5C, Dunslow Court, Eastfield YO11 3XT (open 9.00am to 5.00pm, Monday to Friday).

Tel: **01423 226240**

Email: **[north.yorks@medequip-uk.com](mailto:north.yorks@medequip-uk.com)**

### Northallerton and the Dales Mencap Society

Represents the interests of people with learning disabilities and their carers in the Hambleton and Richmondshire Districts of North Yorkshire.

The Goosecroft Centre, Goosecroft Lane DL6 1EG

Tel: **01609 778894**

Email: **[admin@northallertonmencap.org.uk](mailto:admin@northallertonmencap.org.uk)**

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

### Patient Advice and Liaison Service (PALS)

PALS provides information for patients and their families and can help you deal with any concerns around your hospital treatment. Problems can be discussed with the PALS Officer in confidence, and you can work together to find a solution.

### PALS Officer

You can contact them between 9.00am and 4.00pm, Monday to Friday.

The James Cook University Hospital, Marton Road, Middlesbrough TS4 3BW

Tel: **0800 028 2451** or **01642 854807**

Email: **[stees.pals@nhs.net](mailto:stees.pals@nhs.net)**

Web: **[www.southtees.nhs.uk/patients-visitors/pals](http://www.southtees.nhs.uk/patients-visitors/pals)**



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

# Keeping safe

## What is abuse?

Abuse is when somebody does or says things to a person that harms them or makes them feel upset or frightened. It is mistreatment by somebody or some people that violates a person's human and civil rights.

Anyone could be at risk of abuse or neglect. A person may be more or less vulnerable at different times in their life.

Some adults may be more at risk because they are older or have a sensory impairment, a disability, a mental health condition or a long-term illness. These people may have difficulty in making their wishes and feelings known which may put them at risk of abuse or neglect. Also, these people may not be able to make decisions or choices without support.

An adult at risk is a person aged 18 or over who has needs for care and support (whether or not the local authority is meeting any of those care and support needs), and as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse or neglect.

## What is safeguarding?

Safeguarding is defined as 'protecting an adult's right to live in safety, free from abuse and neglect' (Care and Support Statutory Guidance, Chapter 14). Adult safeguarding is people and organisations working together to prevent and reduce both risks and experiences of abuse and neglect.

## Types of abuse

There are lots of different types of abuse, including:

- physical abuse – someone being hit, slapped or kicked, being locked in a room or restrained inappropriately;
- sexual abuse – someone being made to take part in sexual activity when they haven't given consent or are not able to give consent;
- emotional or psychological abuse – someone being shouted at, bullied, being made to feel frightened or pressurised into decisions;
- financial abuse – stealing, fraud, withholding or misusing someone's money or possessions;
- neglect and acts of omission – includes not giving someone the care that they need;
- modern slavery – human trafficking and forced labour;
- domestic abuse – when abuse occurs between partners or by a family member;
- discriminatory abuse – poor treatment or harassment because of someone's age, gender, sexuality, disability, race or religious belief;
- organisational abuse – inflexible systems and routines in place that stop people making their own choices about their lifestyle; not considering a person's dietary requirements; inappropriate ways of addressing people; and
- self-neglect is also a form of abuse – this is when someone chooses not to look after themselves. It might include not eating or refusing help for their health or care needs and this has a significant effect on their wellbeing.

Abuse may be an isolated incident or repeated incidents. It may be that the abuse is deliberate, or it may be unintentional; due to ignorance or lack of training and understanding. It may be that a person is at risk of abuse or being abused in several ways.

## Where does abuse happen?

It can happen anywhere – at home, a care home, a hospital, in the workplace, at any service you attend, at college, in supported housing or in the street.

Adults at risk provide sensitive information and have the right to expect that this information and information obtained from others will be treated respectfully and that their privacy will be maintained.

The challenges of working within the boundaries of confidentiality should not stand in the way of taking appropriate action. Whenever possible, informed consent to the sharing of sensitive personal information should be obtained.



### ➔ Who might cause abuse?

Abuse can be caused by anyone, it may be somebody you know well, or it may be a stranger. It may be more than one person. It might be a family member, a friend, a neighbour, a carer or care worker, a nurse, a social care worker, a GP, a visitor to your home or a rogue trader. If you live in a residential setting or receive any other services, it may be another user of that service, a visitor or a care worker.

### What should you do if you are worried about abuse?

North Yorkshire County Council has a legal duty to protect the rights of adults with care and support needs to live in safety, free from abuse and neglect. Together with other partners, including Health and the police North Yorkshire County Council operates a zero-tolerance attitude towards all forms of abuse. All adults should be able to live their lives free from fear and harm.

If you or the person you are concerned about is in danger and immediate action is required, you should ring the **Emergency Services** on: **999**.

If you or the person you are concerned about is not in immediate danger, you should ring our **Customer Services Centre** on: **01609 780780**. This is a 24-hour service.

You will be able to speak to an experienced adviser who will listen to your concerns, take them seriously and treat you with dignity and respect. You will be offered support and your concerns will be directed to a specialist worker who will arrange to meet with you.

You may have a relative, friend or independent advocate present if you wish. Together, you will discuss the issues and agree a plan to keep you as safe and independent as possible. We want to help you to reach the outcome you want and ensure you are aware of your options.

We may involve other agencies to help support you safely, but we will agree this together. Where the abuse is a crime, the police need to be involved to prevent other people from suffering as well. We will jointly help to support you. If you are worried about contacting the police, you can contact us to talk things over first.

### What should you do if you are worried about someone in a care home?

If your concern is about someone who is in a care home, please refer them to us using the details below.

#### Customer Service Centre

Tel: **01609 780780**

For further details, visit:

**[www.northyorks.gov.uk/safeguardingadults](http://www.northyorks.gov.uk/safeguardingadults)**

If you have concerns about the standards or application of regulations in a care home, you should refer to the contact details below.

#### The Care Quality Commission

Citygate, Gallowgate,  
Newcastle upon Tyne NE1 4PA

Tel: **03000 616161**

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

### What should you do if you are suspicious that Modern Slavery is happening near you?

If you believe a person is being subject to Modern Slavery, report to the Police on **101** or in an emergency where there is immediate threat, call **999**.

You can also call the **Modern Slavery helpline**: **0800 012 1700** (open 24 hours a day, seven days a week) or call anonymously via **CrimeStoppers** on: **0800 555 111**.

To find out more about North Yorkshire Police's campaign, visit: **[www.northyorkshire.police.uk](http://www.northyorkshire.police.uk)** (search 'campaigns' then select 'campaigns').





# Living Well in North Yorkshire

## What is Living Well?

Living Well Coordinators (LWCs) work with people in need to reduce loneliness and isolation, increase participation and support you to be independent.

Living Well aims to improve the health, wellbeing and independence of adults. Our coordinators work with individuals and their carers who are isolated, vulnerable, bereaved, lacking confidence or perhaps on the borderline of needing health and social care services.

To prevent the need for statutory support, we help people access their local community and support them to find solutions to their health and wellbeing goals. This helps to reduce loneliness and isolation and prevents or resolves issues for people, including hospitalisation.

### Who can benefit?

Living Well can support adults who are not currently eligible for ongoing social care support and who:

- are lonely and or socially isolated;
- have had a recent loss of a support network, including bereavement;
- have had a loss of confidence due to a recent change or event;
- require face-to-face information, advice and guidance; or
- need some support to find or maintain employment.

This may be people who need a little extra help to overcome some of life's challenges and changes; people who have a caring role, who are frail or physically disabled, people with a learning disability or autism or people with mental health problems or sensory impairments.

### What can you expect?

LWCs will spend time with individuals on a one-to-one basis. LWCs will:

- talk to you and find out more about what support is required;
- help you to think about areas of your life that you would like to change;
- work alongside you and listen to what help you may need;
- support you to make simple changes to manage your health and stay well; and
- support you to plan what you need to do to make those changes and help you to achieve your goals in an agreed time frame.

Some types of support that LWCs provide includes:

- support to build self-confidence;
- support with practical advice and skills;
- advice on healthy living and signposting to lifestyle services such as exercise or stop smoking;
- help to get online either in the home or using a universal/community service, such as a library or cybercafé;
- help to become a volunteer or to access community activities; and
- helping a person to be connected to, linked with or signposted to a voluntary agency for support or a more specific support network such as befriending, shopping, transport, advocacy and more.

### How do you access the service?

When you contact us, an adviser will refer you to the Living Well team if you meet the requirements for the service.

#### North Yorkshire County Council

For more information, call our

**Customer Service Centre** on: **01609 780780**.

## Living Well Smokefree (LWSF)

LWSF is a stop smoking service provided by North Yorkshire County Council. LWSF has a team of experienced stop smoking advisors, based in a range of community venues across North Yorkshire that offer specialist support. Due to the COVID-19 pandemic, LWSF is still fully operational offering interventions remotely via telephone and video conferencing. These interventions include behavioural and motivational support and access to stop smoking medications (Nicotine Replacement Therapy and Champix). Stop smoking support is also available through GPs and pharmacies that have signed up to deliver the service.

### Eligibility criteria

All clients referred to the service will undergo an eligibility check against the following criteria:

- would like to stop smoking and receive support from the Specialist Stop Smoking Service;
- is not receiving stop smoking support from another provider;
- is above the age of 12; and
- is a tobacco smoker that resides in North Yorkshire, works in North Yorkshire or is registered with a GP in North Yorkshire.

Anyone who does not meet all of these criteria will not be eligible to access LWSF.

### Why would you stop smoking?

Here is what can happen after your last cigarette:

- 20 minutes after your last cigarette – your pulse returns to normal;
- eight hours after your last cigarette – your oxygen levels are recovering and harmful carbon monoxide in your blood has halved;
- 48 hours after your last cigarette – your body has flushed out all carbon monoxide and your lungs begin to clear out the waste. Also, your smell and taste improve;
- 72 hours after your last cigarette – your breathing feels easier and you feel more energetic;

- up to 12 weeks after your last cigarette – your blood is pumping to your heart and muscles better due to improved circulation;
- three to nine months after your last cigarette – your lungs are working 10% better and you are coughing and wheezing less;
- one year after your last cigarette – your risk of a heart attack has halved compared to a smoker;
- ten years after your last cigarette – your risk of death from lung cancer has halved too; and
- 15 years after your last cigarette – your risk of heart attack is the same as somebody who has never smoked.

With the right support, you are three times as likely to stop smoking for good.

### Referral process

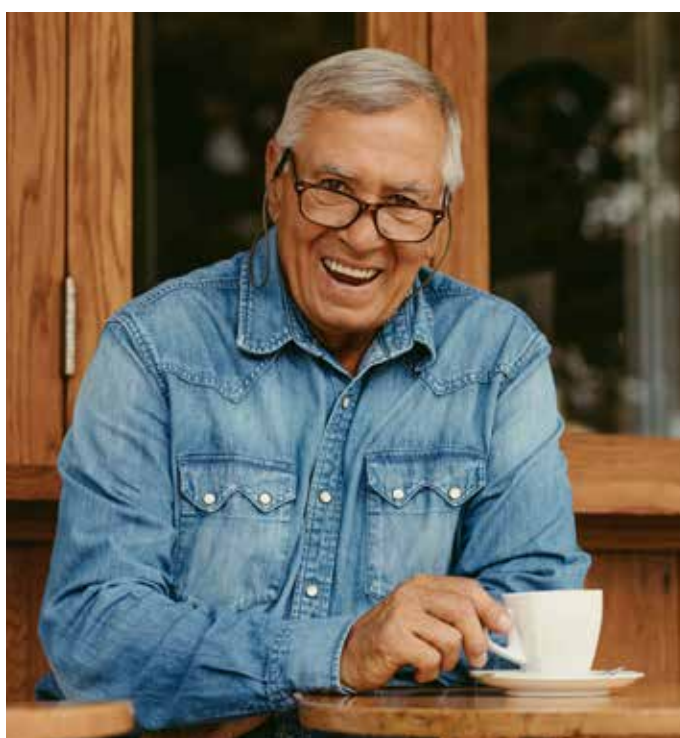
If you would like to access the service, refer somebody else, assist somebody to self-refer, or you would like any further information about LWSF, use the contact details below.

### Living Well Smokefree

Tel: **01609 797272**

Email: **[stop.smoking@northyorks.gov.uk](mailto:stop.smoking@northyorks.gov.uk)**

Web: **[www.northyorks.gov.uk/stopping-smoking](http://www.northyorks.gov.uk/stopping-smoking)**



# Stay living at home

We want people to stay living in their homes for as long as possible and we know that many people want to be surrounded by their possessions, near to their family and friends. This applies to anyone, whether they are older, recovering from an illness or addiction, have a physical or learning disability,

have a mental health condition or are living with dementia.

The following section gives you a wide range of information about the support available in North Yorkshire to help you stay living in your home.

## Assistive Technology

Assistive Technology (AT) uses a range of remote equipment matched to your personal needs. This helps to increase, maintain or improve functional capabilities, enabling you to live as independently and safely as possible. The equipment can be linked to a monitoring centre, to family and friends or to other technology devices in the home. AT is used in a variety of circumstances to help people with a broad range of needs.

The AT service in North Yorkshire aims to provide a high quality and innovative service that uses technology, monitoring and support to:

- enable you to live a healthier, independent life for longer;
- enable you to live safely at home;
- prevent or delay unnecessary hospital or care home admissions;
- support you to return home from hospital or care settings where possible; and
- provide technology-based solutions to complement other community services.

North Yorkshire County Council's AT services are delivered in several ways:

- a financially competitive, private pay AT offer is available to all people within the county. This includes AT equipment and monitoring. AT can then be responded to by family, friends or carers;
- AT can also be provided as part of our Reablement services for a short period of time. This will enable the appropriateness and effectiveness of the AT to be captured to plan long-term provision; and

- AT can form part of your long-term support plan and Personal Budget dependent upon assessment and eligibility.

Some examples of how AT can be used are:

- to call a monitoring centre which can keep a phone line open to you in an emergency. For example, following a serious fall;
- to alert you when temperatures in your property get too high or low. For example, if the cooker hob has been left on or if you forget to use your central heating;
- to remind you to lock your door;
- to alert family or friends if you leave your property at unusual times of the day; and
- to allow you to remain independent whilst knowing that you have technology to keep you safe or to allow you to complete tasks and activities.

AT works 24 hours a day, 365 days per year by providing real-time alerts or calls when equipment is activated.



➔ AT typically alerts a call centre staffed by trained operators who can speak to you, will have your details and know who to call in an emergency. This could be family, friends, carers, a community response service or the emergency services if required.

For further information about AT, or to refer for an assessment where applicable, contact our

**Customer Service Centre** on: **01609 780780** or visit: **[www.northyorks.gov.uk](http://www.northyorks.gov.uk)**

Alternatively, to arrange AT privately, please contact **Nottingham Rehab Ltd (NRS)** who deliver the AT service in partnership with North Yorkshire County Council on: **01904 221473** (opt. two) or visit: **[www.nrstelecare.co.uk/northyorkshire](http://www.nrstelecare.co.uk/northyorkshire)**

## Other equipment available

Occupational Therapists (OTs) and other specially trained workers can give you advice and assess your needs and those of carers.

There are many types of equipment that can help you to live independently at home. Depending on your circumstances, our Occupational Therapy service can recommend equipment that enables you to carry out daily living activities such as bathing, washing, dressing and getting around your home. It may be as simple as fitting a grab or banister rail in the right place to help you get up and down steps more safely and independently or you may need equipment to help you with getting in and out of bed or using the toilet.

North Yorkshire County Council has an online self-assessment tool called 'AskSARA' which can identify ways of helping you with daily living activities in your home. To find out more, visit:

**[www.northyorks.gov.uk/health-and-social-care](http://www.northyorks.gov.uk/health-and-social-care)** (select 'advice and support to help with daily living') or contact us directly for an assessment on: **01609 780780**.

It is important to get the right advice and support before you buy any equipment. You will find several mobility aids and equipment providers in your local community who can discuss basic equipment with you to ensure that it meets your needs.

### Medequip

Medequip provides the Community Equipment Service commissioned by local NHS clinical commissioning groups (CCGs) and North Yorkshire County Council. The service includes:

- the returning and recycling of equipment. Visit **[www.medequip-uk.com/contact/knaresborough](http://www.medequip-uk.com/contact/knaresborough)**;

- information and advice for North Yorkshire residents about both independent living and the Community Equipment Service;
- a self-purchase service (purchasing products before or in addition to those potentially provided by health and social services). Medequip has an online store at:

**[www.manageathome.co.uk](http://www.manageathome.co.uk)**; and

- signposting to the Disabled Living Foundation's AskSARA website. For more information, visit: **<https://medequip.livingmadeeasy.org.uk>**

### Medequip Knaresborough

Unit 2, Manse Lane HG5 8LF  
(open 8.00am to 5.00pm, Monday to Friday).  
Tel: **01423 226240**  
Email: **[north.yorks@medequip-uk.com](mailto:north.yorks@medequip-uk.com)**

### Medequip Scarborough

5B & 5C, Dunslow Court, Eastfield YO11 3XT  
(open 9.00am to 5.00pm, Monday to Friday).  
Tel: **01423 226240**  
Email: **[north.yorks@medequip-uk.com](mailto:north.yorks@medequip-uk.com)**





## Home Improvement Agencies (HIAs) and minor adaptations

The HIA handyperson service for your area provides a range of preventative services including minor jobs/adaptations such as:

- replacing light bulbs, securing loose carpet or putting up shelves or flat-pack furniture;
- adaptations – providing and fitting grab rails and external handrails, fitting of second bannister rails and larger jobs such as building a step to improve accessibility;
- security – fitting window locks, security chains, key safes, doorbells and door locks;
- help with accessing benefits or grants to fund work;
- energy efficiency advice; and

- free access to a ‘safe traders’ list of approved contractors, helping you to avoid rogue traders.

Whether you own or rent your property, you may be eligible for some or all of the adaptations if identified within a North Yorkshire County Council assessment.

### Yorkshire Housing Home Improvement Team

Tel: **0345 366 4406**

Web: **[www.yorkshirehousing.co.uk/support](http://www.yorkshirehousing.co.uk/support)**  
(select ‘home improvement services’).

### White Rose Home Improvement Agency

For all Scarborough, Whitby and Ryedale areas.

Tel: **01723 232323**

Web: **[www.scarborough.gov.uk/white-rose-home-improvement-agency](http://www.scarborough.gov.uk/white-rose-home-improvement-agency)**

## Major adaptations

If you have difficulty accessing areas within your home, have a permanent or long-term health condition and need an adaptation to help you stay independent, you may be eligible for a grant from your borough or district council (called a Disabled Facilities Grant or DFG).

The grant is assessed according to your needs and circumstances. Following a financial assessment, you may qualify whether you are a homeowner or a tenant. However, if you are eligible for funding through a DFG, you may still have to pay a contribution towards the cost of the adaptation/s.

DFG adaptations are only provided to meet an assessed need when the local authority deems the work as ‘necessary and appropriate’.

Further information about DFGs can be found at:  
**[wwwFOUNDATIONS.uk.com](http://wwwFOUNDATIONS.uk.com)**

### Your local district council’s HIA

Each district area in North Yorkshire provides a technical service to support people with their DFG. This includes; drawing and submitting plans, building regulation applications, obtaining quotes, overseeing work, ensuring it is completed to the required standard and that it is ‘reasonable and practicable’.

The HIA can carry out the work and or support the approved contractor/s.

For more information about DFG’s in your local district, visit the relevant website below and search ‘Disabled Facilities Grant’.

### Hambleton District Council

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

### Richmondshire District Council

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

### Harrogate Borough Council

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

### Craven District Council

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

### Selby District Council

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

### White Rose Home Improvement Agency

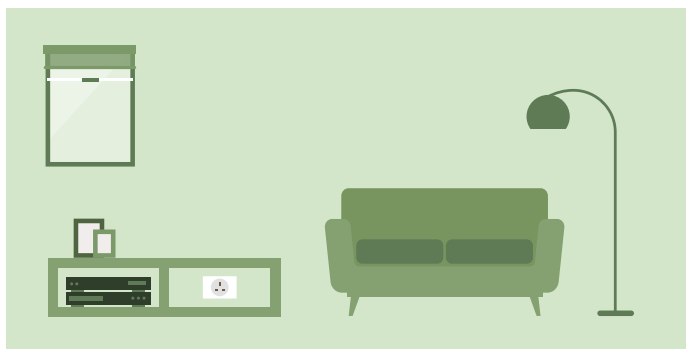
For Scarborough, Whitby and Ryedale areas.

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

**Use the Assistive Technology checklist on page 22 for ideas of questions to ask suppliers.**

## Making life easier at home

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



Finding it difficult to **get in and out of chairs**? Try putting a 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-handled cutlery could help, or non-slip mats for the table. Lightweight cups and mugs with two handles could also be a solution.

**Using taps** can be made easier by fitting tap turners. You could also consider 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 25.

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.

If you think you need an assessment, please call our **Customer Service Centre** on: **01609 780780** or email: **[social.care@northyorks.gov.uk](mailto:social.care@northyorks.gov.uk)**

If you would like some advice and guidance to help you make informed choices about how to meet your care and support needs, you can complete an initial assessment online at: **[www.northyorks.gov.uk/new-adult-social-care](http://www.northyorks.gov.uk/new-adult-social-care)**



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

Medequip work with North Yorkshire County Council and the NHS to provide assistive living equipment in your area. Medequip also provide a retail service for those who wish to purchase or rent equipment themselves.

