

Guide to Later Life in Cambridgeshire & Peterborough



**Working with and for older people across
Cambridgeshire and Peterborough.**

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“ Providing services and offering ‘wrap-around’ support to meet individual needs. ”

Welcome to the 1st edition of our Guide to Later Life in Age UK Cambridge & Peterborough

At Age UK Cambridge and Peterborough, we strive to support older people to enjoy later life and for some this means offering ways to enhance their home or life in their local community by offering a number of Information and Advice, Practical and Social type services.

Our services are delivered in a professional manner, ensuring quality throughout. Whilst many of our support provisions focus on prevention, we also offer support in unexpected times of need and if we do not have the service for you, we proudly work closely with other partners to ensure support is tailored to your needs. We understand everybody is individual and listen to your concerns and needs.

As an independent charity, which is part of the Age UK network, we rely on donations and support from individuals and local organisations.

Very importantly we also would not be able to offer all we do without volunteers, who enable us to continue our great and valued work in Cambridge and Peterborough.

Please do use this guide and contact us if you think we can help you or indeed if you can help us.



Melanie Pittock

Chief Executive Officer

Age UK Cambridge and Peterborough



0300 666 9860

www.ageuk.org.uk/cambridgeshireandpeterborough/

Age UK Cambridge & Peterborough

South Fens Business Centre

Fenton Way, Chatteris, Cambs PE16 6TT

Email: infoandadvice@ageukcap.org.uk



Last year we dealt with 11,176 information and advice enquiries, more than 500 benefit claims, helping people to access approx. £1.9million in welfare benefit take up.

Information and Advice

Age UK Cambridgeshire & Peterborough offers a free and confidential information and advice service for older people, their families and carers.

Growing older can bring about many changes in our lives, with decisions needing to be made and questions raised that we may never have considered before.

We may require support as we age, our financial situation may change, and we may find ourselves in a very different place and not know where to turn for information and advice that we can trust.

Our experienced, friendly advisors can help. They can provide a wide range of information to help you make informed choices and get the most from later life.

We have a small specialist team who answer a vast range of enquiries on a daily basis and provide information and advice on a wide range of issues such as money matters, health, social care, social activities and much more. Whatever your question they have probably been asked it several times before!

Not only can they give you up to date information about all of our charity's own services but they also have the knowledge and

experience to be able to direct you to other organisations when they might be the better ones to help you.

The service is free of charge, confidential and aimed at those over 60 in Cambridgeshire & Peterborough as well as their families and those who care for them.

We can provide information and advice on:

- Welfare Benefit Entitlements, Consumer, Cost of living
- Personal Health & Disability, Housing Care choices including residential care, Transport/Blue Badges
- Employment, Leisure activities (including lunch clubs)
- Advice on the full range of Age UK Cambridgeshire and Peterborough Services

We can also offer a wide range of free guides and factsheets which are available on our website.

For Who: Anyone seeking advice for someone over 60

Where: Countywide

Cost: Free Service



infoandadvice@ageukcap.org.uk | 0300 666 9860

www.ageuk.org.uk/cambridgeshireandpeterborough

Do you live in Girton, South Cambridgeshire?

In partnership with the local parish council we support older people to live well at home, assisting with paperwork, and linking to local activities and social groups.

The Older Residents' Co-ordinator works alongside statutory, voluntary and community groups in the south Cambridgeshire village of Girton to support existing groups and help local residents to access them, link residents with appropriate services, identify gaps in provision and where possible develop new groups, encouraging socialising to increase health and well-being.

Support offered:

- Assistance with forms and applications including welfare benefits, blue badges and grants etc
- Information about and/or referral to social groups and leisure activities
- Help to access a variety of services
- Support to access care provision

If you have any ideas of groups or events that you would like to see in the future, please contact the co-ordinator directly to discuss further.

Scams

How can I protect myself from scams?

Scams are increasingly common and can be very sophisticated. Many people are caught out. A scammer may try to approach you on your doorstep, by post, over the phone, by text or online pretending to be someone they're not and offering misleading services or investments.

Scan the code to visit our website where you'll find lots of information on what you can do to protect yourself from being scammed, and who you can turn to for help if it has happened to you.



For Who: Over 60s

Where: Girton

Cost: Free service

gorc@ageukcap.org.uk | 07469 660 866

Help with your finances



Assistance with claiming benefits

Our team of trained Information and Advice Officers can arrange a Benefit Entitlement Check over the telephone to check your eligibility for means-tested benefits including Council Tax reductions, Housing Benefit and Pension Credit.

Our support can make the process of claiming benefits easier and less stressful. If you qualify for any government benefits we can work with you to make your claim.

If you are receiving a State Pension we can help you with:

- Attendance Allowance
- Disability Living Allowance/Personal Independence Payments
- Carers Allowance
- Pension Credit
- Housing and Council Tax benefit

Household Support Fund

We are a Trusted Partner working with Cambridgeshire County Council to help administer the **Household Support Fund**, enabling local older people to benefit and receive some additional financial support.

From 1st June 2022 to 17th May 2023 we gave out almost £1million in Household Support Fund grants and helped almost 7,000 older people.

Contact us or visit our website to see if you are eligible.

hsf@ageukcap.org.uk

Telephone: **01223 221929**

For residents in Peterborough area please contact **01733 565032**

Pension Credit- the benefit with added benefits!

Pension Credit is a means-tested benefit for older people which means it is based on your income and your savings.

For those eligible to claim, not only does it give you more income each week, entitlement to Pension Credit gives you access to other benefits!

By claiming Pension Credit you could automatically become entitled to:

- A free TV licence
- Free NHS dental treatment. You can also claim help towards the cost of glasses and transport to hospital.
- A Cold Weather Payment of £25 when the average temperature in your area is 0°C or below for seven days in a row between 1 November and 31 March.
- A discount on your water bill.
- If you rent your home, you may get Housing Benefit to help towards paying your rent.
- If you pay Council Tax, you could get help with Council Tax Reduction payments.
- If you are a carer or have a disability, you could get an extra amount of Pension Credit every week.

This is a great benefit as it unlocks so much other support, yet it's estimated that about 1 million older households are missing out on Pension Credit because people aren't automatically told that they are entitled to this benefit - to receive it they need to make a claim.

For Who: Anyone seeking advice for someone over 60

Where: Countywide

Cost: Free Service



infoandadvice@ageukcap.org.uk | **0300 666 9860**

Social Opportunities

We aim to reduce social isolation and prevent loneliness in later life by sharing time together, providing friendship and support, and offering places to meet at our Day Services and Friendship Clubs.

Day Services

Our services offer opportunities to socialise and feel secure in a happy and stimulating environment. We have several Day Services at different centres across the county. Tea or coffee is offered and a hot meal is provided at most of the clubs. Games, quizzes, entertainment, speakers and sometimes outings can be a part of our day.

We may be able to arrange transport or direct you to local services that can help with transport arrangements.

Our Venues

- Cherry Trees - Cambridge
- Ambury Road - Huntingdon
- Monday Club - March
- Tuesday Club - March
- Orton Malborne - Peterborough
- Oasis Centre - Wisbech
- St Augustine's - Wisbech

"I love it here. I have made friends and get to have a laugh and good conversation. I feel a lot happier with life than I did a few months back."

For Who: Over 60s

Where: Centres located in Cambridge, Peterborough, Huntingdon, March and Wisbech

Cost: Chargeable service

dayservices@ageukcap.org.uk | **01733 806336**

Friendship Clubs

We support several clubs, most in and around the Peterborough area. The clubs are independent and run by volunteers, with Age UK Cambridgeshire and Peterborough's support and guidance.

The clubs meet once a week and offer a place to enjoy the company of others, and some also have a home cooked meal.

You can access information and advice, take part in a wide range of activities and on occasions the clubs also offer various entertainment, trips and outings.

Club Venues

- Bretton Friendship Club
- Central Peterborough Friendship Club
- City East Peterborough Friendship Club
- Eye Friendship Club
- Glinton Friendship Club
- Netherton Friendship Club
- Orton Friendship Club
- Paston and Gunthorpe Friendship Club
- Somersham Friendship Club
- Stanground Chat Club
- Thorney Friendship Club
- Werrington Friendship Club

For Who: Over 60s

Where: Mostly in the Peterborough area, please enquire or look on our website for venues.

Cost: Small contribution

friendshipclubs@ageukcap.org.uk | **01733 352213**

Social Opportunities

Sharing Time

Having a chat to someone can do you the world of good. It is easy to become isolated or feel lonely as we age and our mobility and social circles decrease. Sharing Time is an opportunity to receive regular contact from a fully trained volunteer whose aim is to share their time, friendship and help.

Contact is usually once a week either by a visit to your home or a telephone call.

A volunteer can offer:

- Conversation - listening and talking.
- Give re-assurance - it can help to know someone is contacting you regularly.
- Provide a link to other services and support.

“

“Thank you for introducing me to the volunteer. It was really good just to have another human being in the room.”

”

Home visiting volunteers can also:

- Sharing reminiscence - looking at photos with you
- Play board & card games, share crosswords & puzzles.
- Read post, help with correspondence and make phone calls on your behalf.

A volunteer cannot:

Do housework, shopping or gardening, deal with money or bills or provide any personal care.



“

“My volunteer brightens up my day.”

”

For Who: Over 65s

Where: Countywide

Cost: Free

sharingtime@ageukcap.org.uk | **01733 554963**

Practical Support

We offer a range of support so that an older person can feel happier in their own home, stay safe and remain independent.

Handyperson Service

We deliver practical solutions to people living in their own home, so they can remain safe, independent and enjoy it more:

Falls Prevention

We aim to reduce falls and accidents by offering: a FREE Personal Assessment and Home Safety Check. We can advise on aids and adaptations for your home.

General DIY

Here to do those small jobs that you carried out in the past, but either you are no longer able to, or feel safe to do so.

Hospital Discharge Facilitation

Furniture moves, installation of key safe, referrals from health professionals.



Examples of what we can do:

- Key safe supply and fit - Charge applies
- Grab Rails (free), Banister rail, Galvanised rails
- Door Access Step
- General carpentry / Putting up shelves / Assembling flat-packed items
- General plumbing / Renewing shower sealant /changing taps and washers
- Fitting blind/curtains
- Changing light bulbs (free if completed at assessment)

The assessment is free and there is no obligation to order any work. We have our own staff/contractors all of whom are DBS checked.



For Who: For Who: Over 65's or any adult (18 or over) with a disability, whether short or long term.

Where: Cambridgeshire

Cost: Chargeable service



chp@ageukcap.org.uk | 01480 700 205

“Being able to get around my house has transformed what I'm able to do.”

Practical Support

Community Warden Services

Sometimes all you need is a little support to enable you to live independently and safely at home.

Our Warden Service assists by providing daily contact (Monday to Friday) and support, either by a personal visit or telephone call, to ensure a sense of security and wellbeing. Families also find it of benefit to share the support.

What can we help you with?

- Listening to your concerns and linking you to helpful information and guidance
- Advice on other local community services
- Small items of shopping
- Small errands
- Watering plants
- Collecting prescriptions
- Reading post
- Making phone calls on your behalf, if requested
- Ensuring your safety and wellbeing

“The help you give to my Dad makes me feel so much better, knowing someone else is also looking out for him and popping in really helps.”



“You help me to cope and always cheer me up.”



Funding

The service is funded by various local agreements.

Free Trial

You will be entitled to a two week free trial, however after the trial period, we charge a small fee for our service which is payable to the warden.

A warden can give ongoing or short term support depending upon what you need.

For Who: Over 60s

Where: Various villages/wards/towns please check website for locations

Cost: Chargeable service



wardens@ageukcap.org.uk

07944 181 307 | 07812 496 004

Practical Support

Hospital Discharge and Admission Avoidance Support Service

We support safe hospital discharges home, home assessment after early discharge, and/or help to prevent a hospital admission/readmission. We provide a 'wrap-around' holistic service which means we will talk to you about everything you might need and work with you to put the support in place.

This service is for people aged 60yrs and above living in Cambridgeshire or Peterborough with an identified need.

We can provide:

- furniture and bed moves
- key safe fitting prior/upon discharge
- grab rail fitting
- support to settle home on day of discharge
- essential food shops
- essential medical needs/prescription collections
- urgent welfare visits or welfare telephone calls



- support to identify and navigate to longer term services needed (health, social care, Age UK CAP services or other voluntary/community organisations)
- An information pack

If our welfare telephone calls go unanswered, we will follow up with a welfare visit.

Calls can just be "in touch" calls at agreed times. Our calls offer valuable conversation during isolating times and with good relationships build trust, help lessen anxieties and give reassurance that any issues or concerns raised will be addressed by our staff or our dedicated volunteers, who are here to help.

In June 2023, we partnered with two local charities, to form the Voluntary Sector Alliance.

During the forthcoming year we will be working collectively in the alliance to support people to leave hospital safely, aid independence, and avoid unnecessary hospital admissions and re-admissions.

Some processes, like how to make a referral, may change to ensure access to local voluntary and community support is simple and easy for patients, carers and health professionals to follow.



“I couldn't have sorted this out on my own I really appreciate the help provided.”

For Who: Over 60s

Where: Countywide

Cost: Free

HDsupport@ageukcap.org.uk | 01354 691896

Get Involved

The majority of our volunteers are retired and enjoying the benefits of volunteering.

Your support means the world to us. Can you Get Involved? – Volunteer, Fundraise, Donate, Leave a Legacy, nominate us to local businesses to make us their Charity of the Year

Volunteering Opportunities

If you have some spare time, there are lots of things you can do, whether you want to give your time by volunteering, take part in a fundraising event, or help with our campaigns, your help would be much appreciated.

What can I expect from volunteering?

- To enjoy a rewarding experience and personal development
- To be supported
- To be respected and valued
- To be invited to opportunities for socialising and learning
- To be paid mileage expenses

How will I benefit as a volunteer?

- Make a real difference to an older persons life
- Do something rewarding for your community
- Meet new people and make new friends
- Develop or gain skills, knowledge and experience
- Opportunity to share your knowledge and skills with others
- Gain confidence and self-esteem
- Enhance your CV; Improving employment prospects



“I’ve gained too by making a good friend.”



Do I need previous experience?

No - just an interest in the wellbeing of older people and the ability to make a commitment to the service. Interested in volunteering? We have lots of opportunities for you to make a difference.

- Sharing Time and Telephone Befriending
- Day Services help
- Friendship Club help
- Administration
- Fundraising and promoting awareness
- More opportunities developing

How do I become a volunteer?

Get in touch. All enquiries welcome and we can chat to see what opportunity best suits you.



For Who: Over age of 18yrs

Where: Countywide opportunities

volunteering@ageukcap.org.uk | **01223 221925**

Leave a legacy

Age UK Cambridgeshire and Peterborough is committed to being there for older people who need us.