## 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 **01423 226240**

Email **north.yorks@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 centres:

**Medequip Knaresborough Depot**  
Unit 2, Manse Lane, Knaresborough  
North Yorkshire HG5 8LF  
Monday to Friday 8am - 5pm

**Medequip Scarborough Depot**  
5B & 5C, Dunslow Court Eastfield,  
Scarborough North Yorkshire YO11 3XT  
Monday to Friday 9am - 5pm

  
**Connect**  
*Technology Enabled Care Service*

 **0800 910 1390**  
**connectadmin@medequip-uk.com**

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**Shop now at [www.medequip-connect.com](http://www.medequip-connect.com)**



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Call us or visit our website to request a free catalogue

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





We suggest you consider the following questions before buying any Assistive Technology. If you are in any doubt about what technology might help meet your needs, you can contact your council or visit:

**<https://northyorks.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? ☐

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? ☐

## Notes

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Bluebird Care Scarborough  
& Bridlington

 01723 588004

 [scarborough@bluebirdcare.co.uk](mailto:scarborough@bluebirdcare.co.uk)

 Cayley Court, Hopper Hill Road,  
Scarborough YO11 3YJ

## Occupational Therapy

Occupational Therapy provides practical support to facilitate recovery and overcome barriers preventing people from doing the activities (or occupations) that matter to them. This support can increase people's independence and satisfaction in all aspects of life (RCOT, 2019). For more information, visit: **[www.rcot.co.uk](http://www.rcot.co.uk)**

The way you access these services in North Yorkshire will depend on why you need Occupational Therapy.

### Health Occupational Therapy

If you have a short-term condition, for example, if you need support following an operation, you will access services through the NHS, and you should speak to one of the healthcare professionals treating you. They will discuss your needs with you and decide if you would benefit from Occupational Therapy and, if so, will arrange an assessment with an Occupational Therapist (OT) as part of your care.

The Health Occupational Therapy service covers hospital stays and returning home. It provides a specialist therapeutic service, including assessment, treatment and ensuring a safe discharge back home after hospital admission.

### Local council Occupational Therapy

For ongoing difficulties in your home due to your health, Occupational Therapy can be accessed through your local council. You should contact our Customer Service Centre on: **01609 780780** to arrange a needs assessment with an OT. Or you may be referred to another health or social care professional, whoever is more appropriate.

### Private Occupational Therapy

If you do not want to access Occupational Therapy through the NHS or North Yorkshire County Council, you could contact an OT directly.

If you decide to see a private OT, make sure they are fully qualified and registered through the Health and Care Professions Council (HCPC) and are a member of a recognised body, such as the Royal College of Occupational Therapists:

**[www.rcotss-ip.org.uk/find](http://www.rcotss-ip.org.uk/find)**

Only healthcare professionals who are registered with the HCPC can use the title of 'Occupational Therapist'. You can see if your OT is registered by checking the HCPC online register:

**[www.hcpc-uk.org](http://www.hcpc-uk.org)**

An OT can carry out an assessment to identify what areas of your everyday life are causing problems. They will discuss your needs with you and explain what help is available. An assessment and any advice or information provided by a Health or local authority OT should be free, services resulting from this assessment may be chargeable. A private OT may charge you for any assessment, information or services.



Visit: **[www.northyorkshireconnect.org.uk](http://www.northyorkshireconnect.org.uk)** for community and voluntary organisations that can provide advice and support.

## Access to food and drink services

We no longer have direct involvement in arranging, delivering or subsidising meals on wheels services. However, we have identified several organisations across the county which can provide meals to people in their own homes.

You can discuss directly with providers the type and number of meals per week that you would like. Payment is agreed directly with the meal providers.

### Sherburn Visiting Service

Tel: **01977 681828**

### Wiltshire Farm Foods – Thirsk branch

Tel: **01845 578784**





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 [liveincare@hamandrich@bluebirdcare.co.uk](mailto:liveincare@hamandrich@bluebirdcare.co.uk)

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



## Getting help in your home

Help at home is also known as 'home care' or 'domiciliary care' and is usually arranged according to need. All service providers, except those delivering domestic support only, must be registered by the Care Quality Commission (CQC) which publishes reports and quality ratings following an inspection. You must ensure that all care workers have Disclosure and Barring Service checks, have received necessary training, are properly referenced, and are eligible to work in the UK prior to visiting your home. Check CQC reports and quality ratings at: [www.cqc.org.uk](http://www.cqc.org.uk) or call: **03000 616161**.

Getting help at home can take many forms, the list of local providers beginning on page 29 may offer:

**Practical support** – to assist with household chores such as shopping, cleaning and assistance with food preparation. Calls from care workers can be flexible and can last as little as 15 minutes when you need it.

**Domiciliary care** – in addition to practical support, this involves personal care (assistance with washing, dressing etc.), and/or one or more care workers to assist with mobility.

You may wish to have a care worker sleep in your home overnight for security and reassurance.

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

**24-hour care** – when you need assistance or monitoring 24 hours a day. It differs from live-in care in that care workers rotate to ensure that someone is awake and working both day and night.



**Call 01723 588002**  
[www.nycil.org.uk](http://www.nycil.org.uk)  
[admin@nycil.org.uk](mailto:admin@nycil.org.uk)

### Get the care you need in the way you need it

Whether for yourself or a loved one, when you are the employer you have the flexibility to decide when and how you need support. Build a rapport with your employees so you always know who will be supporting you.

**By putting your job out there, you can find the person who matches your requirements.**

Nycil can support with the recruitment process, including advertising, interviews, contracts, signposting to training and further advice we also offer a payroll service to make employing your own staff even easier.

**So get in touch to see how we can**

Registered charity no. 1130786

*"Elderflower Homecare is an exceptional home caring service, way beyond anything I could have ever imagined. The pressure and worry you took from me I will be forever grateful"*



**ELDERFLOWER  
HOMECARE**

Elderflower Homecare is a small family run business that provides client centred, high quality care to enable people to lead a fulfilling life in their own home.

All our staff have extensive knowledge and expertise for adults with dementia or a physical disability.

We allocate a limited number of carers per client to achieve a personal approach.

Contact us for more information:

**Tel: 01423 324 325**

Email:

[elderfloweroffice@gmail.com](mailto:elderfloweroffice@gmail.com)

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

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## Do you need a helping hand?

With care visits available from 30 minutes all the way up to full-time live-in care, we provide personalised home care packages to support you in North Yorkshire.

With over 30 years' experience, we'll support you with anything you need to live independently in the home you know and love, including:

- ✓ Personal care
- ✓ Getting out and about
- ✓ Housekeeping
- ✓ Short-term care

Looking for care? **0808 274 2935**

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



**DAA** Dementia  
Action Alliance



# Live well, *your* way with care at home

Maintaining independence and quality of life is key to ageing well - Home Instead provides personalised care tailored to your individual needs:

- |   |  |
|---|--|
|  Home Help     |  Rehab and recovery |
|  Companionship |  Dementia Care      |
|  Personal Care |  Live-in Care       |

## To arrange care, please contact our specialists:

- For Harrogate, Ripon or Thirsk:  
01423 774490
- For Ilkley, Skipton or Settle:  
01943 662188
- For Northallerton or Richmond:  
01609 801650
- For York, Ryedale or Scarborough:  
01904 221719
- For Wetherby or North Leeds:  
01937 220510



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

.....

.....

.....

.....

.....

\*See page 72.





The mark of excellent care

## Care and support in your own home

- All aspects of personal care • Dementia care
- Light meal preparation and help with daily nutrition
  - Live-in care and overnight support
- General companionship • Respite care
- Shopping, accompanying to hospital, GP etc.  
...and much more



**Competitive rates, fully vetted, trained, skilled staff**

**Caremark (Harrogate), Claro Court Business Centre,  
Claro Road, Harrogate HG1 4BA**

**Tel: 01423 521289**

**Email: [harrogate@caremark.co.uk](mailto:harrogate@caremark.co.uk)**

**f @Caremark Harrogate**

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



**New office  
now open:**  
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Harrogate  
HG1 1BB



*Fully managed high quality  
affordable live-in care  
from £895 per week*



**0808 231 9449 | [agincare.com](http://agincare.com)**



**CARE SERVICES THIRSK LTD**  
Community Orchid House, Thirsk



**Caring for all ages to  
meet your needs**

- Companionship • Meal, snack or drink preparation • Cleaning
- Support for showering/bathing • Ironing • Escorts for appointments • Shopping

Through years of providing quality care and meeting the needs of our clients, we are proud to provide an exceptional care service to ensure you can continue to live the life you love in your own home.

We have vast experience working with members of our community of all ages living with sensory impairments, physical and learning disabilities, and those who require specialist Dementia Care.

Our staff are chosen by us for their kindness, compassion and their ability to "go the extra mile" to support you.

**Professional feedback:** "I love working with this provider, they are so open and really have got people's best interest at heart."



*"The staff are so caring  
whatever you need,  
it is done"*

**Tel: 07587 091422 • Email: [careservicesthirskltd@outlook.com](mailto:careservicesthirskltd@outlook.com)**  
**[www.careservicesthirskltd.co.uk](http://www.careservicesthirskltd.co.uk)**



## Home care provider listings

### Acorn Community Care

Malton

Tel: 01653 699922

OP LDA YA

### Aire House

Harrogate

Tel: 01423 509285

LDA MH YA

### Audrey Burton House

Harrogate

Tel: 07825 959758

OP D PD LDA YA

### Avalon Services

Botton

Tel: 01423 530053

OP D PD LDA MH SI YA

Harrogate

Tel: 01423 530053

OP D PD LDA MH SI YA

Northallerton

Tel: 01609 783883

OP D PD LDA MH SI YA

Scarborough

Tel: 01723 356540

OP PD LDA MH YA

Skipton

Tel: 01756 793129

OP D LDA MH YA

### Avon Lodge and Avon Lodge Annex

Harrogate

Tel: 01423 562625

OP LDA MH YA

### Blossom Home Care Ltd

Northallerton

Advert outside back cover

Tel: 01609 751644

OP D PD LDA MH SI YA

### Bluebird Care (Hambleton and Richmondshire)

Northallerton

Advert page 24

Tel: 01845 440271

OP D PD LDA SI YA

### Bluebird Care (Scarborough and Bridlington)

Scarborough

Advert page 22

Tel: 01723 588004

D PD LDA MH SI

### Bluebird Care Harrogate

Harrogate

Advert page 22

Tel: 01423 529573

OP D PD LDA MH SI YA AD

### Bluebird Care Selby & part East Riding

Selby

Tel: 01757 702171

OP D PD LDA MH SI YA AD

### Brightening Lives Ltd

Harrogate

Tel: 01423 561119

OP PD LDA SI YA

### Buttercup Home Care T/A Visiting Angels

Harrogate

Tel: 07759 660690

OP YA

### Camphill Village Trust – Botton Village

Whitby

Tel: 01287 661366

OP LDA MH

### Care @ Carers Resource

Shipley

Tel: 01274 588990

Advert below

OP D PD LDA MH SI YA

### Care and Case Management Services Ltd

Middlesbrough

Tel: 01642 713720

OP YA

### Care Designed For You

Harrogate

Tel: 01423 206868

OP D PD LDA SI YA

### Care For All

Scarborough

Tel: 01723 584647

OP D PD MH SI YA

### Care Services Thirsk Ltd

Thirsk

Tel: 07587 091422

Advert page 28

OP D PD LDA MH SI YA

### Carefound Home Care (Harrogate)

Harrogate

Tel: 01423 774070

Advert page 30

OP D MH SI YA

### Caremark (Harrogate)

Harrogate

Tel: 01423 521289

Advert page 28

OP D PD LDA MH SI YA AD



Providing care for all

A reliable, professional service available across Harrogate, Craven, Bradford and Airedale. We aim to provide a caring responsive, person-centred, support package, including:

- Personal care
- Meal preparation
- Shopping
- Light cleaning
- Adhoc holiday cover
- Carers breaks

Telephone: 01274 588990

Email: [care@carersresource.org](mailto:care@carersresource.org)

Web: [care.carersresource.org](http://care.carersresource.org)



**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

All the listings in this publication of care homes, care homes with nursing and home care providers are supplied by the Care Quality Commission (CQC) and neither North Yorkshire County Council nor Care Choices can be held liable for any errors or omissions.

Advertisers are highlighted



Our dedicated, experienced, friendly care givers have offered the highest standards of care in the comfort of people's homes for over 14 years.

**Providing exceptional care**  
and **support** in **your own home**  
in **North** and **West Yorkshire**

**Your home, your care, your way**



**Skipton: 01756 380552 • Harrogate: 01423 799080**

Email: [info@dignicare.co.uk](mailto:info@dignicare.co.uk) • [www.dignicare.co.uk](http://www.dignicare.co.uk)

**Carefound**  
Home Care

**Life is for living**  
**Outstanding care at home**

Carefound Home Care offers families highly personalised live-in care and hourly home care, enabling older people to live comfortably in their own home where they can pursue the lifestyle they want to live, whatever their needs.



Live-in care and  
hourly home care



To learn more about our home care services or simply chat through your options to help you make the right decision, please contact our friendly local team in **Harrogate** today:

**01423 774070**

[www.carefound.co.uk](http://www.carefound.co.uk) [enquiries@carefound.co.uk](mailto:enquiries@carefound.co.uk)

**Castle Care Teesdale Ltd**

Richmond

Tel: 01833 690415

OP D PD SI YA

**Castle Home Care Services Ltd**

Bedale

Tel: 01748 883344

OP PD MH SI YA

**Castle House**

Scarborough

Tel: 01609 536066

OP D PD LDA MH SI YA

**Cedar Court**

Scarborough

Tel: 01723 372570

OP D PD LDA MH SI

**Chatsworth Community Care Ltd**

York

Tel: 07798 658094

OP PD LDA MH YA

**CJP Outreach Services Ltd**

Skipton

Tel: 07966 554542

OP PD LDA MH SI YA

**Coastal Carers**

Scarborough

Tel: 01723 581334

OP D PD MH SI YA

**Comfort Call – Scarborough**

Scarborough

Tel: 01723 585355

OP D PD LDA MH SI YA AD

**Comforting Hands Recruitment**

Harrogate

Tel: 01757 332001

OP D PD LDA YA

**Community Works CIO**

Thirsk

Tel: 01845 524494

PD LDA MH SI YA

**Continued Care from Oakville Ltd**

Harrogate

Tel: 01423 871003

OP D PD LDA MH SI YA

Settle

Tel: 01729 810600

OP D PD LDA MH SI YA

**Cornforth Care Ltd**

Whitby

Tel: 07773 477049

OP D PD LDA MH SI YA

**Creative Support**

– Whitby, Stockton and Redcar and Cleveland

Whitby

Tel: 01947 825091

LDA

**Croft Community**

Malton

Tel: 01653 602721

OP D PD LDA MH SI YA

**Daisies Care Consultants**

Skipton

Tel: 01729 840841

OP D PD LDA MH SI YA

**Dales Community Care Ltd**

Skipton

Tel: 01756 380552

Advert page 32

OP D MH SI YA AD

**DayByDay Care Ltd**

Catterick Garrison

Tel: 07890 386602

OP D PD LDA MH YA

**Deansfield Court**

Malton

Tel: 01653 604492

OP D PD LDA MH SI

**Deeper Care Solutions**

Ripon

Tel: 07506 784366

OP D PD LDA SI YA

**Dignicare**

Skipton

Tel: 01423 799080

Advert page 30

OP D PD LDA MH SI YA AD

**Direct Care Support Head Office**

Middlesbrough

Tel: 01642 985806

OP D PD YA

**Disability Action Yorkshire**

Harrogate

Tel: 01423 561911

OP PD LDA YA

**Duke Street**

Settle

Tel: 01609 535431

OP D PD LDA MH SI YA

**Easby Healthcare**

Richmond

Tel: 01748 352124

OP D PD LDA SI

**Eldercare – Malton**

Malton

Tel: 01653 695549

OP D PD LDA MH SI YA AD

**Eldercare – Pickering**

Pickering

Tel: 01751 475128

OP D PD SI YA

**Elderflower Homecare**

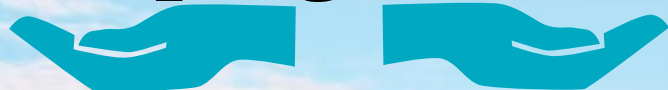
Boroughbridge

Tel: 01423 324 325

Advert page 25

OP D PD SI YA

# Helping Hands



## Helping you to stay at home

### *Our Aim*

Helping Hands are here to help with those chores you find difficult to do yourself. Our aim is to keep you in your own home, where you feel most comfortable for as long as possible.

### *We can help with :*

Personal Care • Meal Preparation • Medical Reminders • Domestic Chores • Emotional Support Companionship • Travel to Social Appointments • Medical Alerts • And much more

*Quality care at home. Speak to our friendly team today*

**Tel: 01653 498007**

Email: [admin@helpinghandscare.co](mailto:admin@helpinghandscare.co)

Web: [www.helpinghandscare.co](http://www.helpinghandscare.co)



Approved List of  
Domiciliary Care Providers



Members of



Training in  
cooperation with



## Dales Community Care

*Supporting Your Independence*

Based in Grassington, **Dales Community Care** offers **high quality, person-centred care** within your own home. We achieve this thanks to our team of highly trained, experienced and dedicated carers.

Through a genuine desire to succeed we have created a service, which is continually **striving to achieve excellence** through our commitment to the development of our staff.

To discuss your requirements and find out more about Dales Community Care please telephone **01756 753303**.



**Tel: 01756 753303 Mob: 07739 207366**

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

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

Sig Barn, Wood Lane, Grassington, Skipton  
North Yorkshire BD23 5LU



## ESTEEM HOMECARE SERVICES CIC

Esteem HomeCare is a flexible & caring social enterprise with a mission to support people to live an independent life in their own home. We do all we can to adjust our service to match your unique needs. We regularly recruit passionate staff with or without experience to join our dynamic team. With Esteem you are guaranteed that your rights and choices will be respected.

### We offer:

- Flexible home visits based on the demand posed by your needs
- Live-in service
- 24 hour care for complex needs and End of Life Care
- Fast response to emergency calls in-between visits if you make a request
- We can cover your main carer so they can have a break
- Support to promote independence and choice
- Fast track hospital discharge home
- Non-Regulated Practical based services



**Tel: 01642 913281**

**Tel: 01642 248196**

**Mob: 07565 602959**

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



**Emmaculate Care Services Selby Office**

Selby

Tel: 01757 335158

OP D PD LDA MH SI YA AD

**Empowered Living Ltd**

Harrogate

Tel: 07708 925930

OP D PD LDA MH SI YA

**Esk Moors Caring Ltd**

Whitby

Tel: 01287 669357

OP D PD YA

**Esteem Homecare Services**

Middlesbrough

Tel: 01642 913281

Advert page 32

OP D PD MH YA

**Fernbank Court**

Selby

Tel: 01757 241145

OP D PD LDA MH SI

**Filey Home Care Ltd**

Filey

Tel: 07342 351358

OP D PD MH SI YA AD

**First Call Community System**

T/A SureCare Scarborough

Scarborough

Tel: 01723 585215

OP D PD LDA MH SI YA

**Franklin Domiciliary Care Agency**

Harrogate

Tel: 01423 569306

LDA MH YA

**Gladstone Care Ltd**

Scarborough

Tel: 01723 501683

OP D PD LDA MH SI

**Greenfield Court Care**

Harrogate

Tel: 01423 888777

OP YA

**Greyfriars Lodge**

Extra Care Housing

Richmond

Tel: 01609 536403

OP D PD LDA MH SI

**Guardian Care & Support Ltd**

Tadcaster

Tel: 01937 833514

OP LDA MH SI YA

**Happy 2 Help Community Care Ltd**

Filey

Tel: 01723 518032

OP D PD MH SI YA AD

**Happy Futures Support Specialists Ltd**

Scarborough

Tel: 01723 586633

OP D PD LDA MH SI YA AD



66 King Edwards Drive, Harrogate, HG1 4HN

An experienced, trained and highly motivated team of carers can assist you with

- Domestic duties
- Dressing / Undressing
- Activities of daily living
- Meal preparation
- Rising and Retiring
- Shopping and Errands
- Escorting to appointments
- Sitting service

From a half hour pop-in to 24 hours per day, tailoring a package of care and companionship to meet your individual needs.

Security, Confidentiality and Personal Safety are a priority with this service.