If you decide to leave a gift in your Will to us, you will be supporting us to make life better for older people in Cambridgeshire and Peterborough.

Every single gift is vital to Age UK Cambridgeshire and Peterborough and we appreciate any gift you may choose to leave us after taking care of your family and friends. Whatever the value of your gift, it will go a long way to help someone who needs us.

How to leave a gift in your Will

Having a Will and keeping it up-to-date helps ensure that your wishes can be respected and your property and assets benefit people and causes you really care about. We would always recommend that you speak to a qualified professional such as a solicitor, when making or amending your Will.

Your solicitor will be able to advise you on the required wording to carry out your wishes. If you wish to leave a gift to Age UK Cambridgeshire and Peterborough in your Will, all you need is our charity details below: Age UK Cambridgeshire and Peterborough and our registered charity number 1165856.

If you already have a Will

If you already have a Will and you want to include a gift to Age UK Cambridgeshire and Peterborough in it, there may not be need to rewrite it. You can ask a qualified professional such as a solicitor to add an amendment (called a codicil). As a general rule, if the change you wish to make is quite small or simple, you can use a codicil, and if the change is more significant or complex you should make a new Will.

What kind of gift can I leave to Age UK Cambridgeshire and Peterborough?

You can leave a specific sum of money or an item such as jewellery or a piece of art. Or you can leave a share in, or all of, what's left of the value of your estate after family and friends have been taken care of. The advantage of leaving a share (also known as residuary gift) is that it remains the same over time, and you won't need to change your Will to keep up with inflation.

“

“You will be supporting us to make life better for older people in Cambridgeshire and Peterborough.”

”


For Who: Over age of 18yrs

Where: Countywide opportunities

donate@ageukcap.org.uk | **0300 666 9860**

Support us

We rely on your support to help older people in Cambridgeshire and Peterborough

There are many ways you can donate to us, including simply doing your usual on-line shopping through an access portal. Join today at www.giveasyoulive.com/join/ageukcap

Donate online

Giving online is quick and easy. You can make a one-off donation or a regular monthly donation to support our work.

Direct Bank Transfer to The Co-operative Bank, Account No: 65793174, Sort Code: 08-92-99

Online via Give As You Live Donate see link below to set up regular giving or to make a one off donation. You can give any amount from £5.00 and you can choose to Gift Aid the donation, if applicable, to increase your donation.

Donate by phone

Call us to donate by debit or credit card over the phone - 01733 806245

Donate by text

(for amounts from £1.00 to £20.00 max) - Either:

Give a monthly donation by texting the word EVERGREEN followed by your donation amount to 70450 to give that amount per month (e.g. EVERGREEN5, to donate £5.00, EVERGREEN10 to donate £10). This will cost your donation amount plus two standard network rate messages. You can also choose to Gift Aid the text donation.

Make a one-off donation by texting the word ONCE followed by your donation amount to 70460 to give a single donation (e.g. ONCE5, to donate £5.00, ONCE15 to donate £15). This will cost your donation amount plus one standard network rate message. You can also choose to Gift Aid the text donation.

Donate by cheque

If you would like to write us a cheque, please make it payable to Age UK Cambridgeshire and Peterborough or Age UK CAP and send to us at:

Age UK Cambridgeshire and Peterborough Finance Dept.
Pinnacle House Business Centre, Pinnacle House,
Newark Road, Peterborough, PE1 5YD

For Who: Over age of 18yrs

Where: Countywide opportunities

donate@ageukcap.org.uk | 0300 666 9860

“All donations support local older people. The more we raise, the more people we can help. Thank you for giving back.”

Your right to social care and support

If you think you need social care support, you'll need to think about what types of support you need – be it homecare workers, equipment or respite breaks.

Your first step to getting this sort of help should be to ask your local authority social services department for an assessment of your needs. This assessment will help you decide on the type of services you may want, as well as helping the local authority understand which services you need.

Your local authority may be able to offer you some care services for free. It's worth finding out if you can get free services from your local authority because the cost of buying care services is likely to be high if you have long-term care needs, and they could increase as you get older.

As part of the **CARE ACT** your local authority now has an obligation to assess anyone who appears to require care & support needs.

The authority should:

- Make an assessment of your needs regardless of your personal financial circumstances.
- Provide you with information about services and options available to you in your area.
- Offer you a carer's assessment if you are an unpaid informal/family carer.



The assessment by the local authority is important because it helps them work out what your difficulties are and what services will help you most. Often, only minor assistance is needed - such as meals on wheels and help with washing or dressing, yet these services could make a big difference to your life.

If your local authority decides you are eligible for social care support, they will carry out a financial assessment to determine how much you will need to pay towards your care, if anything.

After this, if you are eligible for care and support, social services or an independent adviser will work with you to create a care and support plan.

If you feel that your needs have changed over time, you can request a review of your care plan, or a re-assessment if you were not originally eligible for care and support. Contact the social care team at your local authority to discuss this.

Assessing your care and support needs

If you have care and support needs and find it difficult to look after yourself, your local authority may be able to advise you and provide you with some help.

The best way to get help from your local authority is to ask for a care and support needs assessment. You can do this by contacting the local authority adult social services department.

When you get assessed by the local authority, as a minimum you may be given information and signposting to other services, and ways that you might find funding to pay for them. However, if your needs meet the national eligibility criteria, your local authority will have to meet these needs.

The local authority will involve you throughout the assessment to identify what your needs are and how these impact on your wellbeing. They will also discuss with you how you wish to live your life and whether there are certain aims you would like to achieve but you are unable to do so because of your care and support needs.

The assessment will start to consider how your care needs might be met. This could include identifying how preventative services like simple aids (such as devices to open jars and tins more easily), adaptations to your home (such as handrails) or information about support available in the community might meet your need. It will also identify if you have a higher level of need where you may need help in your own home or care in a care home.

The assessment should be carried out in a way that ensures your involvement and that takes the right amount of time to capture all of your needs.

If you have a friend or family member looking after you as an unpaid carer, they can have a carer's assessment to see if they need support to carry on their caring role.

The local authority must give you a copy of your needs assessment or carer's assessment.

What are the national eligibility criteria for care and support?

The eligibility threshold for adults with care and support needs is based on identifying how a person's needs affect their ability to achieve relevant outcomes, and how this impacts on their wellbeing.

Local authorities must consider whether the person's needs:

- arise from or are related to a physical or mental impairment or illness
- make them unable to achieve two or more specified outcomes
- as a result of being unable to meet these outcomes, there is likely to be a significant impact on the adult's wellbeing

An adult's needs are only eligible where they meet all three of these conditions.

The specified outcomes measured include:

- managing and maintaining nutrition, such as being able to prepare and eat food and drink
- maintaining personal hygiene, such as being able to wash themselves and their clothes
- managing toilet needs
- being able to dress appropriately, for example during cold weather
- being able to move around the home safely, including accessing the home from outside
- keeping the home sufficiently clean and safe
- being able to develop and maintain family or other personal relationships, in order to avoid loneliness or isolation
- accessing and engaging in work, training, education or volunteering, including physical access
- being able to safely use necessary facilities or services in the local community including public transport and recreational facilities or services
- carrying out any caring responsibilities, such as for a child

Local authorities do not have responsibility for providing NHS services such as patient transport, but they should consider needs for support when the adult is attending healthcare appointments.



Are you a Carer?

If you care for someone, you can have an assessment to see what might help make your life easier. This is called a carer's assessment.