All of our staff have been checked with the Safeguarding Authority

**Tel: 01423 560903**

Fax: 01423 529236

Email: hhc66@aol.com

www.harrogatehomecare.co.uk



## Home care provider listings continued

### Harrogate and Craven Crossroads Caring for Carers

Harrogate

Tel: 01423 522371

OP D PD SI YA

### Harrogate Home Support

Harrogate

Tel: 07852 953567

OP PD LDA SI YA

### Harrogate Homecare Ltd

Harrogate

Tel: 01423 560903

Advert page 33

OP D PD MH SI

### Helping Hand Homecare

Northallerton

Tel: 07507 259565

OP D PD YA

### Helping Hands Domiciliary Care Ltd

Malton

Tel: 01653 498007

Advert page 32

OP D PD LDA MH SI YA

### Hill View Manor

Knaresborough

Tel: 01609 535147

OP D PD LDA MH SI

### Hipswell House

Catterick Garrison

Tel: 01609 533522

OP D PD LDA SI YA

### Hollins Hall

Harrogate

Tel: 01423 875333

OP D PD YA

### Home Instead

Advert page 26

Harrogate, Ripon & Thirsk

Tel: 01423 774490

OP D PD LDA MH SI YA

Ilkley, Skipton & Settle

Tel: 01943 662188

OP D PD LDA SI YA

Northallerton & Richmond

Tel: 01609 801650

OP D PD LDA MH SI YA

Wetherby & North Leeds

Tel: 01937 220510

OP D PD LDA MH SI YA

York, Ryedale & Scarborough

Tel: 01904 221719

OP D PD MH SI YA

### Home Sweet Home Care Agency Ltd

North Yorkshire

Malton

Tel: 07967 876132

OP D PD LDA MH SI

### Housing 21

Bransdale View – Helmsley

Tel: 0370 192 4224

OP D PD MH SI YA

Limestone View – Settle

Tel: 0370 192 4662

OP D PD MH SI YA

Meadowfields – Thirsk

Tel: 0370 192 4006

OP D PD LDA MH SI YA AD

Springhill Court – York

Tel: 0370 192 4640

OP D PD LDA MH SI YA AD

### Independent Home Living

(Scarborough)

Scarborough

Tel: 01723 381165

OP D PD LDA MH SI YA

### Independent Living Home Care

Thirsk

Tel: 07704 056194

OP D YA

### IntegraCare (Supported Living)

Harrogate

Tel: 01423 541698

PD LDA YA

### Jane Caress Ltd

Ripon

Tel: 01677 460051

OP D PD LDA MH YA

### Just Ask Domestic Services Community

Interest Company

Skipton

Tel: 01756 792834

OP D PD MH SI YA

### Kirkwood Hall Extra Care Housing

Leyburn

Tel: 01609 533217

OP D PD LDA MH SI

### Knaresborough House

Knaresborough

Tel: 07426 723917

OP D PD YA

### Lotus Home Care Harrogate

Knaresborough

Tel: 01423 740955

OP D PD SI YA

### Lotus Home Care Selby

Selby

Tel: 01757 322321

OP D PD MH SI YA

#### Service

OP Older people (65+)

D Dementia

PD Physical disability

LDA Learning disability, autism

#### User Bands

MH Mental health

SI Sensory impairment

YA Younger adults

AD People who misuse alcohol or drugs

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Advertisers are highlighted

## Home care provider listings continued

### Martin Grange

Harrogate

Tel: 01423 532960

OP D PD LDA MH SI YA

### Mayflower – Gateway Business Centre

Saltburn-by-the-Sea

Tel: 07791 621359

OP D PD LDA MH SI YA AD

### Meadow Lodge Home Care Services LLP

Leeds

Tel: 01977 689011

OP D PD MH YA

### Mickle Hill

Pickering

Tel: 01751 467430

OP D MH SI

### Moor and Coast Care Ltd

Whitby

Tel: 07867 790487

OP D PD SI YA

### Moorview House

Whitby

Tel: 01947 880490

LDA

### My Homecare Harrogate

Knaresborough

Tel: 01423 797974

OP D PD LDA MH SI YA

### New Concept Care Selby

Selby

Tel: 01757 705567

OP D PD LDA MH SI YA AD

### New Wings

Northallerton

Tel: 07551 440489

OP D PD LDA SI YA

### On The Spot Homecare Service

Skipton

Tel: 01756 703715

OP D PD MH SI YA

### Orchards Extra Care Housing, The

Northallerton

Tel: 01609 535751

OP D PD LDA MH SI

### Orchid House

Thirsk

Tel: 07587 091422

OP D PD SI YA

### Partners In Care Yorkshire

Scarborough

Tel: 07834 783133

OP PD LDA MH SI YA

### Pathways Supported Living (IntegraCare)

Harrogate

Tel: 01423 509267

PD LDA MH YA

### Plaxton Court Domiciliary Care Agency

Scarborough

Tel: 01723 340290

OP

### Popplewell Springs

Tadcaster

Tel: 01937 530933

OP D PD LDA MH SI

### Premiere Care

Leyburn

Tel: 01969 622499

OP D PD YA

### Prioritising People's Lives Ltd – Whitby

Whitby

Tel: 01947 466383

OP D PD LDA MH SI YA AD

### Prospect House Community Care Office

York

Tel: 07538 115313

OP YA

## Right at Home Ilkley, Keighley & Skipton

Trusted care & support in your own home

**Our services include:**

- Companionship
- Personal care
- Specialist Dementia care
- Holiday and respite cover
- Post-operative support **and much more...**



Contact us today...

**01943 603794**

ilkley@rightathomeuk.com

rightathomeuk.co.uk/ilkley-keighley-skipton

**Right at Home**  
Quality Care In Your 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

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**Sova healthcare** is passionate about care in the community and totally committed to delivering high standards of quality care. We have been rated as 'Outstanding' in 'care' by the Care Quality Commission and have been approved by North Yorkshire Council as an approved provider to serve the local area including Ripon and rural Harrogate. We deliver outstanding homecare services in your home.

Not only will you receive **'Outstanding'** care for your loved ones but expect the best from all Sova Healthcare employees. We tailor the care package to suit you and your family. Our emphasis is on a holistic approach to care from outstanding care workers who have been vetted thoroughly.

**Delivering just **'Outstanding'** care isn't easy, but Sova healthcare is different and offers a unique and totally fresh approach to care.**



Our Homecare services include:  
**Home care**  
**Support with shopping and cleaning**  
**Respite care**  
**24-hour live-in care**  
**Complex care needs**  
**End of Life Care**  
**Waking night**  
**Companionship**

## Testimonials

“Sova Healthcare have been caring for my aunt for over a year now. I just cant thank them enough. We are happy with the service it's like you go that bit further. You Keep my aunt's home clean and tidy and you have supported with her health conditions so that her anxiety is minimised. We would like to thank all the care staff at Sova Healthcare,”  
**Mr W – Little Ribston**

“The care has been exceptional. Not only have they cared for my wife they also care for me. We have been absolutely pleased with each care staff  
**Mr Mr B – Kirk Deighton**

“Thank you for caring for me and my wife during the lockdown, without your support and care we would have been isolated,”  
**Mr B – Spofforth**

We support with personal care, medication, shopping, preparing meals, cleaning and getting out and about. We also offer companionship and support with looking after people who have Dementia or Palliative care. We take away the the stress so you feel more at ease in your own home.

Call us on **01423 813 595**  
**harrogate@sovahealthcare.co.uk**  
**www.sovahealthcare.co.uk**

Ground Floor Office, 20 Bower Road,  
Harrogate, HG1 5BW

**'Outstanding'** in Caring – 20 November 2019 \*

**INVESTORS  
IN PEOPLE**



Inspected and rated

**Good**





## Home care provider listings continued

### Radfield Home Care

– Harrogate, Wetherby & North Yorkshire

Harrogate

Tel: 01423 202 250

Advert page 38

OP D PD SI YA

### Rainbow Care Group, The

Knaresborough

Tel: 01423 223454

OP D YA

### Rainbow Outreach and Healthcare Solutions Ltd

Northallerton

Tel: 0800 689 5132

OP D PD LDA MH SI

### React Homecare Ltd

Scarborough

Tel: 01723 282888

OP D PD LDA MH SI YA AD

### Ribble Care Ltd

Settle

Tel: 01729 822511

OP D PD MH SI YA

### Riccall Carers Ltd

York

Tel: 01904 720700

OP D PD LDA MH SI YA AD

### Right at Home

Ilkley, Keighley & Skipton

Tel: 01943 603794

Advert page 35

OP D PD SI YA

### Ripon and District Homecare

Ripon

Tel: 01765 609712

OP D PD MH SI YA

### Rivendale Extra Care

Northallerton

Tel: 01609 797173

OP D PD LDA MH SI

### Rydale Community Care

Pickering

Tel: 01751 473021

OP D PD SI

### Ryedale Homecare

Malton

Tel: 01653 699360

OP D PD LDA YA

### Ryedale Special Families

Malton

Tel: 01653 699000

PD LDA SI YA

### Safehands Homecare

Scarborough

Tel: 01723 376215

OP YA

### Sanctuary Home Care Ltd

– Scarborough

Scarborough

Tel: 01723 330168

OP D PD LDA MH SI YA AD

### Scarborough & District Mencap

Scarborough

Tel: 01723 374819

OP LDA YA

### Skipton Care at Home

Skipton

Tel: 01756 791860

OP YA

### Sova Healthcare Harrogate

Harrogate

Tel: 01423 813 595

Advert page 36

OP D PD LDA MH SI YA AD

### Spring Hill Court

York

Tel: 01609 535314

OP D PD LDA MH SI

### Springboard Business Centre

Cleveland

Tel: 07736 109161

OP YA

### Springfield Healthcare (North Yorkshire & York)

Knaresborough

Tel: 01423 868330

OP D PD LDA MH SI YA AD

### St Cecilia's Nursing Home

Scarborough

Tel: 01723 353884

OP D PD LDA SI

### St Margaret's Homecare

Harrogate

Tel: 01423 876397

OP D YA

Selby

Tel: 01757 210841

OP D PD

### Stay Independent at Home Scarborough Ltd

Scarborough

Tel: 01723 372564

OP D PD MH SI YA

#### Service

OP Older people (65+)

D Dementia

PD Physical disability

LDA Learning disability, autism

#### User Bands

MH Mental health

SI Sensory impairment

YA Younger adults

AD People who misuse alcohol or drugs

All the listings in this publication of care homes, care homes with nursing and home care providers are supplied by the Care Quality Commission (CQC) and neither North Yorkshire County Council nor Care Choices can be held liable for any errors or omissions.

Advertisers are highlighted



# Radfield Home Care

Exceptional Care by Exceptional People

## Harrogate & North Yorkshire

# 01423 202 250

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

[harrogate@radfieldhomecare.co.uk](mailto:harrogate@radfieldhomecare.co.uk)

We are very happy to come out to meet you and your relatives to discuss our services.

Please call us at any time for more information about how we can help you.



Radfield Home Care is an **award winning home care specialist** providing **outstanding care** to older people at home with medication and dementia care services that are second to none. With our experience and understanding, we are able to make the introduction of a home care service as easy as possible for you and your loved ones.

With over 35 years of experience in care, built on **family values**, we make it possible for you to stay in your own home for as long as you want, no matter what level of care you need. For many people this leads to greatly **enhanced well-being & quality of life**.

Each of our clients is unique, so you will receive a service that is created with you and can adapt to you over time. We will always be here to give you exactly **the support you need, when you need it**.

Radfield Home Care takes great pride in being able to offer our clients an **exceptional service**. In order to achieve this, we have a rigorous recruitment process that allows us to hand-pick **exceptional care professionals**, who uphold our values and demonstrate warmth, dignity and respect, encompassing our Radfield family culture.

**For more information, give our office a call today.  
We would love to hear from you.**

- Outings & Activities
- Household Tasks
- Medication Support
- Personal Care
- Dementia Care
- Wellbeing





## Sunnyfield Lodge

Ripon

Tel: 01609 535147

OP D PD LDA MH SI

## Supporting Choice

Scarborough

Tel: 07939 258262

OP D PD LDA MH SI YA

## Sycamore Hall

Leyburn

Tel: 01969 650895

OP D PD LDA MH SI YA

## Tadcaster Enterprise Park

Tadcaster

Tel: 01937 222166

OP D PD LDA MH SI YA

## Time Together

Harrogate

Tel: 01423 883992

OP PD LDA MH SI YA

## Town and Country Care (Whitby) Ltd

Whitby

Tel: 01947 606187

OP D LDA SI YA

## Town Close

Stokesley

Tel: 01642 713864

OP D PD LDA MH SI YA

## UBU – Harrogate

Harrogate

Tel: 01423 858687

OP PD LDA MH SI

## Visiting Angels

Harrogate

Tel: 01423 608 209

Advert pages 40 & 41

OP YA

## Walsingham Support – North Yorkshire

Scarborough

Tel: 01723 356563

OP D PD LDA MH SI YA

## Webb Ellis Court (Office)

Scarborough

Tel: 07990 582336

OP D PD LDA MH SI YA

## West Park Care

Harrogate

Tel: 01423 594142

OP D PD YA

## Wilf Ward Family Trust, The – Domiciliary Care

Harrogate and Northallerton

Tel: 01765 602678

OP D PD LDA YA

Ryedale and Whitby

Tel: 01751 474740

OP D PD LDA MH SI YA

Scarborough

Tel: 01723 588030

OP PD LDA MH SI YA

## Wilf Ward Family Trust, The – Supported Living

Northallerton

Tel: 01751 474740

OP D PD LDA SI YA

Scarborough

Tel: 01751 474740

OP D PD LDA SI YA

## WrightChoiceCare

Selby

Tel: 07723 368518

OP D PD LDA MH SI YA

## Your Life (Northallerton)

Northallerton

Tel: 01609 779393

OP PD SI

## Yourlife (Scarborough)

Scarborough

Tel: 01202 362303

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

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Advertisers are highlighted

# Do you have a family member struggling due to lockdown?



**Colleen Gruenwald**  
Managing Director, Visiting Angels.

[www.visiting-angels.co.uk/northyorkswest](http://www.visiting-angels.co.uk/northyorkswest)  
[cgruenwald@visiting-angels.co.uk](mailto:cgruenwald@visiting-angels.co.uk)

Visiting Angels has been successful in delivering care of a different standard to families in Yorkshire since 2017. The founder Dan Archer who brought the franchise to the UK provided the opportunities for more franchises to open around the country. The ethos of Visiting Angels was exactly what I had been looking for in a care provider. Visiting Angels are proud to be different. They believe that by putting the caregivers at the heart of what they do that they will provide a better service to the clients they support in their own homes.

Visiting Angels feel strongly about caring for our employees, so much so, we want them to feel like family. Too often caregivers are not treated fairly and their loyalty is not earned or rewarded. We want our business to be different. We say that we are caregiver-centric. We focus on finding the very best caregivers and then encouraging them to stay. We pay up to £11.50 to our caregivers and they are rewarded for loyalty. Visiting Angels staff turnover is a quarter of the average care provider and this gives our clients and their families the peace of mind that the same caregiver will come each day that they are needed.

Visiting Angels is also different in how caregivers are chosen to visit their clients. The client and the family get to choose their caregiver. We do this with a simple three step process, step one is for us to listen to what you need or what you would like. Our first meeting is a chance to meet you and to understand your needs. We also want to learn about what you like; what you are interested in and know what sort of person you would get along with. We then look at our team and find you suitable matches. Crucially the final step is for us to introduce the caregiving team for you to 'choose your caregiver' we feel it is important as you

are inviting someone into your home that you choose the Angel that visits you not us.

Visiting Angels say that recruiting the very best "Angels" and having a stable team also means that the care delivered can look different. We find that people are nervous about care. We often find the elderly are resistant to care because they have an image in their head of a young care worker in a uniform. Our Angels don't wear uniforms because our clients know them by face and by name. It also helps if people are unsure about care that we do the initial meeting and the choose your caregiver meeting with no obligation. The fact that our clients choose their caregivers helps to reassured them.

Speaking about the care that his Mother-in-Law receives Mark said, **"Visiting Angels are one of the highlights of my mother-in-law's week. Not only do they provide wonderful support and care, but with their ongoing encouragement it is plain to see that her quality of life is only going to keep improving."**

Visiting Angels is now in North and West Yorkshire providing our brand of services to seniors in the community. Our Angels are trained to provide companionship visits, personal care, outings, mobility assistance, medication support and elderly home care.

We specialize in supporting loved ones with a wide range of needs from dementia or mobility support to doctor's visits or a walk in the park. Our regional office and Angels Training Academy based in Harrogate, will serve communities in North and West Yorkshire, from the Harrogate District, Wetherby, Wharfedale and Nidderdale. We're aware that you have a choice when it comes to deciding on the home care provider for your loved ones. Visiting Angels is the enabler you have been looking for to provide the care your loved ones deserve.



Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care





# Exceptional home care visits from exceptional carers

Most people in need of care would prefer to stay in their own home. Our visiting home care service is carefully tailored to suit your loved one's needs and can help them retain their independence and stay connected to friends, relatives and pets in familiar surroundings.

Visiting Angels carefully select caregivers with the right mix of skills, experience and a true caring nature. We then look after our caregivers well, with fair pay and great benefits. This creates a consistently superior home care service with a lower staff turnover than the industry average.

So for our clients this means that you get a carer of your choice for as long as you need them. First we get to know you and match our Angel to your interests, hobbies, character and care needs. But you get to choose the person who visits you, so you will meet them before you decide whether you would like them to help you.

We can help from one hour each week to several hours a day for as long as you need us to help with:

- \* PCompanion & Social Care
- \* Personal Care
- \* Dementia & Alzheimer's Care
- \* Post-Hospital Stay Care
- \* Palliative
- \* End of Life Care



Find out more about how a **Visiting Angel** can help

**Call: 01423 608 209 or 07514 665 163**

[www.visiting-angels.co.uk/northyorkswest](http://www.visiting-angels.co.uk/northyorkswest)  
[cgruenwald@visiting-angels.co.uk](mailto:cgruenwald@visiting-angels.co.uk)

**Visiting Angels**   
QUALITY AT HOME CARE

# Support for carers

Adult carers are people aged 18 or over who offer regular help to someone who has issues relating to ageing, illness, disability or substance misuse and are not employed to provide such care. We can provide advice and support for adult carers, both for the person cared for and direct to the carer.

Trained staff in our Customer Service Centre will help carers identify what they may require and who to contact. Our staff can put carers in touch with specialist social care staff. These specialists can visit the carer, or the person who is being cared for, to look at what extra help may be needed.

We may also be able to support carers with:

- a carers' assessment, this can help carers think about what is important to them and ensure that they get the support they need. This could be in the form of a Personal Budget. See page 47 for information on carers' eligibility;
- information, advice and guidance for carers about looking after their own health and wellbeing and support to connect to opportunities in their community;
- help for carers who may need support to continue working and caring from our Living Well or Supported Employment services, both of which can also provide support with accessing training and employment;
- a carers' emergency card which will identify a person as a carer if they have an accident or are unable to identify themselves, so that the person being cared for will receive support in an emergency; and
- information about respite care that can give carers a break from caring.

## Support from other organisations

There are many organisations in North Yorkshire that support carers, including Carers' Centres and Carers' Resources Centres. These centres are organisations whose purpose is to give practical and emotional support to carers locally.

Some of the services offered include:

- confidential information, advice, emotional support and representation;
- a carers' assessment on behalf of North Yorkshire County Council;
- benefits advice;
- regular information by way of circulars, bulletins or newsletters;
- referrals to other specialist support organisations;
- information sessions, courses and other related activities including carer support groups;
- help for carers who need support to continue working and caring; and
- young carers' services for young people who care for a relative, offering one-to-one support, clubs and new opportunities.

The Carers' Centres and Carers' Resources Centres work in partnership with carers, carer groups and other organisations to improve services for carers and promote their needs.

These are the Carers' Centres and Carers' Resources Centres in North Yorkshire.

### Hambleton and Richmondshire Carers Centre

2 Omega Business Village, Thurston Road,  
Northallerton DL6 2NJ

Tel: **01609 780872**

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

Web: **www.hrcarers.org.uk**

### Carers' Resource Harrogate and Craven

11 North Park Road HG1 5PD

Tel: **01423 500555**

Email: **info@carersresource.org**

Web: **www.carersresource.org**

### Scarborough and Ryedale Carers Resource

96 High Street, Snainton YO13 9AJ

Tel: **01723 850155** (24-hour answerphone).

Email: **staff@carersresource.net**

Web: **www.carersresource.net**

## Selby Carers Count

Community House, Portholme Road YO8 4QQ

Tel: **0300 012 0415**

Email: **selbydistrict@carerscount.org.uk**

Web: **www.carerscountselbydistrict.co.uk**



## Respite care and short breaks for carers

You may have a carer living with you, or perhaps living nearby who helps you regularly. Caring for someone can be a huge undertaking and carers sometimes need a break. This may be provided in several ways. You may wish to go into a care home for a week or two or a specialist short-term break facility. You could have home-based respite care, where another carer (or a trained care worker) moves into your home to care for you, or you could have family-based respite care where you move into another family's home for a period.

We can also refer carers to 'sitting services'. These are short breaks for carers where you will be supported in your own home or out doing something you enjoy, allowing your carer to go out or just take a rest for a couple of hours. These services can be accessed following a carers' assessment and are designed to be on the day and time that is most suitable for you and your carer. These services can also be accessed directly by individuals and through referrals from adult social care, Carers' Centres and GPs.

The best option will depend on your needs, the urgency of the situation, personal choice and cost. If you are thinking about long-term care but have no experience of a care home, you could book a short stay to see what it is like. This will give you some experience of residential care to make an informed decision. If you have nursing needs, you may be eligible for a contribution to your fees – see 'Care homes with nursing' on page 63.

However, we would like you to contact us, so that we can help you consider whether this is the best option or whether other types of help in the home would be appropriate for you.

We offer respite care to people who meet our eligibility criteria. To access this, you and your carer will need to have an assessment.

The assessment will take your wishes into account, as well as the needs of your carer.

It is still worth having a carers' assessment even if your carer does not think that they would benefit from a respite service. The assessment could result in you or your carer receiving different types of support.

The amount of respite available will depend on individual assessments but it is important to note that resources are limited. Carers' circumstances will be assessed against the eligibility criteria described on page 47.

If you would like to arrange a carers' assessment, visit: **www.northyorks.gov.uk** (search 'carers' assessment'). You can also contact the Carers' Resources Centres starting on page 42, or you can email: **social.care@northyorks.gov.uk** or call: **01609 780780**.





# What is an assessment?

If you need to contact us to ask for help and support for the first time, you will be asked to complete a care and support initial assessment, which asks questions about your situation.

The most convenient way to do this is online at: **[www.northyorks.gov.uk/needsassessment](http://www.northyorks.gov.uk/needsassessment)** or, if you are unable to go online, you can contact the Customer Service Centre which will complete

the initial assessment with you over the telephone. This route will point you in the direction of help and support that you can access for yourself, or to the Living Well team (see page 13 for more information regarding Living Well). If we think that you might need information and advice from a professional, or care and support services, you will be referred to a member of staff who will have a conversation with you to agree what will happen next.

## Your assessment conversation

An assessment is your opportunity to have a conversation with a social care professional about what a good life looks like for you and your family and how it can be achieved.

We will help promote your interests and independence, enabling you to identify your needs, how they impact your wellbeing and the daily outcomes you wish to achieve. We will record this information on an assessment form which you will receive a copy of.

We will usually visit you at home, but sometimes in hospital, a central community venue (sometimes known as a hub) or at a location of your choice; for example, a relative's home.

We will talk to you about what services, facilities and resources are already available in the area, such as local voluntary and community groups, and how these might help you. We will ask you how you're managing everyday tasks like washing, dressing and cooking. We will go at a pace that suits your personal circumstances. If you are worried about having your assessment all in one go, let us know and we can split it into smaller visits.

Anyone can request an assessment, even if you are likely to have to pay for the full cost of your care. We recommend you have an assessment before purchasing the care you think you might need as there may be solutions that enable you to remain independent for longer. For more information, visit: **[www.northyorks.gov.uk/new-adult-social-care](http://www.northyorks.gov.uk/new-adult-social-care)**

Social care staff should always involve you and respect your right to make your own decisions. Social care staff should also give you any support you need to express your views and wishes. This might include:

- communication aids – such as pictures, symbols, large print, Braille or hearing loops;
- support from an advocate and or interpreter;
- extra time to understand the conversation; and
- making the conditions right to help you communicate, such as reducing background noise and providing good lighting.

If you find it difficult to express your views and wishes, you might want to ask a family member, carer or someone who knows you well to be with you during the conversation.

If you don't have anyone to support you, let us know and we can give you information on accessing an advocate.

## Promoting your wellbeing

We can help to promote your wellbeing in several ways. There is no set approach, and how this happens will depend on your needs, goals, aspirations and wishes and how these impact on your wellbeing. Every person is unique, and we will support you as an individual and, during the conversations we have, will consider with you the most relevant aspects of your wellbeing and how your needs impact upon them.



### **Will there be a charge for services provided?**

There may be a charge for services provided; for a full description about charging for services, see the information titled 'Paying for care' beginning on page 48.

You can start the assessment process by completing the care and support initial assessment online at: **[www.northyorks.gov.uk/needsassessment](http://www.northyorks.gov.uk/needsassessment)** or, if you are unable to go online, please contact the **Customer Service Centre** on: **01609 780780**.

## Reablement

### **A service to help you become more independent**

The Reablement team provide short-term support in your own home that is designed to help you become as independent as possible. It does not replace any medical or nursing support you may need and may not be suitable for everyone.

A Reablement worker will work with you so that you can learn (or re-learn) important tasks needed for everyday life. They will assist and encourage, rather than do things for you. For example, you may need support to independently manage your personal care or to prepare a meal – the Reablement service will encourage and enable you as much as possible to do things for yourself.

Many people who receive Reablement find that afterwards they can cope very well on their own, without the need for ongoing social care support. If they do need ongoing support, they may find that they need less.

### **How do I get Reablement?**

For many people, Reablement will be discussed when you first have contact with us. This may be if you are living at home but finding that you are no longer managing as well as you did, or if you are returning home from treatment in hospital.

The Reablement plan will not normally last longer than six weeks and can be significantly less; even days. Progress will be reviewed with you every week by your Lead Worker.

### **How do I find out what skills will help me?**

A member of the Independence team will complete an independence assessment with you to establish what you would like to achieve. This information will be used to create your personalised Reablement Plan, detailing how the Reablement team will work with you to achieve your goals.

### **How will Reablement work for me?**

The Reablement Plan is tailored to meet your assessed needs and to meet the outcomes that have been agreed with you. As you make progress, your visits, or length of visits, may reduce and this will be reflected in the Reablement Plan.

### **Will I need any special equipment?**

Reablement workers may suggest that you carry out some tasks in a slightly different way to make them easier for you to do on your own and, if Assistive Technology is identified as a potential aid to independence, this will be explored with you. You may have to purchase small pieces of equipment to make certain tasks easier.

Reablement workers will be able to show you a catalogue of equipment and will also provide you or your carer with information about specialist shops in the area.

We may also provide some equipment, but this would be fully discussed with you. We encourage everyone to take up the use of Assistive Technology and Lifelines (see page 15 for more information).

### **What happens when Reablement is finished?**

Once you have reached your optimum independence, the service will cease. Or, if you require ongoing support, the service becomes chargeable, and we will carry out a financial assessment to determine any contribution you and/or we will make. We will let you know the date that the charges will commence. For more information on financial assessments and paying for care, see page 48.

A social care professional will discuss with you how to meet any ongoing needs, and any Personal Budget that might be available to support and manage this. →

➔ If you do not need or want ongoing services, the Reablement worker will discuss with you whether you wish for a referral to be made to our Income Maximisation team. The team will help to ensure that you are receiving all the financial benefits you are entitled to.



## What care is available?

This section is about the guidance, support and care that we can provide.

It describes all parts of the social care process, from

someone who might be leaving hospital worried about how they are going to cope at home, to advice about specialist care for someone who might have very complex needs but wants to stay at home.

### Leaving hospital

Within North Yorkshire, we work very closely with the NHS to ensure that people in hospital are discharged safely and can return to home life as quickly as possible. Our social care staff are available to help with information and advice when you are ready to leave hospital.

No matter which hospital you are in, you can request an assessment of your needs to help you stay independent and confident when you return home. An assessor will come and speak to you to arrange an assessment which can be completed whilst you are still in hospital, once you return home, or in interim/temporary facilities if you are not able to return home straight away when you leave hospital.

The assessment involves asking you about your needs, the outcomes you want to achieve and how we can support you to maximise your independence to help you live safely and independently at home.

There will also be an explanation of any charges that may be made. If there is a cost, the exact amount will be determined based on a financial assessment. A relative, carer, or a member of the hospital staff may also approach the hospital social care team and ask them to carry out an assessment, but this will not go ahead unless you agree.

If you already have a social care service in place, we will assess any other needs you may have and review these against the outcomes you want to achieve after your stay in hospital.

If you have a carer, they can also be offered an assessment and advice and support. A social care worker can discuss any issues and give details of carers' support groups. We can also introduce you to local voluntary organisations that can help with a variety of services such as laundry and domestic cleaning or sitting services.

### Home from Hospital Service

Home from Hospital is for people aged 18 and over living in North Yorkshire who are being discharged home and would benefit from some support.

#### How does the service help?

The Home from Hospital team and volunteers ease the process of settling back home by helping to resolve potential issues, such as anxiety.

Support can be provided for up to six weeks, depending on an eligibility assessment.

Over this period, the team can assist in re-building confidence and independence. Visits are usually weekly and last up to one hour.

The team can make an initial home visit to discuss any immediate concerns and needs. The support provided will vary according to individual circumstances.

For more information, please visit:

**[www.carersresource.org/home-from-hospital](http://www.carersresource.org/home-from-hospital)**

# Eligibility for long-term care and support

There is a national eligibility threshold, which is the same across England. It consists of three criteria, all of which must be met for your needs to be eligible for support from us. The eligibility threshold is based on finding out:

- whether your needs are due to a physical or mental impairment or illness;
- to what extent your needs affect your ability to achieve two or more outcomes; and
- whether and to what extent this impacts on your wellbeing.

After your assessment, we will explain whether you are eligible for care and support from us. If you have eligible needs and want our help to arrange services to meet them, we can discuss this with you.

## If you are eligible for support

If you are eligible for social care support from us, we will complete a financial assessment to understand whether you will need to pay towards some or all of the cost of the support. This will depend on your income and any savings you may have. See page 48 for more information on financial assessments.

## If you are not eligible

If your level of needs means that you are not eligible for support from us, we will offer free advice and information and put you in touch with other organisations and services in your community that may be able to help you. This could be face-to-face, over the telephone, in writing or a combination of these, whichever you feel would best meet your needs. You may find useful services and organisations at: **[www.northyorkshireconnect.org.uk](http://www.northyorkshireconnect.org.uk)**

### Carers' eligibility

A carer is someone who, without payment, provides help and support to a friend, neighbour or relative who could not manage otherwise because of frailty, illness or disability. Just like adults with care and support needs, we will offer carers an assessment to see whether they have eligible needs.

A carer may have eligible needs if they meet the following criteria:

- Their needs are caused by providing necessary care for an adult.

As a result:

- Their health is at risk.

Or:

- They are unable to achieve specified outcomes.

And:

- As a consequence, there is, or is likely to be, a significant impact on their wellbeing.

Again, if a carer does not meet the eligibility criteria, we will offer free advice and information and put them in touch with other organisations and services in the community that may be able to help, including services specifically aimed at supporting carers. This could be face-to-face, over the phone, in writing or a combination of these, whichever they feel would best meet their needs. →



## → The Care Act 2014

The Care Act helps to improve people's independence and wellbeing. It makes clear that local authorities (in this case North Yorkshire County Council) must provide or arrange services that help prevent people developing needs for care and support or delay people deteriorating to the point that they would need ongoing care and support. The Care Act 2014 sets out in one place, local authorities' duties in relation to assessing people's needs and their eligibility for publicly funded care and support. If you would like more information about the Care Act, please see the

Department of Health & Social Care's guidance at: [www.gov.uk](http://www.gov.uk) (search 'care and support statutory guidance').

### If your needs change

If your needs change, you can always ask us for a reassessment. Simply speak to your social care worker or contact our Customer Service Centre by emailing: [social.care@northyorks.gov.uk](mailto:social.care@northyorks.gov.uk) or calling: **01609 780780**.

For further information, visit the website below: [www.northyorks.gov.uk](http://www.northyorks.gov.uk)

# Paying for care

Most people will have to pay something towards the cost of their care.

Before we talk about paying for care, it is important that we have a discussion with you to identify and establish any care and support needs that you have (see page 44 for more information). This is so that we can help and advise you on a solution that supports you to remain independent and save you from paying for more care than you might need. This section will give you some information so that you can feel more confident when you are thinking about the care options that are right for you or the person you care for.

In most cases, if you are eligible for our support, we will provide you with a short period of intense care and support in your own home. This is the Reablement service which is discussed in more detail on page 45. During this period, we might also provide you with specialist equipment. For example, a Lifeline service.

### Deprivation of assets and/or income

When we are asked to consider providing financial assistance towards social care and support services, we will require evidence of your finances. If, as a result of reviewing these, we believe that you and or your financial representative has deliberately deprived you of any asset and or capital with the intention of avoiding paying for your care and support, we will assume that this capital or other

asset is still available and will charge you accordingly.

### How do we work out how much you will need to pay for your non-residential care?

To work out how much you will need to contribute to the cost of your non-residential care, we will carry out a financial assessment, sometimes called a 'means test' which entails a specialist benefits and assessments officer visiting you at your home, or another agreed location. Sometimes, we may be able to complete the financial assessment by post or telephone (in the future we hope to offer an online service too).

You can arrange for someone to be with you when the assessment is completed if you want to. The officer will ask you to give details of your financial circumstances, including details of your income, outgoings and capital. Examples of these are given below:

### Income

This could be your:

- state retirement pension;
- private pension;
- disability benefits and some other benefits; or
- interest from investments.

It does not include any earned income such as wages.



## Outgoings

This could be money going out, such as rent, mortgage, Council Tax and water rates. When we carry out your financial assessment, we will need to see evidence of these costs.

## Capital

The capital we look at is the money that you have. This could be:

- in the bank;
- in the building society;
- shares;
- investments; or
- equity in your home.

A financial assessment for home care does not include the value of your home. See page 51 for information on paying for residential care.

Our benefits and assessments officer will use these details to work out your assessable income and the amount of money that you may have to pay for services. Assessable income is the amount you have left after taking away certain outgoings and disability-related costs.

### Does everyone have to pay for their services?

As a general rule, you will not have to pay anything for your care or support costs if your income is less than the appropriate level of income set by the Government each year, plus an additional 25%.

Most people are likely to need to pay something towards the cost of their services. Contact us for more information.

### What if you have savings?

If you have savings below £14,250, they are not taken into account when working out your charge for services. If you have savings over £14,250, these will be taken into account when working out your charge for services.

These figures may change in April every year.

### What else do we look at when working out your charges for your services?

During your financial assessment, we will talk to you about any additional expenses that you may have as a result of your illness or disability. We will ask you to provide evidence of the additional expenses. For example, receipts. These expenses may then be taken into account when we work out how much you have available to pay towards your services. The benefits and assessments officer will also make sure that you are receiving all of the welfare benefits to which you may be entitled; they will help you to claim these if appropriate.



## Paying for non-residential care and support

### How much will you pay?

Everyone is likely to be asked to pay for some of the services we provide. For example, meals taken at a day centre or lunch club will be charged for and the amount is dependent upon the service.

The amount you pay for other support services will be calculated from your financial assessment. If you would like to check whether or not you may have to pay something towards the cost of any support we may provide, visit:

**[www.northyorks.gov.uk/financial-assessment/](http://www.northyorks.gov.uk/financial-assessment/)**

This will give you an indication of any contribution.

However, please do not let this prevent you from requesting social care and support.

You will be asked to pay the full cost of your service(s) if:

- your capital is over £23,250;
- you decide not to tell us about your financial circumstances; or
- you refuse to sign the financial assessment form.

If your capital is less than £23,250, we will look at: →

- • your assessable income;
- the level of service you receive;
- any capital that you have over £14,250; and
- any disability-related costs.

If you own assets with another person, only your share should be taken into account when deciding how much to charge. We should not take into account assets owned by another person.

If you are part of a couple, we may undertake a financial assessment that takes into consideration the circumstance of your partner, to ensure that they are left with a sufficient amount to cover daily living costs. We will consider the facts in each individual case, but we will always be careful to ensure that everyone has a sufficient amount of money to live on.

If you have any questions about this or disagree with the amount we ask you to pay, please ask the benefits and assessments officer who completes the financial assessment.

For more information about social care charges, contact your local benefits, assessment and charging team.

**Central area** (Hambleton and Richmond).  
White Rose House, Thurston Road,  
Northallerton DL6 2NA  
Tel: **01609 533840**

**East area** (Scarborough and Whitby).  
Castle House, Elders Street YO11 1DZ  
Tel: **01609 534648**

**Selby area** (Selby and Ryedale).  
Sandpiper House, Brook Street YO8 4AL  
Tel: **01609 535333**

**West area** (Harrogate, Ripon and Craven).  
Jesmond House, 31/33 Victoria Avenue HG1 5QE  
Tel: **01609 532850**

Whatever your circumstances, we will not ask you to pay more than the cost of actually providing the services.

### **What happens if your financial circumstances or care needs change?**

If your financial circumstances, care or support needs change, please contact your social care worker so that we can check if we need to reassess your contribution. If there is a change to your charges, our benefits, assessments and charging team will tell you. If your financial circumstances change and you don't tell us, we may backdate your charges to the date of that change. A change in financial circumstances could mean a sudden increase in capital, sale of a property or a welfare benefits award that you have not told us about.

### **What if you do not receive services for a while?**

You will only pay for services you receive. If you do not receive any services for a while, for example, if you are in hospital, then you do not pay. It is important that you notify your social care worker if you are not receiving a service to ensure you are charged the correct amount.

### **What if you cannot afford to pay?**

If you cannot afford to pay, please contact your local benefits, assessments and charging (BAC) team straight away. The team will talk with you to try to identify a solution.

### **How do you pay for your care?**

We will send you an invoice every four weeks for the services you receive. Charges are usually six weeks behind. This is because we need to wait for information from your provider regarding the services you have received and then work out your charge. We will print the dates of the care you are being charged for on your invoice.



## Paying for residential care and support

### Will you qualify for assistance with funding your residential care?

The value of your home is included when assessing capital unless one of the following still lives there:

- your partner;
- a relative who is over 60 or incapacitated; or
- a child under 16 who you or a former partner maintain.

If you have capital or savings in excess of £23,250, arrange for an assessment with us to define your care needs.

If, apart from your property, your savings are less than £23,250, we can help with your care costs for the first 12 weeks. After this time, any money from us will be regarded as a loan and will need to be repaid once your house is sold.

If you have capital or savings of less than £23,250, we will share the costs with you.

To work out how much we will pay and how much you will pay, a meeting will be arranged with a benefits and assessments officer following your initial assessment.

The benefits and assessments officer will review your care needs as laid out in your initial assessment and will assess your financial situation. If you have capital and savings between £14,250 and £23,250, you will be expected to contribute £1 per week for every £250 you have above £14,250 in addition to your assessed contribution from your income.

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## Self-funding advice

We can still support you if you are paying for your own care and support and we will be happy to complete an assessment of your needs. It is beneficial to speak with us about your care and support needs before you decide what care you are going to purchase. This will ensure that you choose an appropriate option to help you maintain your independence for as long as possible, and at a rate that is affordable.

### Whatever your circumstances

Remember, if your partner still lives at home, they will not be means-tested. If you have a private pension, only half will be considered when you are assessed if you are passing this on to your partner. However, you will need to consider the effect this would have on any benefit claim your partner makes, as it may affect their entitlement to other financial help.

Remember to claim:

- Universal Credit (if you are under pension age);
- Pension Credit (if you are over pension age);
- Savings Credit (if you are over 65);
- Attendance Allowance (if you are over 65); or
- Disability Living Allowance or Personal Independence Payment (if you are under 65).

As part of your financial assessment, the BAC team will help you to claim these, if you are eligible. This will help you to pay towards any care and support you receive.

Moving into a nursing home? You may be eligible for the NHS Nursing Care Contribution (NCC), see page 52.

You may wish to seek independent financial advice to guide you through your financial options.

There may be several solutions to retaining your capital whilst paying for care (further information is available in the following section).

It is important to know that if you choose a service that you are unable to afford long-term, we may have to discuss alternative options with you, which can sometimes mean you having to change care provider.

There are lots of organisations that can give you advice about funding your care and support costs. You may find the Money Helper service useful, visit: [www.moneyhelper.org.uk](http://www.moneyhelper.org.uk) →

➔ You may also benefit from seeking independent financial advice to support your decisions. If you do speak to an independent financial adviser, you need to be aware there may be a charge for this service.

We would recommend that the financial adviser is accredited by the Financial Conduct Authority (FCA) or is accredited with the Society of Later Life Advisers (SOLLA). To find an accredited member, visit: **[www.societyoflaterlifeadvisers.co.uk](http://www.societyoflaterlifeadvisers.co.uk)**

If you are thinking about care options, you may be entitled to some of the following financial assistance and support, subject to a needs assessment.

### **Twelve-week property disregard**

If your former home is included in your financial assessment but your other capital is less than £23,250, and your income is not enough to meet your care home fees, we may help with the costs during the first 12 weeks of permanent care, provided we agree that care is needed. This is called a twelve-week property disregard period.

### **Deferred Payment Agreements**

After the twelve-week property disregard period, any financial help from us will be charged against the value of your home and recovered once your house has been sold or from your estate. This is called a Deferred Payment Agreement.

However, we may limit how much we will pay, and it may affect your entitlement to Pension Credit or Income Support if your property is not seen to be on the market and becomes treated as capital by the Department for Work and Pensions (DWP).

We will charge interest on Deferred Payment Agreements. There are also various other costs involved in setting up an agreement and for settling the agreement. However, these amounts will only ever be charged to cover our costs and not to make a profit.

### **Attendance Allowance, Disability Living Allowance and Personal Independence Payments**

These are examples of benefits that are non-means-tested, non-taxable benefits from the DWP paid at a standard rate for those needing care by day or night, and at a higher rate for those needing care both

during the day and night.

Everyone who needs care can, and should, claim these benefits. If we are contributing towards the cost of your care for a permanent placement in a care home, then Attendance Allowance will stop being paid.

Disability Living Allowance (DLA) is a tax-free benefit. The rate you get comprises two parts. How much you get depends on how your disability or health condition affects you. DLA is no longer open to new claimants. Personal Independence Payment (PIP) is replacing DLA for people aged 16-64, even for those with an indefinite or lifetime DLA award. If you were 65 or over on 8th April 2013, you can continue to get DLA if you were already receiving it.

For further information, visit: **[www.gov.uk](http://www.gov.uk)** and search for 'Disability Living Allowance' or 'Personal Independence Payment'.

### **NHS Nursing Care Contribution (NCC)**

Whether you are a temporary or permanent resident, if you live in a care home that provides nursing care you may be entitled to a non-means-tested NHS NCC towards the cost of your nursing care. This is paid directly to the home.