It might recommend things like:

- someone to take over caring so you can take a break
- gym membership and exercise classes to relieve stress
- help with taxi fares if you don't drive
- help with gardening and housework
- training how to lift safely
- putting you in touch with local support groups so you have people to talk to
- advice about benefits for carers

A carer's assessment is free and anyone over 18 can ask for one.

It's separate from the needs assessment the person you care for might have, but you can ask to have them both done at the same time.

How to get a carer's assessment

Contact adult social services at your local council and ask for a carer's assessment.

If you're a parent carer or a child, contact the children with disabilities department.

You can call or do it online.

Find your local social services team (England only)

How to tell if you're a carer

You're a carer if you're looking after someone regularly because they're ill, elderly or disabled - including family members.

Carers help with:

- washing, dressing or taking medicines
- getting out and about and travelling to doctors' appointments
- shopping, cleaning and laundry
- paying bills and organising finances

They can also give emotional support by:

- sitting with someone to keep them company
- watching over someone if they can't be left alone

All of these count as being a carer.

What happens in the carer's assessment

Someone from the council, or an organisation the council works with, will ask how you're coping with caring.

This includes how it affects your physical and mental health, work, free time and relationships.

The assessment is usually face to face. Some councils can do it over the phone or online.

Assessments usually last at least an hour.

How to prepare for your carer's assessment

You'll need:

- your NHS number (if you have one)
- your GP's name, address and phone number
- contact details of anyone who's coming to the assessment with you
- the name, address, date of birth and NHS number of the person you care for (if you have it)
- your email address

Give as much detail as you can about the impact caring for someone is having on your life. This will help make sure you get all the help and support you need.

Which? Later Life Care has a checklist of questions to help you prepare for a carer's assessment, regardless of your age.

Have someone with you

It can help if you have someone with you during the assessment. This could be the person you care for, a friend or relative.

You could also use an advocate. Advocates are people who speak up on your behalf.

They can help you fill in forms and sit with you in meetings and assessments. They're often free.

Find an advocate in your area



Telephone help

If you want to talk to someone about carer's assessments, call:

- your local council's adult social services department
- Carers Direct's free helpline on 0300 123 1053
- Age UK's free helpline on 0800 055 6112
- Independent Age's free helpline on 0800 319 6789
- Contact a Family's free helpline on 0808 808 3555

Getting the results

You'll usually get the results of the assessment within a week.

If you qualify for help from the council, they'll write a care and support plan with you that sets out how they can help.

Help with costs

Your council might be able to help with the costs. You might need a financial assessment (means test) first. This will be arranged for you after the carer's assessment.

You might also qualify for benefits for carers that can help with costs.

If you don't qualify for help from your council

If you're told you don't qualify for help and support, your council should give you free advice about where you can get help in your community. Ask if this doesn't happen.



Funding care

Care and support services in England have never been free. Most people have to pay something towards their own care and some will have to pay for all of the costs.

Your local authority (council) may cover some or all of the cost of care in some circumstances, but its help is “means-tested”. This means that who pays depends on what your needs are, how much money you have, and what level and type of care and support you require.

For most people needing social care services, the first place to start is by asking your local authority for an assessment of your social care (care and support) needs.

If the local authority considers that you need support that it can provide, it may also carry out an assessment of your finances. This assessment will determine whether the local authority will meet all the cost of your care, or whether you will need to contribute towards your care cost or whether you will have to meet the full costs yourself.

Find out about support paid for by your local authority.

You might be eligible for the local council to pay towards the cost of your care if you have less than £23,250 in savings.

Exactly how much your council will pay depends on what care you need and how much you can afford to pay.

You will not be entitled to help with the cost of care from your local council if:

- you have savings worth more than £23,250
- you own your own property (this only applies if you’re moving into a care home)

You can ask your council for a financial assessment (means test) to check if you qualify for any help with costs.

You can choose to pay for care yourself if you don’t want a financial assessment

How the council pays for and arranges your care

If the council is going to pay towards your care, you’ll get a personal budget. The amount will be worked out when the council makes a care and support plan with you.

You can choose to get your personal budget in 3 ways, as:

- a direct payment into your bank account each month for you to pay for your care – the council will usually ask for receipts to see you’re spending your money on care
- the council arranges and pays for your care for you
- a mixed personal budget – the council arranges some of your care and you arrange and pay for the rest with a personal budget

Telephone Help

Get advice on paying for care from:

- Age UK Cambridgeshire and Peterborough on 0300 666 9860
- Cambridgeshire County Council Adult Social Services on 0345 045 5202
- Peterborough City Council on 01733 747474
- Independent Age on freephone 0800 319 6789
- Money Helper on freephone 0800 138 7777



You can speak to someone for advice on personal budgets by calling the Disability Rights UK Helpline free on 0330 995 0404.

How to arrange your care as a self-funder

You can:

- arrange and pay for care yourself without involving the council
- ask the council to arrange and pay for your care (the council will then bill you, but not all councils offer this service and they may charge a fee)

Find out what care you need

Even if you choose to pay for your care, your council can do an assessment to check what care you might need. This is called a needs assessment.

For example, it'll tell you whether you need home help from a paid carer for 2 hours a day or 2 hours a week and precisely what they should help you with.

The needs assessment is free and anyone can ask for one.

How much will care cost?

Social care can be expensive. Knowing how much you'll have to pay will help you budget.

Paying for carers at home

A typical hourly rate for a carer to come to your home is around £20, but this will vary depending on where you live.

Having a carer who lives with you costs from around £650 a week. But it can cost as much as £1,600 a week if you need a lot of care.

Paying for a care home

There are 2 types of care home:

- residential homes have staff that help with everyday tasks such as getting dressed and supply all your meals
- nursing homes also offer 24-hour nursing care

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By releasing equity from your home, this will reduce the amount of Inheritance that can be left, it may also impact upon state benefits. We explore all financial options available to ensure the best outcome is found.

Property value must be a minimum of £70,000

We prefer all advice to be given face to face, in the comfort of your own home, and wherever possible with family members present.

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01354 688018

jeremy@trustedequityrelease.co.uk

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Prices for residential care and nursing care will vary according to where you live and the type of care you need. For example, serious health problems like dementia and chronic obstructive pulmonary disease (COPD) can increase the cost.

Benefits can help with care costs

You may be eligible for benefits, like Attendance Allowance and Personal Independence Payment (PIP), which aren't means-tested.

You can use them to pay towards the cost of your care.

Can I avoid selling my home?

You won't have to sell your home to pay for help in your own home. But you may have to sell your home to pay for a care home, unless your partner carries on living in it.

Sometimes selling your home to pay care home fees is the best option. But there may be other ways to pay care home fees if you don't want to sell your home straight away.

Releasing money from your home (equity release)

Equity release lets you take money that's tied up in your home without selling it. It's available if you're over 55.

Equity release can pay for the fees from the value of property you own. However, you should consider which of these options best meets your needs, and what the overall costs to you will be.

Before taking such significant financial steps as equity release, you might want to get independent financial advice.

You can find information on equity release for care at home from:

- Which? www.which.co.uk/money/pensions-and-retirement/
- Money Helper's equity release information - www.moneyhelper.org.uk/en
- The Equity Release Council - www.equityreleasecouncil.com

If you're planning ahead, you may consider arranging an investment or insurance plan to fund your care. Again, it may be worth taking independent advice on financial arrangements before making major changes. Because of the new rules, there are likely to be more financial products emerging that are designed to help people pay for care. But you have to pay interest on the money you take out.