### **NHS Continuing Healthcare (CHC)**

NHS CHC is a package of continuing care that is arranged and funded solely by the NHS. This is free of charge, wherever it is delivered. NHS CHC support may be provided in a nursing or residential care home or in a person's own home.

People eligible for NHS CHC will have been assessed as having a primary health need and are likely to have complex medical needs and substantial or intense ongoing care needs.

National guidance says that the NHS CHC assessment should be person-centred. This means that the person being assessed should be fully involved in the assessment process. They should be kept informed and have their views, needs and support taken into account. Carers should also be consulted where appropriate. It is a good idea for carers to make it clear that they would like to participate fully in the assessment process.



A decision about eligibility should usually be made within 28 days of a referral being made to the NHS clinical commissioning group.

If you are already receiving support from us, your social care worker will be able to give you more information about NHS CHC. An NHS CHC screening checklist can be completed with you, from which a referral for assessment can be made if you are entitled to it. Your GP or community nursing service should be able to give you advice or make a referral with you if you are not currently receiving support from us.

If you are waiting to hear whether you are eligible for NHS CHC, any services provided by us will continue to be charged and must be paid upfront.

Any claim refunded by NHS CHC will be paid to you once the refund has been received and processed.

### Running out of money

If your capital is likely to reduce to £23,250 as a result of paying for care, you must let us know well in advance as we may step in to help with your care fees. We must assess your care and support needs to determine whether we could contribute.

Understanding your rights before receiving formal care services is essential. There are several financial products and specialist companies who may be able to help. It is important to seek advice before committing yourself. There are details of some organisations that can help you with financial matters on page 51 and 52.

## Third party payments

Fees charged by some homes may be higher than the maximum rate that we can pay for someone with your level of needs. If we are funding your care and the home you choose costs more than this rate, you can choose someone else to make an additional payment.

This means that they will have to pay the difference between our rate and the amount the home charges. This additional payment is often referred to as a 'top-up' or 'third party payment'.

The law says that you or your spouse or partner cannot make this additional payment, except in limited circumstances, such as when you have a Deferred Payment Agreement (explained on page 52). Therefore, the additional payment must normally be made by someone else. For example, a family member or charity.

Before anyone agrees to make additional payments on your behalf, they should be aware that the amount could increase, and they need to be confident that they can sustain the payments for as long as they are required. If the additional payments stop being paid, for any reason, then you should seek help and advice from us via our Customer Service Centre. See page 5 for contact details.

Once it has been established that someone is willing and able to make these payments, they will be asked to sign an agreement to formalise the arrangement.





## Search for care in your area

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

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

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

 CareChoices

# You're in charge

## Personal Budgets

If you or your carer are eligible for ongoing social care support, you will be entitled to a Personal Budget based on an assessment of your eligible social care needs.

A Personal Budget is defined in the Care Act as having three parts:

1. The overall cost to the local authority of meeting your needs (i.e., the eligible needs it is legally required to meet, or decides it needs to meet);
2. The amount payable by you (after you have had a financial assessment); and
3. The net amount the local authority must pay to meet your needs.

Your Personal Budget is the amount of money it would cost to meet your eligible care and support needs. For example, any support or help to manage day-to-day activities and everyday tasks

such as washing and dressing, help with eating and drinking or getting out in the community. You may need to make a financial contribution towards your Personal Budget depending on your circumstances, see page 48. Your Personal Budget allows you to choose what services you use, and when and how you receive them.

Your Personal Budget can be taken in several ways:

- Managed Personal Budget – you ask us to arrange and buy services on your behalf;
- Individual Service Fund – you ask a provider to hold and manage your Personal Budget and work with them to plan how it is spent; or
- Direct Payment – you (or your nominated person) hold and manage the Personal Budget yourself. You have full choice and control over how it is spent to meet your identified personal outcomes.

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## Direct Payments

Direct Payments are financial payments made to people who have been assessed as eligible to receive support for social care needs, from North Yorkshire County Council. We can make a Direct Payment to most people who are eligible for our support, including:

- people who have been assessed as needing short- or long-term care and support (including those with mental health needs) aged 16 and over;
- carers over 16 for carers' services; and
- parents of disabled children, for accessing children's services.

You could use these payments, either by yourself or with assistance, to arrange and pay for care and support services to help you to achieve your agreed outcomes. Carers could also receive an element of financial support to help them to continue in their caring role.

You do not have to take your whole Personal Budget as a Direct Payment. You can choose to combine a Direct Payment with a Managed Personal Budget or Individual Service Fund to have services purchased or provided by us or an external service provider.

### Why would I want a Direct Payment?

Direct Payments allow more control over the decisions that affect your life. They provide more flexibility and choice, as you can buy appropriate support tailored to your needs.

### What can Direct Payments be used for?

If you receive a Direct Payment, the money is used to arrange support to meet your eligible needs. You may choose to employ someone directly, to buy services from an independent or voluntary sector provider or purchase equipment to help you live more independently.

With Direct Payments, people or agencies employed

are accountable to you and not to North Yorkshire County Council. Anyone you employ should first be checked by the Disclosure and Barring Service (DBS) to ensure your safety. See page 70 for more information about DBS checks.

You can use your Direct Payment creatively, as long as the money is spent to meet your needs and is used lawfully. The flexibility that these payments allow means it is impractical to outline what the money can be spent on. However, there are certain things on which these payments cannot be spent, for instance:

- services that should be provided by the NHS;
- routine living expenditures, such as utility and household bills;
- permanent or long-term residential or nursing care;
- employing a spouse, partner or other close relative, if that person lives with you in the same household; and
- anything that does not meet your agreed needs.

Most Direct Payments are made to meet regular ongoing support needs. However, they can also be made as a single payment. For example, to purchase equipment or a short period of respite to give a carer a break from their caring role.

### What do I do next?

If you are interested in Direct Payments, call our Customer Service Centre on: **01609 780780** or email: **social.care@northyorks.gov.uk**

It is important to know that, as well as a assessment to determine your care and support needs, a financial assessment will need to be undertaken to determine whether a Direct Payment could be offered to you (for more information on financial assessments, see page 48).



## Make Care Matter

RECRUITMENT HUB

Whether you are a care provider looking to recruit staff or you are looking for your **dream job** in care we can help!

Through the Make Care Matter Recruitment Hub, North Yorkshire County Council acts as the single point of contact for private care providers and candidates, advertising vacancies across North Yorkshire.

So whether you are considering a career in care or you are a care provider looking for support with your recruitment needs please get in touch with the team on **01609 535585** or email **makecarematter@northyorks.gov.uk**

We're **making care matter**



Find out how **you** can make care matter at  
**[www.makecarematter.co.uk](http://www.makecarematter.co.uk)**

Working in partnership with





# Housing with care

## Extra care housing

Extra care housing offers a way of supporting you to live independently for as long as possible. It provides the security and privacy of a home of your own, a range of facilities on the premises, combined with access to 24-hour care and support services if required.

Extra care housing is sometimes called 'very sheltered housing' or 'assisted living'. The look of the accommodation varies enormously. Some are new purpose-built schemes or retirement villages, while many offer a choice of accommodation such as flats or bungalows for sale or rent. What all residents of extra care housing have in common is the security of owning or renting their own home, control over their finances and the peace of mind that goes with having access to 24-hour care and support available on site.

There are eligibility criteria that must be met to live in extra care housing. Usually, you must:

- be over 55 (younger if you have a disability);
- have a housing or care and support need;
- already be living in the area where the scheme is, or nearby; and
- have a local connection.

Anyone interested in extra care housing will have to fill in an application and be willing to have their care and support needs assessed. An allocations panel decides who is offered accommodation.

### Extra care listings

There are 25 extra care housing schemes across North Yorkshire, with three more currently in construction. For the most up-to-date list, visit: [www.northyorks.gov.uk/extra-care](http://www.northyorks.gov.uk/extra-care)

#### Scarborough, Whitby and Ryedale

##### **Filey Fields Court (currently in development – due Summer 2021)**

2 North Cliff Drive YO14 9BX

Tel: **0370 192 4000** (ext. **25097**).

##### **Bransdale View**

Ashwood Close, Helmsley YO62 5FE

Tel: **0345 606 4021**

##### **Cedar Court**

Pollard Gardens YO12 5LA

Tel: **01723 361781**

##### **Deansfield Court**

Furlongs Avenue, Norton, Malton YO17 9DJ

Tel: **01653 604440**

##### **Esk Moors Lodge**

The Bradbury Centre, Langburn Bank, Castleton YO21 2ED

Tel: **01287 669446**

##### **Jazz Court**

Ashmead Square, Eastfield YO11 3EY

Tel: **01723 330168**



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)

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### **Mickle Hill**

Malton Road, Pickering YO18 7NB  
Tel: **01751 245000**

### **Plaxton Court**

Woodlands Drive,  
Woodlands Vale YO12 6QT  
Tel: **01723 340290**

### **Webb Ellis Court**

Scalby Road, Scarborough  
Tel: **0345 141 4663**

### **Selby**

#### **Fernbank Court**

Moat Way, Brayton YO8 9RU  
Tel: **01757 702971**

### **Popple Well Springs**

Leeds Road, Tadcaster LS24 9FG  
Tel: **01937 530933**

### **Harrogate**

#### **Cuttings, The**

164 Station View HG2 7DZ  
Tel: **01423 888777**

### **Hill View Manor**

Manor Court, Knaresborough HG5 0SJ  
Tel: **01423 867768**

### **Sunnyfield Lodge**

Fennell Grove, Darnborough Gate,  
Ripon HG4 2SZ  
Tel: **01765 608130**

### **Richmondshire**

#### **Greyfriars**

1-40 Flints Terrace,  
Richmond DL10 4DQ  
Tel: **0370 192 4991**

### **Kirkwood Hall**

Harmby Road, Leyburn DL8 5NS  
Tel: **01969 623134**

### **Sycamore Hall**

Bainbridge, Leyburn DL8 3HF  
Tel: **0370 192 4055**

### **Craven**

#### **Bowland View (currently in development – due Summer 2021)**

Scholars Rise, Bentham, Lancaster LA2 7FS  
Tel: **0345 608 4021**

#### **Eller Beck Court (currently in development – due Summer 2021)**

Raikes Road, Skipton BD23 1NT  
Tel: **0345 608 4021**

### **Limestone View**

Lower Greenfoot, Settle BD24 9RB  
Tel: **0370 192 4664**

### **Woodlands**

Woodlands Drive, Skipton BD23 1QU  
Tel: **01756 791860**

### **Hambleton**

#### **Fry Court**

Great Ayton TS9 6BT  
Tel: **0370 192 4000**

### **Meadowfields**

Chapel Street, Thirsk YO7 1TH  
Tel: **0370 192 4004**

### **Orchards, The**

Orchard Grove, Brompton, Northallerton DL6 2RB  
Tel: **01609 770609**

### **Orchid House**

Acacia Drive, Sowerby, Thirsk YO7 3QA  
Tel: **01845 523581**

### **Rivendale**

227 Bankhead Road, Northallerton DL6 1HN  
Tel: **01609 781096**

### **Springhill Court**

Manor Road, Easingwold YO61 3AS  
Tel: **0370 192 4640**

### **Town Close**

North Road, Stokesley TS9 5DH  
Tel: **01642 717730**

## Independent Living

**Offering a home from home environment, whilst keeping your independence within a supported house; with it comes companionship, safety and security.**

Abbeyfield Northallerton CIO is a non profit organisation and has full charity status, providing sheltered housing for older people in the centre of Northallerton.

Your own affordable accommodation combined with a professional, dedicated and caring team. Our house is home to 12 residents, with en suite bedrooms which are privately furnished to your own taste. Two rooms share a kitchen for making breakfast and refreshments. Two home cooked meals are available each day plus food provided for breakfast.

There is an elegant communal lounge and dining room, and we offer a range of social activities. Wifi is available throughout the house and we have a visiting hairdresser and chiropodist.

24 hour alarm system is provided, with a door entry system and CCTV for additional security. Cleaning and laundry can be arranged.

**The Team at Abbeyfield Northallerton CIO have enhanced their health-care skills through a national award scheme**

Our team all hold Level 2 Certificates in Understanding Dignity and Safeguarding in Adult Health and Social Care, along with First Aid Skills meaning your support team are trained in the most up to date way; keeping your safety and dignity at heart.

Abbeyfield Northallerton CIO sets the bar very high in terms of the service they provide for their residents and these qualifications increase their skills and capabilities in all the key areas.





## Sheltered housing

Sheltered, retirement or warden-assisted housing are all terms used to describe accommodation provided specifically for older people. Schemes usually have the services of a warden, support worker or scheme manager, though increasingly this person lives off site, or the service is provided as 'floating support', with regular visits from a member of staff.

Each property has an alarm system so that residents can summon help in an emergency. You can get information about sheltered housing in your area from your local district council housing department (see page 73).

Most leasehold sheltered/retirement housing is purchased at full price on the open market. However, some organisations operate arrangements for people to purchase their housing. Typically, these are as follows.

### Shared ownership

A small number of housing associations offer the option of buying a share of a property and paying rent on the remainder. A service charge may have to be paid in addition to the rent. You may be eligible for Housing Benefit to help with paying your rent. Sometimes, people can purchase a higher proportion and then not have to pay any rent. All schemes are different but usually, when you leave, the apartment will be sold on the open market (subject to the purchaser being an older person with a need to live at the scheme). Some housing associations do offer a buy back option, but not all.

### Leasehold Schemes for the Elderly (LSE)

These are run by a small number of housing associations and usually require you to buy 70% of a property, the remaining portion being owned by the housing association. When you sell, you receive 70% of the market value of the property.

### Lifetime lease

This product offers an arrangement where you buy the right to live in a retirement property for the rest of your life (or lives in the case of a couple). The price is well below the normal purchase price but once you leave the property it reverts back to the company. Lifetime leases are available to people aged 60 and over. Lifetime leases may also be available for non-retirement properties.

### Interest-only mortgage

With an interest-only mortgage you borrow a lump sum against the value of a property and your monthly repayments will only pay off the interest of that loan. The original lump sum will need to be paid, in full, at the end of the term or when you sell the property. There are reputable financial organisations that can help you with this type of product.

When considering using this type of organisation, you should ensure the company is regulated by the Financial Conduct Authority (FCA). See pages 51 and 52 for financial organisations that can offer advice on these and other financial products. You will also find information about how to find an independent financial adviser.

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## Close care housing

Close care housing is a term used to describe various models of older people's housing where there is sheltered and or retirement accommodation linked to, or on the same site as, a care home.

For information on close care housing, contact your local council's housing department or the Elderly Accommodation Counsel (EAC), now part of FirstStop Advice. See page 10.

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## Housing options for younger adults with additional needs

Are you happy living at home? Would you like a little more independence with help when you need it? Would you like to explore alternative housing options?

- If your home is specially adapted and you receive the support needed, you may prefer to stay at home. It's also convenient if your college or job is nearby;



- ➔ • Move into supported housing – this offers the chance to live independently. Supported housing is usually for people with disabilities who need housing-related or care-related support. You can have your own tenancy and will live independently but may choose to share with other people. Support and care services will be tailored to your needs. Supported housing is also designed to promote independence and reduce social isolation;
- Rent a place – you can apply for council social housing, which is usually more affordable than renting privately. There could be a waiting list and you must fully explain your housing needs and income situation. Local housing associations may also be able to help, you can ask your council housing department for a list of these. If you want to rent privately, look in your local newspaper for 'To Let' advertisements or online (there are websites that provide listings of properties available for rent or sale). If you are eligible, you might be able to receive Housing Benefit or Direct Payments to help with the cost of your rent, ask your local authority for details and see page 54; or
- Buy your own home – this will need careful consideration. Can you afford it? Are you able to live on your own? You could think about 'part-buying' and 'part-renting' a home from a housing association.

## Specialist care

### Learning disability

If you have a learning disability, you may have considered moving out of your family home. You may want to have your own home with support or share a property with other people, with support provided for everyone. The support may include learning independent living skills like cooking, cleaning, travel training and money management as well as help with health needs.

Moving into your own home can often give you greater independence and choice and we want more people to have access to these options. There are other alternatives too, such as Adult Placement or Shared Ownership schemes that could be considered and we can help to set these up with you.

For more information on housing options, please contact our Customer Service Centre. Contact details are on page 5. People with learning disabilities can also use Personal Budgets to pay for their support if they are eligible. For more details, please see page 54.

Our social care workers and NHS community nurses who specialise in learning disability will be able to give you information to support you to make the right choices. Your local GP or Community Learning Disabilities Team (CLDT) should be your first point of

contact if you have health needs. You can ask your GP to refer you or ask someone who knows you to contact the CLDT on your behalf.



**UNITY PLUS**  
HEALTHCARE GROUP

**UNITY PLUS SUPPORTED LIVING**  
**Providing specialist care and support for young adults within their home**

Covering all of Yorkshire, we pride ourselves on delivering specialist unique bespoke care and support to those with challenging behaviours and learning disabilities from the comfort of their own home.

Our professional holistic services are uniquely tailored to each individual to ensure they retain their independence for as long as they are able to.

We also provide quality, person-centred supported living care to individuals with dementia and mental health conditions.

**Tel: 0330 127 1848**  
**www.unityplus.co.uk**

Regulated by  
**Care Quality Commission**

## Physical disability

Following an assessment of your needs, you may be eligible for help from us, including a Personal Budget, Occupational Therapy, adaptations to your home, supported housing or help for the person caring for you.

You may want some voluntary work or support to find a paid job. Our employment pathways web page may be able to support you. You can see this information on our website, visit: [www.northyorks.gov.uk](http://www.northyorks.gov.uk) and search for 'supported employment'.

The support you require if you have a physical disability or learning disability will be tailored to your specific needs and can be provided by the independent and not-for-profit sectors as well as by North Yorkshire County Council. Where you are eligible for Health and Adult Services' support, help at home with personal care is available during the day and night, seven days a week if this is needed. There are also private agencies offering help at home with personal care and housework. See page 25 for more information.

## Sensory services

The Sensory Service comprises Sensory Social Workers, Communicator Guides for people with dual sensory impairment, Rehabilitation Officers for people who are visually impaired and a Sensory Service Team Manager. All job functions work together closely to provide a comprehensive Sensory Service. The Sensory Team is countywide, covering North Yorkshire. The team's specialist training and experience means it understands the impact of sensory loss and applies that as it works with you.

If you need equipment to help overcome issues as a result of your sensory loss, there are instances where we can offer advice and information and signpost you to the options available to you.

### Supporting the Deaf community

Some of the social care staff within the Sensory Team are skilled in British Sign Language (BSL) and understand the cultural differences involved in being a Deaf person in a hearing world. These staff have experience working with people who are Deaf and whose first language is BSL.

The team can undertake social care assessments and provide or arrange services for people who are eligible following an assessment. This may include help with:

- using local community services;
- managing practical daily living;
- making decisions and keeping safe;

- overcoming communication barriers;
- work and/or education;
- social isolation; and
- mental health conditions.

### Supporting people who have a dual sensory impairment

The terms 'deafblind' or 'dual sensory loss or impairment' refer to people who have a combined vision and hearing impairment.

We have a dedicated team that provides specialist support for people with a dual sensory impairment. The team can undertake social care assessments and provide or arrange services depending on eligibility following an assessment.

The support considered will depend on the individual and the outcome of their assessment but will usually aim to help the person to access communication, information and mobility on either a short- or long-term basis.

### Supporting people with a visual impairment

If you have been diagnosed with a visual impairment, we will receive notification of this through a Certificate of Visual Impairment from your eye health consultant. We keep a register of these certificates and offer advice, information and support relating to the concessions available once registered. An assessment can be offered to people who are on the register. →



➔ For people not registered but their visual impairment still has a significant impact on their independence, we can still provide an assessment.

We also offer a rehabilitation service, which can help you to maintain or rediscover your independence, both at home and in the community. Rehabilitation may involve learning

to use a long cane; learning skills to work independently in the kitchen; or learning how to use special equipment for reading and tasks such as shopping and paying bills.

This service is usually provided to enable people to become as independent as possible for as long as possible before we consider any need for long-term support in response to vision loss.

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## Mental health

We work in partnership with health trusts and other organisations throughout the county to provide specialist mental health services to support people affected by mental health issues.

Mental health issues can affect anyone at any time and one in four people will experience some form of mental illness during their lifetime. There are many types of mental illness, from mild issues to more severe and enduring conditions. Some examples include: abuse and neglect; addiction; anxiety;

depression; eating disorders; stress; and trauma.

Your GP should be your first point of contact if you have mental health issues. Your GP may be able to treat you or refer you to your local Community Mental Health Team (CMHT).

There are lots of support organisations and charities that can also help people with mental health issues. For example, Mind; contact details are on page 74.

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## Dementia

Dementia affects everyone differently and can cause a wide range of symptoms. These can include problems with memory, thinking, concentration and language. People may become confused or struggle with how they perceive things.

Dementia can also cause changes in mood or emotions and affect how someone behaves.

Your GP is usually the first point of contact for memory issues and will support you to get a formal diagnosis. Your GP may also refer you to a memory assessment service to help make a diagnosis.

Following a formal diagnosis of dementia, your GP may refer you to a specialist, like a consultant in old age psychiatry, a community nurse or an Occupational Therapist (OT) with a special interest in dementia care.