Renting out your home

You can rent out your home and use the income to help pay your care home fees.

A deferred payment scheme

A deferred payment scheme can be useful if you have savings less than £23,250 and all your money is tied up in your property.

The council pays for your care home and you repay it later when you choose to sell your home, or after your death.

Ask your council if you're eligible for a deferred payment scheme.

You can get more information from:

- the Money Helper: deferred payment schemes
- Independent Age: guide to care home fees and your property

Get personal advice on care funding

The cost of care and support is likely to be a long-term commitment and may be substantial, particularly if you choose to go into a care home, or if you have care needs at an early age.

If you or a member of the family need to pay for care at home or in a care home, it's important to understand the alternatives. This makes advice tailored to your individual needs vital.

Money Helper

For free and impartial money guidance, you can call us on
0800 138 7777



www.moneyhelper.org.uk

You can get advice from:

- your local authority – through an assessment of your care and support needs, as well as advice on which services are available locally
- financial advice from a qualified, independent source – there are independent financial advisers who specialise in care funding advice; they are regulated by the Financial Conduct Authority and must stick to a code of conduct and ethics, and take shared responsibility for the suitability of any product they recommend

Get expert financial help

You can get unbiased expert advice from a specialist care fees adviser. They'll help you compare all your options before you decide what's right for you.

Find a specialist care fees adviser in your area with:

- PayingForCare, a free information service for older people
- the Society of Later Life Advisers (SOLLA) on 0333 2020 454

What you can get for free

You might be able to get some free help regardless of your income or if you're paying for your care.

This can include:

- small bits of equipment or home adaptations that each cost less than £1,000
- NHS care, such as NHS continuing healthcare, NHS-funded nursing care and care after you have been discharged from hospital

If your savings run out

If your savings fall below £23,250, your council might be able to help with the cost of care.

Contact your local council about 3 months before you think your savings will drop to below £23,250 and ask them to reassess your finances. Councils provide funding from the date you contact them. You won't be reimbursed if your savings are less than £23,250 before you contact them.

PLEASE NOTE:

The figures quoted are accurate at the time of going to press, however this information may change at any time. For accurate up-to-date information please contact either:

Age UK Cambridgeshire and Peterborough on 0300 666 9860
Cambridgeshire County Council Adult Social Services on 0345 045 5202
Peterborough City Council on 01733 747474

Services in your home

If you need help around the home, a good option is to have a care worker come in to your home to help you.

Types of homecare

Homecare comes in many forms and has many names used to describe it, including home help, care attendants and “carers” (not to be confused with unpaid family or friends who care for you).

Homecare can suit you if you need:

- personal care, such as washing or dressing
- housekeeping or domestic work, such as vacuuming
- cooking or preparing meals
- nursing and health care
- companionship

Homecare can be very flexible, in order to meet your needs, and the same person or agency may be able to provide some or all of these options for the duration of your care:

- long-term 24-hour care
- short breaks for an unpaid family carer
- emergency care
- day care
- sessions ranging from 15-minute visits to 24-hour assistance and everything in between

If you already know what you want, you can search NHS Choices directories for:

- local homecare services and agencies
- a list of national homecare organisations
- services that can help you stay safe and well in your home on a long-term basis; these services, often known as “supported living services”, can include financial, help with medication, advocacy, social and practical support
- a place to live in a family who will care for you, known as “shared lives services” or adult placement services

If you believe that you might benefit from some help at home, the first thing to do is to contact your social services department to ask for an assessment of your care and support needs.

To contact social services, go to GOV.UK: find your local authority.

If you are eligible for homecare services, the local authority may provide or arrange the help themselves.

Alternatively, you can arrange your own care, funded by the local authority, through direct payments or a personal budget.

If you have chosen direct payments or a personal budget, or you aren’t eligible for local authority help and want to get care privately, you can arrange it in several different ways.



Independent homecare agencies

If you use an independent homecare agency, you or the person you're looking after has to find the care agency and pay them.

The agency will provide a service through a trained team of care workers, which means you may not always have the same person visiting your home, although the agency will do its best to take your choices into account. Independent homecare providers are regulated by the Care Quality Commission (CQC).

Homecare agencies must meet CQC's national minimum standards and regulations in areas such as training and record-keeping. The CQC has the power to inspect agencies and enforce standards.

Homecare agencies must vet homecare workers before engaging them by taking up references and carrying out Disclosure and Barring Service (DBS) checks on potential employees.

Homecare agencies can also:

- take over the burden of being an employer – for example, payroll, training, disciplinary issues and insurance
- train their homecare workers through national qualifications and service-specific training
- replace workers when they are ill, on holiday or resign
- put things right when they go wrong

An agency will want to see you and the person you're looking after so that they can assess your needs.

This also means that a joint decision can be made about the most appropriate type of care and support. You can find out more from the UK Homecare Association.

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Caremark Peterborough

t: 01733 302473 e: peterborough@caremark.co.uk

w: www.caremark.co.uk/locations/peterborough/



What are the disadvantages of using a homecare agency?

The main disadvantage is the cost of using an agency. The agency will charge a fee on top of the payment made to the care worker to cover their running costs and profit.

You normally have to make a regular payment to the agency, which includes both the worker's earnings and the agency's fee.

Questions to ask when using a homecare agency

The fees some agencies charge can be quite high. Before deciding to go ahead with an agency, you should ask questions about the fee and what it covers, including:

- Does the agency check references?
- What training and supervision do they provide?
- What is their complaints policy?
- Who will be responsible for insurance?
- Is there any out-of-hours or emergency contact if needed?
- Will they be able to provide staff if your own care worker is ill or away? (If an agency contracts to provide care every day, it must ensure that it does.)

Hiring a personal assistant (P.A.)

You can hire a "personal assistant" to act as a homecare worker for you. Personal assistants can offer you all that you'll get from an agency worker, but you'll also get the continuity, familiarity and ongoing relationship with your assistant.

However, if you employ a personal assistant, you will then have the legal responsibility of an employer. This will include arranging cover for their illness and holidays.

GOV.UK has more information on becoming an employer, while Which? Elderly Care also has advice on employing private individuals.

Homecare from charities

Charities such as Age UK and Carers Trust can provide home help and domestic assistance services. The Carers Trust supports carers by giving them a break from their caring responsibilities through homecare services.

Marie Curie Nurses can provide practical and emotional support for people near the end of their lives in their own homes.

Safeguarding vulnerable groups

The DBS makes decisions about who is unsuitable to work or volunteer with vulnerable adults or children. It makes this decision based on information held by various agencies and government departments. The service decides who is unsuitable to work or volunteer with vulnerable adults or children.

If someone who is barred from working with children or vulnerable adults is working, volunteering or trying to work or volunteer with these groups, they are breaking the law. They could face a fine and up to five years in prison.

Employers must apply for an enhanced DBS check (formerly known as a CRB check) when taking on new employees or volunteers to work with vulnerable adults or children.



This includes a check of the barred lists. If an organisation fails to make the relevant checks, they can be penalised.

If an organisation dismisses an employee or volunteer for harming a child or vulnerable adult, they must tell the DBS. The DBS must also be notified if any employee or volunteer harms a child or vulnerable adult, but isn't dismissed because they leave voluntarily.

If their organisation does not tell DBS, they will be acting illegally. Questions can be answered by the DBS call centre on 0870 909 0811.

Employing a care worker on a private basis

If you employ a care worker privately, you will not be obliged to use the DBS scheme, but you can use it if you choose to.

You need to ask social services or the police to make the checks on your behalf. The care worker must have already applied to be vetted, and must consent to the check. If you have concerns about the suitability of someone you employ privately to work with a vulnerable

adult or child, you can ask social services to investigate the matter. They can refer the worker to the ISA on your behalf.

Manual handling

If you need help to move, or you need someone to lift you (such as getting out of bed or getting on to the toilet), this can put the person doing the lifting at risk of injury.

This "manual handling" can result in back pain and in the most serious cases, permanent disability if not done correctly. The law says that employers must take reasonable precautions to ensure their employees don't do any manual handling that carries a risk of them being injured. This applies to you if you directly employ a personal assistant to care for you (but most likely will not if you hire someone through an agency).

It is particularly important to consider insurance in this situation. This would cover any risk of the care worker injuring themselves, as well as any risk of them causing an injury.

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- Safe mobilisation
- Night care

"As this is the first time using a care company and doing research on what is entailed Bees went beyond that and more. They did not just look after our mum, it was as if they became part of the family. Nothing we asked for was too much. Always arrived early and never clock watched to leave. I really cannot say thank you enough for looking after mum the way they did."



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Our address is: 89 Priory Road, Westown, Peterborough, PE3 9EE

Bee's Care

Working together as a team



CareQuality Commission

Bee's Care Limited
CQC overall rating

Good

HOME CARE AGENCIES

Postcode	Name	Address	Town/City	Phone number
CB1 8QJ	Helping Hands Cambridge	124 Wulfstan Way	Cambridge	01223 800201
CB3 0AE	Avail (Cambridge)	St. Giles Hall	Cambridge	01223 308815
CB4 0PP	Greenwood Homecare	Cowley Road	Cambridge	01223 850938
CB4 0PP	TCS Homecare	13 Orwell House	Cambridge	01223 298247
CB4 0WX	Oath Healthcare	Cowley Road	Cambridge	01223 755887
CB4 0WX	Christine- Marie Care	Cowley Road	Cambridge	01223 751362
CB4 1UN	Reliance Care Services	Fen Road	Cambridge	01223 660675
CB5 8UU	Compassionate Heart	Barnwell Drive	Cambridge	01223 210477
CB5 8UU	Better Home Care	Barnwell Drive	Cambridge	01223 262669
CB6 3NW	Bluebird Care	49 Lancaster Way	Ely	01353 883333
CB6 3NW	Bluebird Care	49 Lancaster Way	Ely	01638 718855
CB7 4EX	Quality Home Care	26 St. Thomas Place	Ely	01353 865348
CB7 4EX	MiHomecare Cambridge	St. Thomas Place	Ely	03331 216301
CB7 4EX	Westminster Homecare	Unit 4 St. Thomas Place	Ely	01353 667646
CB7 4JU	Love Life Care	26A High Street	Ely	01353 669222
CB7 5DY	MS Care Ltd	2 Station Road	Ely	07385 607272
CB21 5DQ	DJSupport	Ash House	Cambridge	07799 766159
CB21 5EP	Future Care Solutions	Church Lane	Cambridge	01223 882681
CB22 4QJ	A Quality Care Service	5 Woburn Place	Cambridge	01223 830257
CB22 5EG	City Care Services	High Green	Cambridge	01223 842100
CB23 2TA	Caremark	Grange Park	Cambridge	01223 778818
CB23 3UY	A Class Care	Upper Pendrill Court	Cambridge	01223 864066
CB23 6DP	Careuk247 Home Care	Cambourne BC	Cambridge	01480 504247
CB23 6DP	ELMS Health Solution	Cambourne BC	Cambridge	01223 751700
CB23 6HJ	Trust Homecare Solution	26 Broad Street	Cambridge	01223 597842
CB24 4QG	Visiting Angels	The Grange	Cambridge	01223 455945
CB24 5ES	Westminster Homecare	3b High Street	Cambridge	01954 263076
CB24 6AT	Omanes Care	Milton Studios	Cambridge	01223 678626
CB24 8QZ	Fuchsia Homecare	Ebenezer House	Cambridge	01954 252486
CB24 9AD	Holistic Healthcare	Compass House	Cambridge	07838 702816
CB24 9LQ	Alina Homecare	8 Station Road	Cambridge	01223 679833
CB25 0AB	Radis Community Care	Baker Drive	Cambridge	01638 745594
CB25 9GL	Eaton Home Care	Blenheim House	Cambridge	01223 632443
CB25 9PB	Guyatt House Care	Denny End Road	Cambridge	01353 771773
PE1 1DY	Helping Hands	90 Bridge Street	Peterborough	01789 762121
PE1 2DU	Total Care Options	4 Blenheim Court	Peterborough	07930 886547
PE1 2EA	Sahara Community Care Services	30 Cromwell Road	Peterborough	01733 314800
PE1 2PB	ST Complete Care Ltd	Lincoln Road	Peterborough	01733 303300
PE1 2PN	MidCo Care	Lincoln Road	Peterborough	01733 530580
PE1 2UF	Optimum Care	192 Park Road	Peterborough	01733 971333
PE1 5DD	J & M Healthcare	St. Johns Street	Peterborough	07538 727639
PE1 5DD	Everliving Services	St. Johns Street	Peterborough	01733 475638
PE1 5DD	Caring Crew	30 St. Johns Street	Peterborough	01733 264113
PE1 5DD	Agile Care Services	St. Johns Street	Peterborough	01733 512400
PE1 5TX	Hales Care	Flag Busines Exchange	Peterborough	01733 763052
PE1 5TX	Greenwood Homecare	10 Flag Business Exchange	Peterborough	01733 808531