As it can be best for a person with dementia to remain living in their own home for as long as possible, a range of community care services

is available to facilitate this. Dementia Support Services, funded by us, can help newly diagnosed people to understand their condition and find support locally. When needed, help can be provided to access home care, meals in the home, sitting services (which provide a break for carers), advice on equipment and adaptations, day care centres and respite care.

These services can be provided directly by registered providers to those who are not eligible for financial help from us. You may have a choice of which agency you receive your care from whether or not we assist with funding your service.

If you are considering moving to a new house, but do not need to move to a care home, extra care housing schemes can cater for people living with dementia, with Limestone View in Settle offering specialist support to people with dementia. For more details regarding extra care housing, go to page 56. People with dementia can benefit from a range of group or individual therapies involving social

interaction and mental stimulation, including reminiscence. The Dementia Support Services can help you find local activities. Activity co-ordinators and OTs can provide people with dementia with different therapies or

types of support. Approaches that promote understanding of the behaviour of the person with dementia can also be beneficial and trained staff can offer this service within many care establishments.

## Care homes

Many people who currently choose to go into a care home could continue to live in their own home with the right level of support. Anyone who feels they need an assessment to find out what their specific needs are can ask us for one. This includes people who may have sufficient money to pay for their own care. We will work with you to ensure that this is the right option for you.

We can provide advice and information on many services, including equipment and adaptations,

Assistive Technology and alarm systems to help you stay in your own home for as long as possible.

If your assessment shows that a care home is the best option, we can give you information about the range of homes available to meet your assessed needs. If you are not eligible for financial assistance from us, you will need to consider which homes you can afford. If you choose an expensive home and use up all your savings, you may then have to move to a different care home.

### Types of care home

#### Care homes (personal care only)

If you need someone to look after you 24 hours a day, but don't need nursing care, a care home offering personal care may be the best option. Personal care includes bathing, feeding, dressing and help with moving.

If you are considering a care home, you may wish to speak to us to ensure this is the best option for you. There may be alternative ways that you can be supported to remain independent in your own home.

#### Care homes with nursing

If you think you may need nursing care in a home, you will need to be visited by a social care worker or a care manager to work out what care you will need. This visit might be in your own home, or in hospital if you've been ill, or in a care home.

You will be fully involved in planning your care needs. If a care home providing nursing care is the best way to meet your needs, your 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: You can contact the

Nurse Care Management teams for your area at your local clinical commissioning group listed on page 73.

All care providers in the country must be registered and inspected by the Care Quality Commission (CQC), which reports on its findings and awards quality ratings. Inspection reports and quality ratings are available from the provider or from the CQC: [www.cqc.org.uk](http://www.cqc.org.uk) along with the quality ratings. Further information about the CQC can be found on page 72.





# We are here to help *you* and *your loved one*.

**Our care homes are welcoming new residents and are proud to provide:**

---

- Personalised residential, nursing, dementia and respite care.
- All staff are well-trained in infection control and dementia care.
- We will keep relatives connected with their loved ones with our visitor booking system, designated visiting suites, garden visits and video calls.
- Wide choice of nutritious and delicious menus, prepared by talented chefs.
  - We will ensure all new residents have received the Covid-19 vaccination before moving into one of our homes.
- Daily life-enriching activities, to celebrate life and keep the fun in everything we do.
- Barchester is one of the UK's leading care providers – with 25 years' experience and award-winning health and safety record.





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

**Boroughbridge Manor Care Home**

Roecliffe Lane,  
Boroughbridge, YO51 9LW

**01423 582438**

**Meadowbeck Care Home**

1 Meadowbeck Close, Osbaldwick  
York, YO10 3SJ

**01904 569 037**

**Rivermead Care Home**

123 Scarborough Road,  
Norton, Malton, YO17 8AA

**01653 472 201**

**Stamford Bridge Beaumont Care Home**

Buttercrambe Road,  
Stamford Bridge, York, YO41 1AJ

**01759 401 165**

**The Dales Care Home**

Draughton,  
Skipton, BD23 6DU

**01745 274 222**

**Leeming Bar Grange Care Home**

Leeming Lane, Leeming Bar  
Northallerton, DL7 9AU

**01677 628301**

**Mount Vale Care Home**

Yafforth Road,  
Northallerton, DL7 8UE

**01609 801 353**

**Scarborough Hall Care Home**

Mount View Avenue, off Seamer Road,  
Scarborough, YO12 4EQ

**01723 821322**

**Thistle Hill Care Centre**

Thistle Hill,  
Knaresborough, HG5 8LS

**01423 581 197**

**Threshfield Court Care Home**

Station Road, Threshfield  
Skipton, BD23 5ET

**01756 611 572**

[www.barchester.com](http://www.barchester.com)

Barchester Healthcare is proud to be the only care provider to win the RoSPA Health and Safety Award in both 2019 and 2020.





# When you love every day, it's magic.

Every day in The Granby Care Home is sprinkled with 'Magic Moments'. One day our residents might be taking part in our exercise classes, the next, enjoying some baking or alternatively they may just choose to potter about in the garden.

Magic Moments is a carefully tailored programme of activities, happenings and fun. It's specially created around what you have always loved doing, and want to keep doing. Of course, we also introduce you to new ideas as well, to inspire and energise you.

When everything is right, bright and beautifully done – it's a place where you can truly love every day.

The Granby Care Home is located in Harrogate and provides nursing care, residential care and respite care.

For more information, call our friendly team on 01423 586 992

The Granby Care Home  
Granby Road, Harrogate, HG1 4SR  
[www.brighterkind.com/thegranby](http://www.brighterkind.com/thegranby)



Recommended  
by families on  
[carehome.co.uk](http://carehome.co.uk)

**brighterkind**

**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 72.





BURLINGTON CARE



**Burlington Care strives to make sure there is always a home-from-home feeling within all of our care homes.**

Most of our rooms are accessible by wheelchairs. We offer hospital beds, air mattresses, pressure cushions, and other aids to make a resident's stay more comfortable.

Burlington Care believes that staff selection and training is the solution to offering exceptional person-centred care. All staff undergo thorough training to ensure that we offer a high level of care and support. We encourage further development within our care teams by supporting them with additional training and professional qualifications where required.



### **Castle Grange**

**Tel:** 01723 413164

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

16A Dean Road,  
Scarborough YO12 7SN



### **Crystal Court**

**Tel:** 01423 810627

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

Pannal Green, Pannal,  
Harrogate HG3 1LH



### **Maple Court**

**Tel:** 01723 413413

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

182 Barrowcliff Road,  
Scarborough YO12 6EY



### **Maple Lodge**

**Tel:** 01748 831000

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

Low Hall Lane,  
Catterick DL9 4LJ



### **Sutton Hall and Lodge**

**Tel:** 01535 635329

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

Corn Mill Walk, Sutton-in-Craven,  
Keighley BD20 7EN

**[www.burlingtoncare.com](http://www.burlingtoncare.com)**

Regulated by





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 67. 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 72.

## Out of county care

Sometimes people choose to live in another area of the country as they want to be closer to friends and family. This can be in different types of accommodation, including supported living or simply renting. Each individual situation is different and, therefore, how it is funded will be assessed differently.

If you do require a care home placement to meet your needs and you qualify for local authority financial assistance, the county you lived in before you moved to the care home is responsible for

arranging your support. The home you choose must be suitable for your assessed needs and comply with the terms and conditions set by the authority.

You can contact the Care Quality Commission through its website: **[www.cqc.org.uk](http://www.cqc.org.uk)** where you will find details of all registered care homes in the UK.

Alternatively, this Guide's website: **[www.carechoices.co.uk](http://www.carechoices.co.uk)** has details of all registered care providers in England.

# Essential information

## Disclosure and Barring Service

The Disclosure and Barring Service provides a joined-up, seamless service combining the criminal records checking and barring functions.

The DBS can bar a person unsuitable to work with vulnerable people, including children, from working in regulated activity in the future. If a person is barred, it becomes an offence for an organisation to knowingly engage that person in regulated activity.

Employers and volunteer managers of people working in 'regulated activity' have a legal duty to make referrals to the DBS in certain circumstances.

The local authority also has the power to make a referral and should do so where it is necessary.

Regulated activity is work – both paid and unpaid – with children or vulnerable adults that meets certain criteria.

The full up-to-date guidance and definitions must be referred to when deciding whether to make a DBS referral.

For disclosure information and services, visit the DBS homepage: **[www.homeoffice.gov.uk/dbs](http://www.homeoffice.gov.uk/dbs)**

## Advocacy

Advocacy services help people to speak for themselves. They offer a confidential, free and independent service provided by trained advocates. Sometimes, you may need an independent advocate to help and support you through a difficult time in your life, or to support you if you feel you are not getting the services or help you need. The type of advocacy service you may receive will depend on your needs and circumstances.

In accordance with the Care Act 2014, local authorities must arrange an independent advocate to support you to be involved in the assessment process, in making your care and support plan, and in the safeguarding process if

you meet both of the following criteria:

- you would have substantial difficulty in being fully involved in these processes; and
- there is no appropriate individual available to support and represent your wishes. This person cannot be involved in your care and support in a paid capacity and must be appropriately trained and supported to fulfil this role.

If you meet the above criteria, a referral will be made to our Independent Advocacy Service – Total Advocacy. There are two specialist advocacy services in North Yorkshire that you may wish to contact directly – see page 9.

## Making a comment, compliment or complaint about care services

If you use a home care agency or move into a care home, you should feel able to comment on any aspect of your life which affects your happiness or comfort. This might be anything from the way you are treated by staff to the quality of the food you are served. You should also feel free to make suggestions about possible improvements to your surroundings and the services provided.

Making a comment, compliment or complaint should not be made difficult for you and should not affect the standard of care that you receive, whether in your own home or in a care home or care home with nursing. Care services are required under national Essential Standards of Quality and Safety to have a simple and easy to use complaints procedure. A friend or relative can make a comment on your behalf if we have your agreement to the complaint being made and you give consent for us to share your information with them. Or, you can ask someone, such as an independent advocate, to support you to make the complaint yourself.

If you are concerned about the care that you, a friend or a relative are receiving, you should contact the registered manager/owner of the service in the first instance as they have a duty to respond to any complaints made about their service. The problem may be resolved quite easily once they are made aware of it.

If you are unhappy with the response from the service provider and your care has been arranged and funded by the local authority, you should discuss your concerns with your social care worker

or contact our Complaints team as we may be able to look into your complaint further.

Tel: **0800 515 875** (freephone) or: **01609 532638**

Email: **[social.complaints@northyorks.gov.uk](mailto:social.complaints@northyorks.gov.uk)**

Write to: Health and Adult Services Complaints Manager, North Yorkshire County Council, County Hall, Northallerton DL7 8DD

We aim to resolve complaints as quickly and informally as possible. If you are able to talk to the managers who deliver your service, this is often the quickest and best way to get a problem resolved. If you are unhappy with our response to your complaint, you can contact the Local Government and Social Care Ombudsman for further advice.

If you have arranged and funded your care without our involvement and you are unhappy with the response to your complaint by the service provider, you can contact the Local Government and Social Care Ombudsman for advice. 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). Its helpline is open from 10.00am to 4.00pm, Monday to Friday on: **0300 061 0614**. Visit: **[www.lgo.org.uk](http://www.lgo.org.uk)**

If you have concerns about a breach of regulations by a registered provider, you can contact your local office of the Care Quality Commission which can use the information when looking at individual services to ensure quality and safety standards are being met. See page 72 for more information.

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## How solicitors can help

A solicitor can give you impartial advice about wills, making 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 for 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 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. Citizen's Advice offers an advice service and will be able to recommend solicitors in your area. Visit: **[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)**

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## Inspecting and regulating care services



Health and social care services must be registered to show that

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

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

Each care home and home care agency will get an overall rating of outstanding, good, requires improvement or inadequate. It will also get ratings for each key question.

The ratings mean you can easily see where a service is performing well, and where it needs to improve.

It's always a good idea to check inspection reports and ratings when choosing a care service. You can find reports and ratings on the CQC's website. Care providers must also display their latest rating at their premises and on their website.

You can also tell the CQC about your experiences of care – good or bad. It can use your information to see where it should inspect next, and what to look out for when it does. If you want to share your experience of care, visit: **[www.cqc.org.uk/share](http://www.cqc.org.uk/share)**

Tel: **03000 616161**

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

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

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

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## Palliative and end of life care

### Palliative care

Palliative care refers to the services provided for people affected by a life-limiting illness when there is no cure or treatment, to try to make the end of a person's life as comfortable as possible and to provide dignity at this difficult time. This will include relieving pain and other symptoms whilst providing psychological and social support

to the person who is ill and to their carers and family.

Patients can receive palliative care in their own home or a preferred place of care (such as a hospice, care home with nursing or hospital). Patients and their carers should talk to their GP, district nurse or hospital doctor about their needs.

## End of life care

End of life care is an important part of palliative care and usually refers to the care of a person during the last year of their life. Some people who are nearing the end of their life will be eligible for funded healthcare called 'Continuing Healthcare' and there is a fast-track assessment process to provide a quick response to their needs.

## Tell Us Once

Losing a loved one is hard enough without the stress of making endless contacts to inform people. Tell Us Once is a service to make it easier for families to

notify some Government departments about the changes to their circumstances. When you make an appointment to register a death in North Yorkshire, you will be offered this service during the death registration, and it will mean that you can just tell us once and we will notify the organisations that participate in the service.

More information, including the contact details you need for our registration offices in North Yorkshire, can be found at: **[www.northyorks.gov.uk/death](http://www.northyorks.gov.uk/death)** or you can contact our Customer Services Centre on: **01609 780780**.

# Useful contacts

## Useful local contacts

### North Yorkshire County Council

Customer Service Centre

Tel: **01609 780780**

### Adult Social Care complaints

Tel: **01609 532638**

Email: **[social.complaints@northyorks.gov.uk](mailto:social.complaints@northyorks.gov.uk)**

### Emergency duty team

Tel: **01609 780780**

Email: **[edt@northyorks.gov.uk](mailto:edt@northyorks.gov.uk)**

### Clinical Commissioning Groups (CCGs)

#### NHS North Yorkshire CCG

1 Grimbald Crag Court, St James Business Park,  
Knaresborough HG5 8QB

Email: **[NYCCG.Enquiries@nhs.net](mailto:NYCCG.Enquiries@nhs.net)**

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

### Hambleton, Richmondshire and Whitby

Tel: **01609 767600**

### Harrogate and Rural District

Tel: **01423 799300**

### Scarborough and Ryedale

Tel: **01723 343660**

### NHS Vale of York CCG

West Offices, Station Rise, York YO1 6GA

Tel: **01904 555870**

Email: **[valeofyork.contactus@nhs.net](mailto:valeofyork.contactus@nhs.net)**

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

## District councils

### Craven District Council

Tel: **01756 700600**

Email: **[contactus@cravendc.gov.uk](mailto:contactus@cravendc.gov.uk)**

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

### Hambleton District Council

Tel: **01609 779977**

Email: **[info@hambleton.gov.uk](mailto:info@hambleton.gov.uk)**

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

### Harrogate Borough Council

Tel: **01423 500600**

Email: **[customerservices@harrogate.gov.uk](mailto:customerservices@harrogate.gov.uk)**

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

### Richmond District Council

Tel: **01748 829100**

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

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

### Ryedale District Council

Tel: **01653 600666**

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

### Scarborough Borough Council

Tel: **01723 232323**

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

### Selby District Council

Tel: **01757 705101**

Email: **[info@selby.gov.uk](mailto:info@selby.gov.uk)**

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

## → Useful national contacts

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### **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**

### **Alcoholics Anonymous (AA)**

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

Tel: **0800 917 7650**

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

### **Alzheimer's Society**

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

Dementia Connect support line: **0333 150 3456**

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

### **Care Quality Commission**

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

Tel: **03000 616161**

Web: **www.cqc.org.uk**

### **Care Choices**

A website service allowing you to search by postcode or region for care homes, care homes with nursing and home care providers that meet your requirements across the country.

Web: **www.carechoices.co.uk**

### **Cruse Bereavement Care**

This is a national organisation providing information and bereavement support.

Tel: **0808 808 1677**

Web: **www.cruse.org.uk**

### **Mind**

A confidential mental health information service. It will be able to advise you of your nearest local Mind, run by local people, for local people. The service provides support like counselling, advocacy, housing and more.

Infoline: **0300 123 3393**

Web: **www.mind.org.uk**

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

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

Web: **www.myfamilyourneeds.co.uk**

### **National Drugs Helpline**

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

Tel: **0300 123 6600**

Web: **www.talktofrank.com**

### **NHS website, The**

Information about local health services and health conditions.

Web: **www.nhs.uk**

### **Relate**

Relationship counselling.

Tel: **0300 100 1234**

Web: **www.relate.org.uk**

### **Samaritans, The**

Tel: **116 123**

Web: **www.samaritans.org**

### **SANE Mental Health Helpline**

A telephone helpline for people affected by mental illness.

Tel: **07984 967708**

(leave a message and you will be called back).

Web: **www.sane.org.uk**

### **Shelter**

Produces a number of guides on housing issues, covering topics such as housing rights, housing benefits, private tenants' rights, tenancy agreements etc. Shelter also run a free housing advice helpline.

Tel: **0808 800 4444**

Web: **www.shelter.org.uk**

### **Stroke Association Helpline**

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

Tel: **0303 303 3100**

Web: **www.stroke.org.uk**

### **Silver Line, The**

The Silver Line is the only free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year.

The Silver Line aims to combat loneliness in over-65s by providing friendship, information and advice through calls to trained volunteers.

Tel: **0800 470 8090**

Web: **www.thesilverline.org.uk**

### **Women's Aid**

#### **(National Domestic Violence Helpline)**

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

Tel: **0808 200 0247**

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

### **Veterans' Gateway**

Support for you and your family if you are a veteran. Includes seeking support in healthcare, housing, employability, finances, personal relationships and more.

Tel: **0808 802 1212**

Text: **81212**

Web: **www.veteransgateway.org.uk**  
(live chat available).

## **Day care centres**

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This list is a selection of venues offering day care services across the county. Due to COVID-19, many centres have had to adapt their services, such as moving online. In some cases, centres have had to temporarily or permanently close.

Every effort has been made to check the accuracy of the following information. However, it is subject to change during the lifetime of this Guide. For the latest information, costs and opening times, please contact services individually.

### **Abbey Residential Home, The**

Malton Tel: **01653 692256**

### **Alne Hall**

York Tel: **01347 838295**

### **Avalon**

Harrogate Tel: **01423 530053**

### **Basics Plus**

Scarborough Tel: **01723 863143**

### **Boot Shop, The**

Easingwold Tel: **01347 823242**

### **Breathing Space**

Northallerton Tel: **01609 770269**

### **Bridge, The**

Catterick Garrison Tel: **01748 832271**

### **Claro Enterprises**

Harrogate Tel: **01423 885879**

### **Dales Centre**

Bedale Tel: **01677 425806**

### **Dalewood Trust**

Whitby Tel: **01947 600583**

### **Gift People, The**

Knaresborough Tel: **01423 864007**

### **Glusburn Institute Community and Arts Centre**

Glusburn Tel: **01535 630223**

### **Harrogate Skills 4 Living**

Harrogate Tel: **01423 593719**

### **Henshaws Arts and Crafts**

Knaresborough Tel: **01423 541888**

### **Horticap Ltd**

Harrogate Tel: **01423 522876**

### **Jennyruith Workshops**

Ripon Tel: **01765 606620**

### **Just The Job Environmental Enterprise**

Richmond Tel: **01748 822815**

### **Lister House**

Ripon Tel: **01765 694740**

### **Mencap**

Scarborough Tel: **01723 374819**

### **Mind**

Harrogate Tel: **01423 503335**



### → **Northdale Horticulture**

Northallerton Tel: **01609 770269**

### **Open Arms**

Selby Tel: **01757 211214**

### **Open Country PD/LD Activities**

Harrogate Tel: **01423 507227**

### **Orb Community Enterprise**

Knaresborough Tel: **01423 202028**

### **Orchard House**

Scarborough Tel: **01723 378220**

### **Purple Patch Arts**

Leeds Tel: **07725 041801**

### **Ripon Community Link Ltd (Ripon Walled Garden)**

Ripon Tel: **01765 609229**

### **Skipton and Craven Action for Disability (SCAD)**

Tel: **01756 701005**

### **Saint Cecilia's**

Scarborough Tel: **01723 502410**

### **Thirsk Community Care**

Tel: **01845 523115**

### **Town and Country Care**

#### **– Happy Days**

Whitby Tel: **01947 606187**

### **Trinity Centre**

Whitby Tel: **01947 601548**

### **Yatton House Society**

Great Ayton Tel: **01642 722380**

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## **Libraries**

North Yorkshire County Council's Libraries offer a range of services and events, please visit our web page at: **[www.northyorks.gov.uk/libraries-0](http://www.northyorks.gov.uk/libraries-0)** to find out more information about a library in your area.

### **Barlby Library and Community Hub**

Howden Road, Selby YO8 5JE

### **Bedale Community Library**

2 North End DL8 1AA

### **Bentham Community Library**

Pioneer Projects, Looking Well Studios, King Street, High Bentham LA2 7HG

### **Bilton and Woodfield Community Library**

Woodfield Road (in the grounds of Woodfield Primary School), Harrogate HG1 4HZ

### **Boroughbridge Community Library and Resource Centre**

17 St James Square, York YO51 9AR

### **Catterick Community Library**

Gough Road, Catterick Garrison DL9 3EL

### **Colburn Community Library**

The Broadway, Catterick Garrison DL9 4RF

### **Crosshills – South Craven Community Library**

Main Street, Keighley BD20 8TQ

### **Derwent Valley Bridge Community Library**

3 Pickering Road, West Ayton, Scarborough YO13 9JE

### **Easingwold Community Library**

Marketplace, York YO61 3AN

### **Eastfield Community Library – More Than Books**

High Street, Scarborough YO11 3LL

### **Embsay-with-Eastby Community Library**

The Institute, Main Street, Skipton BD23 6RE

### **Filey Library**

Station Avenue YO14 9AE

### **Gargrave and Malhamdale Community Library**

Gargrave Village Hall, West Street, Skipton BD23 3RD

### **Grassington Hub and Community Library**

Garrs Lane, Skipton BD23 5AT

**Great Ayton Discovery Centre**

105b High Street, Middlesbrough TS9 6NB

**Harrogate Library**

Victoria Avenue HG1 1EG

**Hawes Library and Customer Service Centre**

The Neukin, Marketplace DL8 3RA

**Helmsley Community Library**

Town Hall YO62 5BL

**Ingleton Community Library**

Ingleborough Community Centre, Main Street,  
Carnforth LA6 3HG

**Kirkbymoorside Library – CLIC @ Kirkbymoorside**

Church House, 7 High Marketplace, York YO62 6AT

**Knaresborough Library**

Marketplace HG5 8AG

**Leyburn Community Library**

Thornborough Hall DL8 5AB

**Malton Library**

St. Michael Street YO17 7LJ

**Mashamshire Community Library**

Mashamshire Community Office, Little Market  
Place, Masham HG4 4DY

**Newby and Scalby Library and Information Centre**

450 Scalby Road, Scarborough YO12 6EE

**Nidderdale Plus Community Library**

Station Square, King Street, Pateley Bridge HG3 5AT

**Northallerton Library**

1 Thirsk Road DL6 1PT

**Norton HIVE and Community Hub**

Commercial Street, Malton YO17 9ES

**Pickering Library**

The Ropery YO18 8DY

**Richmond Community Library**

10A Queen's Road DL10 4AE

**Ripon Library**

The Arcade HG4 1AG

**Scarborough Library**

Vernon Road YO11 2NN

**Selby Library**

52 Micklegate YO8 4EQ

**Settle Community Library**

Limestone View, Lower Greenfoot BD24 9RB

**Sherburn And Villages Community Library**

Finkle Hill, Sherburn-in-Elmet LS25 6EA

**Skipton Library**

High Street BD23 1JX

**Starbeck Community Library**

Starbeck Central, 68A High Street,  
Harrogate HG2 7LW

**Stokesley Community Library – The Globe**

Town Close, North Road TS9 5DH

**Tadcaster Community Library**

Station Road LS24 9JG

**Thirsk Community Library**

Meadowfields, Chapel Street YO7 1TH

**Whitby Library**

Windsor Terrace YO21 1EY



## Search for care in your area

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

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

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

 CareChoices



## Currergate Nursing Home Skipton Road Steeton



A beautiful and grand nursing home with an oak panelled lounge where residents can relax, socialise, take part in activities, watch TV or listen to music. The large conservatory has patio doors that lead to a fantastic terrace and gardens, and the home is immaculate inside and out.

High speed WiFi, unique personalised rooms and the very best levels of 24-hour nursing care all create a fabulous and safe environment.

**Tel: 01535 653 204**

## Beanlands Nursing Home Cross Hills between Skipton and Keighley



Another grand building with delightful gardens, where residents and staff grow their own vegetables, Beanlands makes for a truly magnificent home. With two light-filled large lounges and a huge conservatory that offers views of the perfectly kept grounds, Beanlands Nursing

Home is a place where people can feel at home with 24-hour nursing care.

**Tel: 01535 633 312**



### Brookfield Residential Care Home Nab Wood, Shipley

A beautifully extended and modernised Victorian home with original features, located only 3 miles from Bradford city centre. Brookfield has a choice of four different lounges and a conservatory with patio doors leading out into the gardens. Residents can eat in either of the two dining rooms, on the garden terrace or have their meals brought to them in their own rooms. Brookfield has a dedicated music centre and a library of books, computers, tablets and WiFi that residents can enjoy, all whilst being cared for by the wonderful team.

**Tel: 01274 583 950**



### Fairmount Nursing Home Nab Wood, Shipley

Providing 24-hour nursing care and fully equipped with all the latest medical equipment and adaptations, the nursing home is part of the wider Fairmount Park development which includes 37 retirement houses and apartments for the over 55s. The Clubhouse at Fairmount Park is on the doorstep offering a restaurant and bar, swimming pool, jacuzzi, fully equipped gym, steam room and snooker table. There are also regular bowls matches held on the crown bowling green.

**Tel: 01274 592 922**



### Staveley Birkleas Nursing Home Nab Wood, Shipley

Staveley Birkleas is a specialist nursing home taking residents from all over the North. It cares for young people from the age of 18 through to 64, who have a variety of needs including amputees, people with brain injuries, Multiple Sclerosis (MS), Motor Neuron Disease, Huntington's, Epilepsy and many other complex conditions.

**Tel: 01274 588 288**

**Czajka Care Group** is a family run business that was established in Saltaire in 1983. From its five West Yorkshire care and nursing homes it offers quality permanent and respite care to older people, as well as running its specialist home for younger people with a variety of disabilities.

All of Czajka Care Group's homes have the prestigious Gold Standard Framework accreditation, in recognition of its exceptionally high standards. They are also recognised as an Investors in People organisation, demonstrating commitment to developing staff and ensuring continuous improvement, as well as having impressive infection control ratings.

**To find out more visit [www.czajka.co.uk](http://www.czajka.co.uk)**

Head office: Victoria House, 66-70 Bingley Road, Saltaire, Shipley BD18 4DJ Telephone: 01274 599564 Email [info@czajka.co.uk](mailto:info@czajka.co.uk)

## Craven care homes

### Ashfield (Skipton) (North Yorkshire County Council)

Carleton Road, Skipton BD23 2BG

Tel: 01609 534539

OP D

### Beech Grove

Main Street, Sutton-in-Craven, Keighley BD20 7JS

Tel: 0208 327 1800

OP MH YA

### Carleton Court Residential Home Ltd

Carleton Road, Skipton BD23 2BE

Tel: 01756 701220

OP D

### Cragmere – UBU

Colne Road, Glusburn BD20 8RB

Tel: 01535 635678

LDA

### Daleholme – St Anne's Community Services

Station Road, Settle, Craven BD24 9BN

Tel: 01729 825769

LDA

### Gills Top

Scar Street, Grassington, Skipton BD23 5AF

Tel: 01756 668330 **Advert page 82**

OP D

### Hurstfield

Keighley Road, Cowling, Keighley BD22 0LA

Tel: 01535 634313

MH YA

### Jenkin Lodge

– St Anne's Community Services

New Road, Ingleton, Carnforth LA6 3JL

Tel: 01524 241745

LDA

### Jubilee Lodge

Carleton Road, Skipton BD23 2BE

Tel: 01609 535569

OP PD LDA MH SI YA

### Malsis Hall

– Mental Health Rehabilitation Service

Malsis Drive, Glusburn, Keighley BD20 8FH

Tel: 01535 286240

MH YA

### Neville House

Neville Crescent, Gargrave, Skipton BD23 3RH

Tel: 01609 797438

OP

### Thornton Hill

Church Road, Thornton-in-Craven, Skipton BD23 3TR

Tel: 01282 792806 **Advert page 82**

OP D

### Townend Close

Victoria Road, Crosshills, Keighley BD20 8SZ

Tel: 01535 634639

OP D

## Craven care homes with nursing

### Anley Hall Nursing Home

Skipton Road, Settle BD24 9JU

Tel: 01729 822268

OP D PD MH YA

### Beanlands Nursing Home

Colne Road, Cross Hills, Keighley BD20 8PL

Tel: 01535 633 312 **Advert page 78**

OP D PD SI

### Craven Nursing Home Ltd

Keighley Road, Skipton BD23 2TA

Tel: 01756 700994

OP D

### Dales, The

**Advert page 64 & 65**

Draughton, Skipton BD23 6DU

Tel: 01745 274 222

OP D PD MH YA

### Ingleborough Nursing Home

1 High Street, Ingleton, Carnforth LA6 3AB

Tel: 01524 241593

OP D PD

### Malsis Hall

– Mental Health Rehabilitation Service

Malsis Drive, Glusburn, Keighley BD20 8FH

Tel: 01535 286240

MH YA

### Milton House Nursing and Residential Home

Marton Road, Gargrave, Skipton BD23 3NN

Tel: 01756 748141

OP YA

### Sutton Hall and Lodge

Cornmill Walk off Sutton Lane, Sutton-in-Craven,

Keighley BD20 7EN

Tel: 01535 635329 **Advert page 68**

OP D SI

### Threshfield Court

**Advert pages 64 & 65**

Station Road, Threshfield, Skipton BD23 5ET

Tel: 01756 611 572

OP D PD YA

#### Service

OP Older people (65+) D Dementia

PD Physical disability LDA Learning disability, autism

#### User Bands

MH Mental health

SI Sensory impairment

YA Younger adults

AD People who misuse alcohol or drugs

All the listings in this publication of care homes, care homes with nursing and home care providers are supplied by the Care Quality Commission (CQC) and neither North Yorkshire County Council nor Care Choices can be held liable for any errors or omissions.

**Advertisers are highlighted**



Marketing suites are open



# Luxury Care Homes In North Yorkshire

*Welcoming new residents for short and long term placements, join a friendly community at our homes*

Residential and dementia care

## Feel part of a community ...

With exceptional standards of 24 hour residential and dementia care with an inclusive fee offer, Ideal Carehomes makes a real difference to the lives of our residents, assisting them to remain independent and ensuring they enjoy an active lifestyle with likeminded people.

## Expect *more* ...

- ✓ Purpose built homes with spacious, en-suite bedrooms and plenty of social areas
- ✓ Inclusive fees for complete peace of mind
- ✓ Full and varied daily programme of activities
- ✓ Nutritious food, daily laundry and housekeeping



### Hambleton Grange

Thirsk YO7 1QH  
01845 523 837



### Ebor Court

York YO26 6RB  
01904 782 708



### Handley House

York YO30 6RG  
01904 221 040



**ideal** carehomes

hello@idealcarehomes.co.uk | idealcarehomes.co.uk

## Hambleton care homes

See page 79 for the Service User Bands key

Advertisers are highlighted

### Benkhill Lodge

38 Benkhill Drive, Bedale DL8 2ED  
Tel: 01677 422407

OP D YA

### Northfield House

Stockton Road, Knayton, Thirsk YO7 4AN  
Tel: 01845 537964

LDA YA

### Copperclay Mews

Copperclay Walk, Easingwold,  
York YO61 3QN  
Tel: 01302 866906

LDA YA

### Oaklands

59b Leeming Lane, Leeming Bar,  
Northallerton DL7 9RR  
Tel: 01677 988010

LDA YA

### Hambleton Grange

Station Road, Thirsk YO7 1QH  
Tel: 01845 523837 **Advert page 80**

OP D

### Royal Mencap Society – 2 Conroy Close

Easingwold, York YO61 3NS  
Tel: 01347 821488

LDA

### Leeming Bar Grange Care Home

Leeming Lane, Leeming Bar, Northallerton DL7 9AU  
Tel: 01677 628301 **Advert pages 64 & 65** OP D PD

### Sowerby House

Front Street, Sowerby, Thirsk YO7 1JP  
Tel: 01845 525986

OP D PD YA

### Millings, The

5 North End, Bedale DL8 1AF  
Tel: 01677 423635

OP

### Valley Road – Resource Centre

65a Valley Road, Northallerton DL6 1SH  
Tel: 01609 533394

OP PD LDA SI

## Hambleton care homes with nursing

### Alne Hall

– Care Home with Nursing Physical Disabilities  
Alne, York YO61 1SA  
Tel: 01347 838295

OP PD LDA YA

### Bedale Grange Care Home

28 Firby Road,  
Bedale DL8 2AS  
Tel: 01677 422980

OP



**Peacock Manor provides nursing care for up to 49 residents, both older and younger, with a range of needs. The care staff care for older people and those with challenging behaviour caused by dementia or other conditions.**

At Peacock Manor, their priority is providing the very best care for their residents, including all the facilities and amenities they need to enjoy a high quality of life. The homes are equipped with well stocked kitchens that provide fresh, healthy meals daily. The majority of rooms come with a TV, telephone and emergency call system as standard. The lounge and dining areas are kept spotless and they also have quiet areas and gardens for residents to relax in.

### 24/7 professional elderly care/nursing

Nursing care is for people who need a qualified nursing care team available to them 24 hours a day. This might include people who need peg feeding, people who may have suffered a stroke and people with long term conditions.

### Dementia care

Family and friends of a person with dementia often find themselves struggling to cope. Although the thought of placing a loved one into a care home can be daunting for some, it can be the best option for both the person and their family. Peacock Manor provides specialised dementia care services.



Tel: **01423 330345**

Email: **info@peacockmanornursinghome.com**

Web: **www.peacockmanornursinghome.com**

Brotes Ln, Whixley, York YO26 8BA



**“I cannot praise this place enough. My mum’s life has been massively changed for the better, and that means the world to me.”**

Daughter of Thornton Hill  
Resident Review published  
November 2020



**(The average from the  
75%+ of Member Records  
with a Review Score)\***

We’d like to thank all of our staff for their tireless work in these unprecedented times, ensuring that the lives of our residents remain active and fulfilled.

We’d also like to thank our residents and relatives at our North Yorkshire care homes for their kind words and continued support.

## You are the heart of our homes

**Borrage House care home**  
8 Borrage Lane, Ripon HG4 2PZ  
**01765 618621**

**Gills Top care home, Scar Street**  
Grassington BD23 5AF  
**01756 668330**

**Thornton Hill care home**  
Church Road, Thornton-in-Craven, Skipton BD23 3TR  
**01282 792806**

[www.anchorhanover.org.uk/care-homes](http://www.anchorhanover.org.uk/care-homes)



**Proudly  
not-for-profit**

\*carehome.co.uk review scores are based on independent reviews with a maximum score of 10. Review quoted and rating correct as of 09/02/2021.



## Hambleton care homes with nursing continued

### Beechwood Care Home

Romanby Road, Northallerton DL7 8FH  
Tel: 01609 777733

OP D

### Greenwell House Care Home

7-9 Wycar, Bedale DL8 1ER  
Tel: 01677 424012

OP

### Kensington Care Home

Finkills Way, Northallerton DL7 8UB  
Tel: 07766 143110

OP D PD MH SI YA

### Leeming Garth

Leeming Bar, Northallerton DL7 9RT  
Tel: 01677 424014

OP PD YA

### Mount Vale

Yafforth Road, Northallerton DL7 8UE  
Tel: 01609 801 353 **Advert pages 64 & 65**

OP D MH YA

### Oak Trees Care Home

Main Street, Alne, York YO61 1TB  
Tel: 01347 838262

OP

### Peacock Manor Nursing Home

Brotes lane, Boroughbridge Road, Whixley,  
York YO26 8BA  
Tel: 01423 330345

**Advert page 81**

OP D PD MH SI YA

### Southwoods Nursing Home

28 Thirsk Road, Northallerton DL6 1PH  
Tel: 01609 258288

OP D

### St Catherine's Care Home

1 East Lane, Shipton by Beningborough,  
York YO30 1AH  
Tel: 01904 470644

OP D YA

**See the checklist on page 67 for useful questions to ask when looking at care homes.**

## Harrogate care homes

### Aire House

6 Westcliffe Grove, Harrogate HG2 0PL  
Tel: 01423 509285

LDA MH YA

### Avenue Knaresborough, 1 The

1 The Avenue, Knaresborough HG5 0NL  
Tel: 01423 546326

PD LDA SI YA

### Avon Lodge and Avon Lodge Annex

24-25 Harlow Moor Drive, Harrogate HG2 0JW  
Tel: 01423 562625

OP LDA MH YA

### Bethany House

3 Margarets Road, Harrogate HG2 0JZ  
Tel: 01423 505401

LDA MH

### Boroughbridge Manor and Lodge Care Home

Roecliffe Lane, Boroughbridge YO51 9LW  
Tel: 01423 582438

OP D PD YA

### Boroughbridge Road – St Anne's Community Services

67 Boroughbridge Road, Knaresborough HG5 0ND  
Tel: 01423 869343

LDA

### Borrage House

8 Borrage Lane, Ripon HG4 2PZ  
Tel: 01765 618621 **Advert page 82**

OP D

### Brackenley

33 Forest Lane Head, Harrogate HG2 7TE  
Tel: 01423 862230

OP D PD LDA MH SI YA

### Briardene

63 East Parade, Harrogate HG1 5LP  
Tel: 01423 562667

OP LDA YA

### Caxton Lodge

10 North Road, Ripon HG4 1JP  
Tel: 01765 604418

PD LDA SI YA

### Church Avenue Harrogate, 12

12 Church Avenue, Harrogate HG1 4HE  
Tel: 01423 546326

PD LDA SI YA

### Crescent, The

#### – St Anne's Community Services

1 The Crescent, Green Hammerton YO26 8BW  
Tel: 01423 331440

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

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**Advertisers are highlighted**





**“The care he gets is second to none and the staff can not do enough for him and his family. The staff are wonderful and caring and look after him so well.”**

Daughter of The Manor House  
Harrogate resident review published  
January 2021



**(The average from the  
75%+ of Member Records  
with a Review Score)\***

We'd like to thank all of our staff for their tireless work in these unprecedented times, ensuring that the lives of our residents remain active and fulfilled.

We'd also like to thank our residents and relatives at The Manor House Harrogate and The Manor House Knaresborough for their kind words and continued support.

## **You are the heart of our homes**

### **The Manor House Harrogate care home**

60 Cornwall Road, Harrogate HG1 2NE  
**01423 594345**

### **The Manor House Knaresborough care home**

1 Hambleton Grove, Knaresborough HG5 0DB  
**01423 594354**

**[www.anchorhanover.org.uk/care-homes](http://www.anchorhanover.org.uk/care-homes)**



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not-for-profit**

\* carehome.co.uk review scores are based on independent reviews with a maximum score of 10. Review quoted and rating correct as of 09/02/2021.

## Harrogate care homes continued

### Crest Care Home, The

32 Rutland Drive, Harrogate HG1 2NS

Tel: 01423 563113 **OP D PD MH YA**

### Disability Action Yorkshire – 34 Claro Road

Harrogate HG1 4AU

Tel: 01423 561911 **PD YA**

### Doublegates Green, 47 – United Response

Ripon HG4 2TS

Tel: 01765 607381 **PD LDA**

### East Park Road Harrogate 2

2 East Park Road, Harrogate HG1 5QT

Tel: 01423 546326 **OP PD LDA SI YA**

### Ellershaw House Ltd

Bramley Grange,

Grewelthorpe, Ripon HG4 3DJ

Tel: 01765 658381 **LDA**

### Emmaus House

115 Valley Drive, Harrogate HG2 0JS

Tel: 0300 303 8450 **OP D**

### Gables, The

Starbeck, Harrogate HG2 7NW

Tel: 01423 546326 **PD LDA SI YA**

### Gatehouse, The

9 Manor Road, Harrogate HG2 0HP

Tel: 01423 535730 **OP**

### Greenacres – St Anne's Community Services

62 Harrogate Road, Ripon HG4 1SZ

Tel: 01765 606151 **LDA**

### Heath Lodge

6 Pannal Ash Road, Harrogate HG2 9AB

Tel: 01423 882970 **OP D MH**

### Highgate Park, 4 – United Response

Harrogate HG1 4PA

Tel: 01423 504506 **PD LDA**

### Hookstone Chase Harrogate, 66

66 Hookstone Chase, Harrogate HG2 7HS

Tel: 01423 546326 **PD LDA SI YA**

### Hyde Park House

10-12 Hyde Park Road, Harrogate HG1 5NR

Tel: 01423 509267 **LDA YA**

### Kings Road Harrogate, 61

61 Kings Road, Harrogate HG1 5HJ

Tel: 01423 546326 **PD LDA SI YA**

### Knaresborough Two Group

17 Park Way, 21 Farfield Avenue, Knaresborough HG5 9DP

Tel: 01423 868555 **PD LDA SI YA**

### Larchfield Manor

Leadhall Grove, Leadhall Lane, Harrogate HG2 9NN

Tel: 01423 871077 **OP D PD MH SI**

### Leeds Road, 66 – Foresight Residential Ltd

Harrogate HG2 8BG

Tel: 01423 815555 **OP D PD LDA SI YA**

### Long Meadow Care Home

60 Harrogate Road, Ripon HG4 1SZ

Tel: 01765 607210 **OP D MH YA**

### Manor House Harrogate, The

60 Cornwall Road, Harrogate HG1 2NE

Tel: 01423 594345 **Advert page 84** **OP D**

### Manor House Knaresborough, The

1 Hambleton Grove, Knaresborough HG5 0DB

Tel: 01423 594354 **Advert page 84** **OP D**

### Mary Fisher House

66-68 Cold Bath Road, Harrogate HG2 0HW

Tel: 01423 503913 **Advert page 86** **OP D**

### Norfolk Road

– St Anne's Community Services

28 Norfolk Road, Harrogate HG2 8DA

Tel: 01423 871288 **LDA**

### Otley Road, 14

– Foresight Residential Ltd

Harrogate HG2 0DN

Tel: 01423 500700 **PD LDA SI YA**

### Riverside Court

Bridge Street, Boroughbridge, York YO51 9LA

Tel: 01423 322935 **OP D PD**

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

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**Advertisers are highlighted**



For care homes.  
For Living

## Southlands, your local Bupa care home.

If you're considering care for an elderly loved one, a warm, welcoming place close to family and friends means a lot. That's why Southlands, in Harrogate could be something for you to think about, whether you've got our insurance or not.