HOME CARE AGENCIES

Postcode	Name	Address	Town/City	Phone number
PE1 5TX	Atlas Care Services	1 Flag Business Exchange	Peterborough	08448 842369
PE1 5UH	Cambridgeshire Care Agency	5 The Manor Grove Centre	Peterborough	01733 319505
PE1 5XA	Kwikfix	42 Second Drove	Peterborough	01733 890100
PE1 5YD	Alves iCare	Pinnacle House	Peterborough	01733 857580
PE1 5YD	APT Care Limited	Pinnacle House	Peterborough	01733 857560
PE1 5YD	Healthy Care	Pinnacle House	Peterborough	01733 857740
PE1 5YD	Harvest Life Care	23 Pinnacle House	Peterborough	01733 852478
PE2 6FL	Cera Care	Telsa Court	Peterborough	01733 834774
PE2 6XU	Berean Healthcare & Training	Bakewell Road	Peterborough	07448 240599
PE2 6XU	Meadows Homecare	Orton Enterprise Centre	Peterborough	01733 889440
PE2 7JE	Care Reserve	Maxwell Road	Peterborough	01733 396164
PE3 7PR	Infinite Intermediate Care	Litton House	Peterborough	01733 857805
PE3 9EE	Bee's Care	89 Priory Road	Peterborough	01733 838822
PE4 6AG	Choices Care	4A South View Road	Peterborough	01733 572572
PE4 6NA	Caremark	Olympus House	Peterborough	01733 302473
PE6 7TA	Cambridgeshire Homecare	10A Back Lane	Peterborough	03303 800222
PE7 1AB	Total Healthcare	5 Market Place	Peterborough	01733 793973
PE7 1SE	Dream Elite Care	8 Angel House	Peterborough	01733 686850
PE7 8GX	Home Instead	Forder Way	Peterborough	01733 333342
PE13 1HQ	Nobilis	Alexandra Road	Wisbech	01945 474700
PE13 2RA	Radis Community Care	Somers Court	Wisbech	01945 429809
PE13 3BH	Rest Assured Homecare	Harbour Square	Wisbech	01945 669779
PE13 4TP	CorderCare	Evergreen Venture Park	Wisbech	07813 582571
PE15 0BA	Anglian Care & Domestic Support	Wisbech Road	March	01354 705012
PE16 6TT	Hearts at Home Homecare	South Fens Business Centre	Chatteris	01733 844096
PE19 2DE	Hills Independent Homecare Service	Duck Lane	St Neots	01480 353227
PE19 2PF	Radis Community Care	Poppyfields	St Neots	01480 210469
PE19 8ER	Beaumont Healthcare	15 Eaton Court Road	Eaton Socon	01480 218300
PE26 1HA	Girassol Community Care	24 C Great Whyte	Huntingdon	01487 812098
PE27 4AA	Caring Together	Parsons Green	St. Ives	03452 410954
PE27 4LG	HomeInstead	Meadow Lane	St Ives	01480 495834
PE27 5UW	Bloomsbury Home Care	12 Manor Mews	St. Ives	01223 625031
PE27 6ST	Radis Community Care	Langley Close	St Ives	01480 465758
PE28 9LZ	Multi - Care Community Services	7 Rookery Place	Huntingdon	01480 466387
PE29 1AF	Radis Community Care	Park View	Huntingdon	01480 455411
PE29 1PP	Triple Home Care	17 Buttsgrove Way	Huntingdon	01480 432496
PE29 3DP	Lilyrose Care Group	High Street	Huntingdon	07760 302903
PE29 3TE	Faith Care Line Services	Castle Hill House	Huntingdon	08007 747042
PE29 3TE	Avail (Huntingdon)	Castle Hill House	Huntingdon	01480 587758
PE29 6XG	Home Instead	3 Archers Court	Huntingdon	01480 454293
PE29 6XS	Bluebird Care	1 Avro Court	Huntingdon	01480 414888
PE29 6XU	Alpha Health & Social Care	Gibson House	Huntingdon	03335 774565
PE29 6XU	Frontal Care	Gibson House	Huntingdon	01480 509200
PE29 6XU	Rainbow Outreach & Healthcare	Gibson House	Huntingdon	07389 194433
PE29 7DL	Radis Community Care	Cirrus House	Huntingdon	01480 433880
SG8 6FH	CHS Homecare	Moorlands Court	Melbourn	01763 260564

Care homes & retirement living

If you're looking for a residential care home, there's a huge variety of options available. There are permanent care homes for older people, homes for younger adults with disabilities, and homes for children. Care homes may be privately owned or run by charities or councils. Some will be small care homes based in home-like domestic dwellings, while others will be based in large communal centres.

One of the first options you have to consider when choosing residential care is whether you need the care home to provide nursing care, or just standard personal care.

Consider other options for care first

Going into a care home is a major commitment for your future – it involves changing where you live and potentially committing to paying a considerable amount of money for your ongoing accommodation and care needs.

Before you opt for a move to a care home, you should think about other less disruptive – and potentially less costly – options, including:

- home care
- help to live independently at home

You should also consider whether you really need the amount of care on offer at a care home, and look at alternatives such as “extra care” housing schemes or warden-controlled sheltered accommodation. These options offer independence with an increased level of care and support.

Personal care or nursing care?

Care homes for older people may provide personal care or nursing care. A care home registered to provide personal care will offer support, ensuring basic personal needs are taken care of.



A care home providing personal care only can assist you with meals, bathing, going to the toilet and taking medication, if you need this sort of help. Find care homes without nursing.

Some residents may need nursing care, and some care homes are registered to provide this. These are often referred to as nursing homes. For example, a care home might specialise in certain types of disability or conditions such as dementia. Find care homes with nursing.

Choice of care home

The law says that where the local authority is funding accommodation, it must allow a person entering residential care to choose which care home they would prefer, within reason. Social services must first agree the home is suitable for your needs and it would not cost more than you would normally pay for a home that would meet those needs.

Local authority help with the cost of residential care is means-tested. You are free to make your own arrangements if you can afford the long-term cost. However, it is worth asking the local authority for a financial assessment, because it might pay some or all of your care costs.

In the financial assessment, the local authority can only take into account income and assets you own. The local authority cannot ask members of your family to pay for the basic cost of your care. Read more about local authority funding for care and funding your own care

If you choose a care home that costs more than the local authority usually expects to pay for a person with your needs, you may still be able to live in the care home if a relative or friend is willing and able to pay the difference between what the local authority pays and the amount the care home charges – this is known as a “top-up” fee.

However, if their situation changes and they are no longer able to pay the top-up, the local authority may have no obligation to continue to fund the more expensive care home place and you may have to move out. It is worth thinking about this potentially difficult situation when deciding on care home options.

Do not cancel your tenancy or sell your home until the final decision has been made by the local authority. The value of your home must not be included in the local authority's means-testing until 12 weeks after you've confirmed that the care home placement will be permanent.

The Care Act 2014 is changing how people are able to pay for their own care, introducing the right for you to ask for the local authority to pay for the cost of your care while you try to sell your home. This is known as a "deferred payment scheme".

Choosing a care home if you're funding your own care

If you are funding your own care, you have a great deal of options, and you will need to do a lot of research on which care home provides the

best options for you in terms of its cost, location, services, and a host of other potential factors. Read on for tips on choosing your care home.

Choosing a care home if you're having care provided by the local authority

After a needs assessment from social services, you will be provided with a care plan, which should make clear whether you need residential care and what other options, if any, might be available and most appropriate based on your needs.

Even if you're unlikely to be eligible for financial help with residential care home fees, it could still be worth involving social services. The needs assessment, and information they provide, are likely to be very helpful in making decisions about care.

Tips on choosing a care home

- Check the most recent inspection report to see how well the care home is doing and if there is anything of concern. You can get inspection reports by searching for the care home on the Care Quality Commission website



9.7

Average Group
Review score 2023
carehome.co.uk**

Read Margaret's story

Regulated by
Care Quality
Commission

*T&C's apply. Please see website for details
**carehome.co.uk scores are based on independent reviews with a maximum score of 10. Rating correct as at 10/05/2023.

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We know how much they love to Tango



Who Cares? We do, and we always will

3 weeks for 2 on respite care*

Nelson Lodge care home, Whinfell Close, Eaton Socon, St Neots,
Cambridgeshire, PE19 8AB | 01480 710 681
Clayburn Court care home, Clayburn Road, Peterborough, PE7 8LB
01733 910 252

Visit [anchor.org.uk/care-homes](https://www.anchor.org.uk/care-homes)

- Consider the location of a care home. Is the care home near family and friends? Are there shops, leisure or educational facilities in the area? Is the area noisy?
- Is the care home focused on the residents' individual needs, or do they insist that residents adapt to their routine?
- What arrangements are there for visitors? Can residents come and go as they please, as far as it is safe to do so? Are staff able to help residents to go out? Are outings arranged?
- What involvement would you have in the care home? How would you communicate with staff? Are there any support groups or regular meetings?
- If safety and security are issues, what arrangements or supervision can the care home provide?
- Will the care home meet your specific religious, ethnic, cultural or social needs? Will the correct diet be provided? Will the right language be spoken? Will there be opportunities to participate in religious activities? Do they allow pets?
- When you are choosing accommodation it may be a lifelong decision, so you may want to think about planning for end of life care at the same time.
- You might also want to check what people who have used the care home say about it from online feedback and review services, such as those put together on NHS Choices Website.
- Ask for a temporary stay in the care home before you decide. Temporary stays in care homes can also be arranged in certain circumstances, such as after a stay in hospital.