Call us for advice or to arrange a visit  
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Lines are open 8am to 6.30pm Monday to Friday, 9am to 12.30pm Saturday. Closed Sunday and bank holidays. We may record or monitor our calls.

Look in the listings for Southlands



Q117343 FEB19 CS 01087

## A happy place to live



Four Seasons  
HEALTH CARE

At Granby Rose Care Home, we pride ourselves on having a happy home, where residents and their families can enjoy spending quality time with each other and develop new friendships along the way.

Our Care team provides nursing dementia care. They are trained in the complexities of looking after those living with dementia, who may also have other long-term medical conditions.

Call our friendly team  
today on: **01423 582709**

Granby Rose Care Home,  
Highgate Park, Harrogate HG1 4PA  
[www.fshc.co.uk/granbyrose](http://www.fshc.co.uk/granbyrose)



Recommended  
by families on  
[carehome.co.uk](http://carehome.co.uk)



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Mary Fisher house is a residential home in Harrogate for people with dementia. We have a unique take on our role as a care service. While all of our care workers are highly-skilled at delivering essential support in the community, we see our responsibility as much more far-reaching. We celebrate our clients, and value their quirks and individuality. Our aim is to enable each and every client to lead a life with quality and purpose, and work alongside loved ones to provide the best support on offer.

Telephone: **01423 503913**

We manage an exemplary domiciliary care service for our clients, their families, healthcare professionals and social representatives. We manage and maintain our standards to keep up the good work and stay in good faith. We are loyal, honest and very down to earth. Our team have a collective care managerial experience of 40 years.

Telephone: **07436 224216** • Email: [info@maryfishercare.co.uk](mailto:info@maryfishercare.co.uk)

**Robert Street, 12**

12 Robert Street, Harrogate HG1 1HP  
Tel: 01423 546326

PD LDA SI YA

**Sherburn House**

Chain Lane, Knaresborough HG5 0AS  
Tel: 01423 789790

OP D PD LDA SI YA

**Shieling, The**

58 Harlow Moor Drive, Harrogate HG2 0LE  
Tel: 01423 508948

OP LDA MH SI YA

**Skell Lodge**

South Crescent, Ripon HG4 1SN  
Tel: 01765 602530

OP

**Spring Mount Harrogate, 8**

8 Spring Mount, Harrogate HG1 2HX  
Tel: 01423 546326

PD LDA SI YA

**Spring Mount Harrogate, 16**

16 Spring Mount, Harrogate HG1 2HX  
Tel: 01423 546326

PD LDA SI YA

**Springfield Garth**

York Road, Boroughbridge YO51 9EW  
Tel: 01609 533443

OP

**St Johns House**

Parker Lane, Kirk Hammerton YO26 8BT  
Tel: 01423 330480

OP

**Station View**

16 Station View, Harrogate HG2 7JB  
Tel: 01609 533003

OP D PD MH SI YA

**Sunningdale House**

103-105 Franklin Road, Harrogate HG1 5EN  
Tel: 01423 569191

LDA MH

## Harrogate care homes with nursing

Advertisers are highlighted

**Apley Grange**

35 Oatlands Drive, Harrogate HG2 8JT  
Tel: 01423 885101

OP D PD SI YA

**Ashfield Court – Harrogate**

3 Tewit Well Road, Harrogate HG2 8JG  
Tel: 01423 560175

OP PD

**Belmont House Care Home**

High Street, Starbeck, Harrogate HG2 7LW  
Tel: 01423 580884

OP D YA

**Berwick Grange**

14 Wetherby Road, Harrogate HG2 7SA  
Tel: 01423 880194

OP D

**Bilton Hall Nursing Home**

Bilton Hall Drive, Harrogate HG1 4DW  
Tel: 01423 869131

OP D YA

**Coach House Nursing Home, The**

Dishforth Road, Sharow, Ripon HG4 5BQ  
Tel: 01765 600541

OP

**Crystal Court**

Pannal Green, Pannal, Harrogate HG3 1LH  
Tel: 01423 810627 **Advert page 68**

OP D

**Granby Rose SDU**

Highgate Park, Harrogate HG1 4PA  
Tel: 01423 582709 **Advert page 86**

OP D

**Granby, The**

Granby Road,  
Harrogate HG1 4SR  
Tel: 01423 586 992 **Advert page 66**

OP PD

**Grosvenor House**

39 Duchy Road, Harrogate HG1 2HA  
Tel: 01423 523447

OP

**Hampden House**

120 Duchy Road,  
Harrogate HG1 2HE  
Tel: 01423 566964

OP

**Henshaws Specialist College**

Bogs Lane, Harrogate HG1 4ED  
Tel: 01423 886451

PD LDA SI YA

**Lister House**

Southgate, Ripon HG4 1PG  
Tel: 01765 694740

OP D YA

**Moors Care Centre, The**

155 Harrogate Road, Ripon HG4 2SB  
Tel: 01765 604107

OP D PD MH SI YA

**Oaklands Country Rest Home**

Gilsthwaite Lane, Kirkhammerton,  
York YO26 8DS  
Tel: 01423 330609

OP D YA



## Harrogate care homes with nursing continued

### Southlands Bupa Care Home

9 Ripon Road, Harrogate HG1 2JA  
Tel: 01423 594 448 **Advert page 86**

**OP YA**

### Sycamore Hall

Kearsley Road, Ripon HG4 2SG  
Tel: 01765 606025

**OP D**

### Thistle Hill Care Centre

Thistle Hill, Knaresborough HG5 8LS  
Tel: 01423 581 197 **Advert pages 64 & 65** **OP D PD YA**

### Vida Grange

Thirkill Drive, Pannal, Harrogate HG3 1FE  
Tel: 01423 788770

**OP D YA**

### Vida Hall

Station View, Starbeck, Harrogate HG2 7JA  
Tel: 01423 885702

**OP D**

### Westfield House Care Home

Ripon Road, Killinghall, Harrogate HG3 2AY  
Tel: 01423 506344

**OP D PD MH SI YA**

## Richmondshire care homes

### Ashfield (Malton)

#### (North Yorkshire County Council)

Old Malton Road, Malton YO17 7EY  
Tel: 01653 692371

**OP**

### Nightingale Hall

7 Seagrim Crescent,  
Richmond DL10 4UB  
Tel: 01748 823003

**OP**

### Balmaclellan

1 Leeming Lane, Catterick, Richmond DL10 7NJ  
Tel: 01748 811880

**D LDA**

### Terrace, The

Maison Dieu, Richmond DL10 7AX  
Tel: 01748 822342

**OP D PD LDA MH YA**

### Hillcrest Care Home

Byng Road, Catterick Garrison, Richmond DL9 4DW  
Tel: 01748 834444

**OP D PD**

**See page 67 for a list of useful questions to ask when looking at care homes.**

## Richmondshire care homes with nursing

### Maple Lodge Care Home

Low Hall Lane, Scotton,  
Richmond DL9 4LJ  
Tel: 01748 831000 **Advert page 68**

**OP D MH YA**

### Rosedale Nursing Home

The Old Vicarage, Catterick Road,  
Catterick Garrison DL9 4DD  
Tel: 01748 834948

**OP D PD**

### Scorton Care Village

Scorton, Richmond DL10 6EB  
Tel: 01748 811971

**OP D PD MH SI YA**



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

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**Advertisers are highlighted**

## Ryedale care homes

### Abbey Residential Home, The

Town Street, Old Malton, Malton YO17 7HB  
Tel: 01653 692256

OP

### Alba Rose

Keld Head Hall, Middleton Road,  
Pickering YO18 8NR  
Tel: 01751 472754

OP D

### Arden House Residential Home

Recreation Road, Pickering YO18 7ET  
Tel: 01751 473569

OP

### Grayling

Back Lane South, Middleton,  
Pickering YO18 8NU  
Tel: 01751 477209

PD LDA

### Hall Residential Home, The

Chestnut Avenue, Thornton-le-Dale,  
Pickering YO18 7RR  
Tel: 01751 474789

OP D

### Isabella Court

72a Westgate, Pickering YO18 8AU  
Tel: 01751 475787

PD LDA YA

### North Yorkshire County Council – 5 Whitby Road

5 Whitby Road, Pickering YO18 7HD  
Tel: 01751 473369

OP D PD SI YA

### Omega Oak Barn

High Lane, Beadlam, York YO62 7SY  
Tel: 01439 771254

OP D

### Prospect House Care Home

Gate Helmsley, York YO41 1JS  
Tel: 01759 373607

OP

### Rockingham House

22 The Mount, Malton YO17 7ND  
Tel: 01653 697872

OP D PD MH SI YA

### Wintofts Residential Home

Lendales Lane, Pickering YO18 8ED  
Tel: 01751 475233

OP LDA

## Ryedale care homes with nursing

### Beechwood Place Nursing Home

50-52 Welham Road, Norton,  
Malton YO17 9DP  
Tel: 01653 692641

OP D YA

### Rivermead

123 Scarborough Road, Norton-on-Derwent,  
Malton YO17 8AA  
Tel: 01653 472 201 Advert pages 64 & 65

OP D PD YA

## Scarborough care homes

### Aelred Wing at St Hilda's Priory, The

Castle Road, Whitby YO21 3SL  
Tel: 01947 899560

OP D PD SI YA

### Caedmon House

2 Crescent Avenue, Whitby YO21 3EQ  
Tel: 01947 600430

LDA

### Ashurst Residential and Care Home

36-38 Westbourne Park, Scarborough YO12 4AT  
Tel: 01723 360392

OP YA

### Castle Grange

16a Dean Road, Scarborough YO12 7SN  
Tel: 01723 413164 Advert page 68

OP D YA

### Briar Dene Residential Care Home

75 Burniston Road, Scarborough YO12 6PH  
Tel: 01723 361157

OP D

### Derwent Cottage

27 Eastgate, Seamer, Scarborough YO12 4RB  
Tel: 01723 866146

OP 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

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Advertisers are highlighted

## Scarborough care homes continued

### Dulverton House

9 Granville Square, Scarborough YO11 2QZ  
Tel: 01723 352227

OP D

### Eagle View Care Home

Phoenix Drive, Scarborough YO12 4AZ  
Tel: 0208 422 7365

OP D PD YA

### Eden House

14 Station Road, Filey YO14 9AR  
Tel: 01723 512790

OP LDA YA

### Esk Hall Care Home

Coach Road, Sleights, Whitby YO22 5EG  
Tel: 01947 810482

OP

### Fell Close

4 Fell Close, Newby, Scarborough YO12 6ST  
Tel: 01723 364310

PD LDA

### George Edward Smart Homes

Combe Hay House, Stepney Drive,  
Scarborough YO12 5DJ  
Tel: 01723 375709

OP

### Gladstone House

28 West Street, Scarborough YO11 2QP  
Tel: 01723 373638

MH YA

### Hazelgarth Lodge Residential Care Home

62 Stonegate, Hunmanby, Filey YO14 0PP  
Tel: 01723 890945

OP

### Holt Retirement Home, The

Main Street, Hutton Buscel, Scarborough YO13 9LN  
Tel: 01723 862045

OP D

### Hudson Street

24-25 Hudson Street, Whitby YO21 3EP  
Tel: 01947 603367

LDA

### Hylands Retirement Home, The

23-26 The Crescent, Filey YO14 9JR  
Tel: 01723 515213

OP D YA

### Larpool Lane

1 Larpool Lane, Whitby YO22 4JE  
Tel: 01947 603582

OP PD LDA MH SI YA

### Lodge, The

Westbourne Road, Scarborough YO11 2SP  
Tel: 01723 374800

OP

### Marina Lodge

46 Victoria Avenue, Scarborough YO11 2QT  
Tel: 01723 361262

MH YA

### Mayfair Residential Care Home Ltd

42 Esplanade, Scarborough YO11 2AY  
Tel: 01723 360053

OP D

### Milestone House

Milestone House, Eastgate, Seamer,  
Scarborough YO12 4RB  
Tel: 01609 533059

OP PD LDA SI YA

### Moorview House

Station Road, Robin Hood's Bay, Whitby YO22 4RA  
Tel: 01947 880490

LDA

### Muston Road

70 Muston Road, Filey YO14 0AL  
Tel: 01723 514292

PD LDA

### Normanby House

6 Belgrave Crescent, Scarborough YO11 1UB  
Tel: 01723 501638

OP D PD SI YA

### Norwood House

12 Westbourne Grove, Scarborough YO11 2DJ  
Tel: 01723 360360

D

### Orchard House Care Home

290 Scalby Road, Scarborough YO12 6EA  
Tel: 01723 378220

OP D YA

### Park View

61 Northstead Manor Drive,  
Scarborough YO12 6AF  
Tel: 01723 361555

LDA

### Peregrine House

48-52 Upgang Lane, Whitby YO21 3HZ  
Tel: 01947 603886

OP D YA

### Priceholme

Givendale Road, Scarborough YO12 6LE  
Tel: 01723 361022

OP

**Service** OP Older people (65+) D Dementia PD Physical disability LDA Learning disability, autism  
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## Scarborough care homes continued

### Ravenworth Lodge

3 Belgrave Crescent, Scarborough YO11 1UB  
Tel: 01723 362361

OP

### Respite and Recovery Centre

St Hildas Business Centre, The Ropery, Whitby YO22 4ET  
Tel: 01947 600779

D PD SI

### Rockfield Residential

22-24 New Queen Street, Scarborough YO12 7HJ  
Tel: 01723 361019

MH YA

### Rowan House

128 Columbus Ravine,  
Scarborough YO12 7QZ  
Tel: 01425 485520

LDA MH

### Sabre Court

4 Lonsdale Road,  
Scarborough YO11 2QY  
Tel: 01723 361256

OP MH YA

### Scarborough Hall and Lodge Care Home

Mount View Avenue, off Seamer Road,  
Scarborough YO12 4EQ  
Tel: 01723 821322 **Advert pages 64 & 65**

OP D PD

### Silver Birches

Station Avenue, Filey YO14 9AH  
Tel: 01723 513563

OP

### St Cecilia's Care Home

19-21 Stepney Road, Scarborough YO12 5BN  
Tel: 01723 503111

OP D

### Stakesby Road

89 Stakesby Road, Whitby YO21 1JF  
Tel: 01947 602452

PD LDA

### Whitby Scheme, The

14-15 Crescent Avenue and 2-5 North Promenade,  
Whitby YO21 3JX  
Tel: 01947 821722

LDA MH YA

## Scarborough care homes with nursing

### Beechwood Nursing Home

41-43 Esplanade Road, Scarborough YO11 2AT  
Tel: 01723 374260

OP

### Dunollie Residential and Nursing Home

31 Filey Road, Scarborough YO11 2TP  
Tel: 01723 372836

OP D PD MH SI YA

### Horizon House

120-122 Columbus Ravine, Scarborough YO12 7QZ  
Tel: 07738 897316

OP MH YA

### Maple Court

182 Barrowcliff Road, Scarborough YO12 6EY  
Tel: 01723 413413 **Advert page 68**

OP D

### Oakland Nursing Home

Whitepoint Road, West Cliffe, Whitby YO21 3JR  
Tel: 01947 602400

OP PD SI

### Pinfold Lodge Nursing Home

6 Sheep Dyke Lane, Hunmanby YO14 OPS  
Tel: 01723 891069

OP D PD

### Rambla Nursing Home

374 Scalby Road, Scarborough YO12 6ED  
Tel: 01723 500136

OP D PD YA

### St Bernadette's Nursing Home

25-27 Trinity Road, Scarborough YO11 2TD  
Tel: 01723 366522

OP D PD YA

### St Cecilia's Nursing Home

19 Filey Road, Scarborough YO11 2SE  
Tel: 01723 353884

OP D PD LDA SI



**Service** OP Older people (65+) D Dementia PD Physical disability LDA Learning disability, autism  
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**Advertisers are highlighted**



## Scarborough care homes with nursing continued

### St Helens

41 Victoria Avenue, Scarborough YO11 2QS  
Tel: 01723 372763

OP D MH

### Whitby Court Care Home

Waterstead Lane, Whitby YO21 1PX  
Tel: 01423 276245

OP D PD SI

### Treetops Nursing Home

12 Ryndleside, Scarborough YO12 6AD  
Tel: 01723 372729

D MH

### Woodlands Nursing Home

8-14 Primrose Valley Road, Filey YO14 9QR  
Tel: 01723 513545

OP D PD MH SI

## Selby care homes

### Abbey Lea Care Home

York Road, Barlby, Selby YO8 5JP  
Tel: 01757 213811

### Carentan House

Brook Street, Selby YO8 4AU  
Tel: 01757 702815

### Denison House Care Home

3 Denison Road, Selby YO8 8DA  
Tel: 01757 703884

### Firth House

18 Firth Mews, Millgate, Selby YO8 3FZ  
Tel: 01757 213546

### Grange, The

28 Leeds Road, Selby YO8 4HX  
Tel: 01757 210221

OP D PD MH YA

### Hambleton Court Care Home

19-21 Station Road, Hambleton,  
Selby YO8 9HS  
Tel: 01757 228117

OP D

### Heathcotes (Whitley)

Whitley Farm Cottages, Doncaster Road,  
Whitley Bridge DN14 0HZ  
Tel: 01977 663476

OP D

PD LDA MH SI YA

### Heathcotes Garmsway

Garmsway, Doncaster Road, Whitley,  
Goole DN14 0HY  
Tel: 01977 663591

OP D

PD LDA MH SI YA

### Hilltop Manor Care Home Ltd

15 Finkle Hill, Sherburn-in-Elmet, Leeds LS25 6EB  
Tel: 01977 683898 **Advert below**

OP D

OP D

### Lodge, The

Landing Lane, Hemingbrough,  
Selby YO8 6RA  
Tel: 01757 428131

PD LDA SI YA

### Lodge, The

Milford Lodge, Westfield Lane, South Milford,  
Leeds LS25 5AW  
Tel: 01977 235080

OP D

LDA YA

## HILLTOP MANOR

Specialise in Residential Dementia Care

15 Finkle Hill, Sherburn-in-Elmet, Leeds, North Yorkshire LS25 6EB

Tel: 01977 683898 Fax: 01977 685567

Email: enquiries@hilltopmanorcare.co.uk

For most of our lives we enjoy the security, privacy, independence and the comfort that comes from living in our own homes. Here at Hilltop Manor we specialise in residential dementia care in designed accommodation offering care, privacy, independence and security.

Our staff are our greatest asset, we have a dedicated qualified team whose commitment is to ensure that the residents' wellbeing and comfort is top priority.



#### 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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Advertisers are highlighted

## Selby care homes continued

### Meadow Lodge Care Home

Broach Lane, Kellington, Goole DN14 0ND  
Tel: 01977 662899

OP D

### Orchard, The

Garman Carr Lane, Wistow, Selby YO8 3UW  
Tel: 01757 268646

LDA

### Preceptory Lodge

Temple Hirst, Selby YO8 8QN  
Tel: 01757 270095

OP LDA YA

### Riccall House Care Home

78 Main Street, Riccall, York YO19 6QD  
Tel: 01757 248586

OP D

### Sunnyborough

Weeland Road, Eggborough, Goole DN14 0RX  
Tel: 01977 661717

LDA MH YA

### Tawny Lodge

Brook Street, Selby YO8 4AL  
Tel: 01609 534393

OP D PD LDA SI YA

### Temple Manor

Temple Hirst, Selby YO8 8QN  
Tel: 01757 270377

OP D

### Vicarage, The

21 Church Avenue, Selby YO8 4PG  
Tel: 01757 702626

LDA YA

### Westwood Care Home

21 Doncaster Road, Selby YO8 9BT  
Tel: 01757 709901

OP D

**For information on different types of care home, see page 63.**

## Selby care homes with nursing

### Mansion House

164 Main Road, Drax, Selby YO8 8NJ  
Tel: 01757 618659

OP D PD

### Osborne House

Union Lane,  
Selby YO8 4AU  
Tel: 01757 212217

OP D PD LDA MH YA

### Tudor House

12 Leeds Road,  
Selby YO8 4HX  
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## Search for care in your area

Q

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

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- ✿ In 2017 Blossom Home Care won the 'Best Customer Service' Award at the Hambleton Business Awards.
- ✿ The 'Palliative Care Team' Award was won by Blossom Home Care at the North East, Regional, Great British Care Awards in 2019.
- ✿ Great British Care Awards, Regional Winner 2019, North East Award 'Outstanding Contribution to Social Care' presented to Fiona Leggott
- ✿ In the 2020 National Great British Care Awards Blossom's Palliative Care Team received a Commendation.

Our achievements are thanks to a highly dedicated, nurse-led, professional team who follow the same vision & values, a common ethos and a shared mission to deliver "just bloomin' good care".



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