A good care home will:

- offer new residents and their families or carers a guide (in a variety of accessible formats) describing what they can expect while they're living there
- have staff who have worked there for a long time, know the residents well, and are friendly, supportive and respectful

- employ well-trained staff, particularly where specialist care such as dementia nursing is required
- involve residents, carers and their families in decision-making
- support residents in doing things for themselves and maximising their independence
- offer a choice of tasty and nutritious food, and provide a variety of leisure and social activities taking residents' needs into account
- be a clean, bright and hygienic environment that's adapted appropriately for residents, with single bedrooms available
- respect residents' privacy, modesty, dignity and choices
- be accredited under the Gold Standards Framework for end of life care

An unsatisfactory care home might:

- have a code of practice, but not adhere to it
- fail to take into account residents' needs and wishes, with most decisions made by staff
- let residents' care plans become out of date, or fail to reflect their needs accurately
- have staff who enter residents' rooms without knocking, and talk about residents within earshot of other people
- deny residents their independence – for example, by not allowing someone to feed themselves because it “takes too long”
- have staff who don't make an effort to interact with residents and leave them sitting in front of the TV all day
- be in a poorly maintained building, with rooms that all look the same and have little choice in furnishings
- need cleaning, with shared bathrooms that aren't cleaned regularly

If you move into a care home

When you go into a care home, make sure the management and staff of the home know about your condition, disability and other needs. They may have some of this information already – for example, if the local authority has set up the placement after a care needs assessment.

NURSING HOMES

Postcode	Name	Address	Town/City	Phone number
CB1 8DB	Cherry Hinton Nursing Home	369 Cherry Hinton Road	Cambridge	01223 210070
CB1 8YU	Heathlands House	Bullen Close	Cambridge	01223 618838
CB2 1HT	St Georges Court Care Home	Russell Street	Cambridge	01223 712135
CB3 0FW	Arlington Manor Care Home	Wellbrook Way	Cambridge	01223 733660
CB4 1UZ	Cambridge Manor Care Home	33 Milton Road	Cambridge	01223 363904
CB4 2RD	Woodlands Care Centre	Hawkins Road	Cambridge	01223 324444
CB4 2XF	Buchan House Care Home	Buchan Street	Cambridge	01223 712111
CB6 1PS	The Limes	5 Church Lane	Ely	01353 863194
CB7 5WZ	Soham Lodge	Soham Bypass	Ely	01353 720775
CB21 4HY	Symonds House	44 Symonds Lane	Cambridge	01223 891237
CB21 5HB	Home Close	Cow Lane	Fulbourn	01223 880233
CB22 5JU	The Cambridgeshire Care Home	176-178 Cambridge Road	Cambridge	08082 235550
CB23 8AY	Gracefield Nursing & Residential	St Neots Road	Cambridge	01954 210833
CB24 8SS	Cottenham Court Care Home	High Street	Cambridge	01954 252626
CB24 9AH	Bramley Court	Chivers Way	Histon	01223 236105
CB24 9EY	Etheldred House Care Home	Clay Street	Histon	01223 236079
CB25 9BB	Eden View	High Street	Cambridge	01223 813620
CB25 9BX	Hilton Park - Oaklands	Bottisham	Cambridge	01223 811256
CB25 9BX	Hilton Park Care Centre	Bottisham	Cambridge	01223 811256
PE1 4DS	Broadleigh Nursing Home	213 Broadway	Peterborough	01733 561475
PE1 4DX	Park House Nursing Home	27 Park Crescent	Peterborough	01733 555700
PE1 4DX	Park Vista Care Home	15 Park Crescent	Peterborough	01733 555110
PE1 5HT	The Star Nursing Home	56-64 Star Road	Peterborough	01733 777670
PE2 7DN	Longueville Court	Village Green	Peterborough	01733 230709
PE3 6AR	The Malting's Care Home	Alderman's Drive	Peterborough	01733 897733
PE3 6TN	Thorpe Wood Care Home	Earlham Road	Peterborough	01733 303774
PE3 8DE	Eagle Wood	Bretton Way	Peterborough	01733 516300
PE3 9UZ	Ashlynn Grange	Bretton Gate	Peterborough	01733 269153
PE4 6DE	Cherry Blossom Care Home	Warwick Road	Peterborough	01733 510141
PE4 7ZF	Werrington Lodge	Baron Court	Peterborough	01733 324252
PE7 1SU	Cedar Court Nursing Home	37 New Road	Peterborough	01733 350320
PE7 2BD	The Gables Care Home	101 Coates Road	Peterborough	01733 515235
PE13 2JF	Glennfield Care Home	Money Bank	Wisbech	01945 581141
PE13 3EP	Rose Lodge	Walton Road	Wisbech	01945 588463
PE15 0TX	Askham Hall	13 Benwick Road	March	01354 740269
PE15 0TX	Askham Grove	13 Benwick Road	March	01354 740269
PE15 0TX	Askham House	13 Benwick Road	March	01354 740269
PE15 9PP	Aria Court	Coronation Close	March	01354 661551
PE16 6EX	Swan House Care Home	Swan Drive	Chatteris	01354 696644
PE19 7AL	Ford House	140 St Neots Road	St Neots	01480 472017
PE26 2QQ	Manor House Care Home	80 Huntingdon Road	Huntingdon	01487 814333
PE27 5EX	Field Lodge	London Road	St Ives	01480 499840
PE29 1XL	Hunters Down Care Home	Hartford Road	Huntingdon	01480 456899

Moving home can be unsettling at the best of times, so when you move into a care home, it's good to have it planned in advance and have family or friends around you when you move to make you feel more comfortable.

You should also:

- contact the benefits office, if you have one (including disability benefits, as these can be affected by care home stays)
- make sure other services at your previous address have been notified
- let friends and family know your contact details and when you might feel up to receiving visitors

Rights of care home residents

The Care Quality Commission (CQC) is the regulator of health and adult social care in England, whether it's provided by the NHS, local authorities, private companies or voluntary organisations.

Under existing rules, independent healthcare and adult social services must be registered with the CQC. NHS providers, such as hospitals and ambulance services, must also be registered. The registration of organisations reassures the public when they receive a care service or treatment. It also enables the CQC to check that organisations are continuing to meet CQC standards. Standards for care homes are outlined on the CQC website. These standards are underpinned by regulations governing the quality and safety of services. The regulations are enforceable by law – the CQC can enforce fines, public warnings, or even suspend or close a service if they believe people's basic rights or safety are at risk.

What's extra care housing?

Extra Care Housing, sometimes known as assisted living, is a great choice for older people with care and support needs who wish to be active and independent. Schemes are run with the view that getting older gives you time to do more and get more out of life. You will have your own flat, house or bungalow which you can rent, buy or part-buy, on your own or as a couple.

Each Extra Care scheme is designed to be a community hub with a wide range of facilities.

This could include a restaurant, hairdresser, shop, health and wellbeing suite and hobby room. Older people from the local community are also able to use some of the facilities.

What's in it for me?

- Your own flat, house or bungalow with your own front door
- The right level of care and support for you, seven days a week, 24 hours a day
- An active social life with residents and other members of the community
- Plenty of activities with your hobbies, interests and wellbeing in mind - it's unlikely you'll get bored.

Making an informed decision

Moving house is always a big decision, whatever your age, especially if you have lived in one place for some time. However, the right information, advice and support will help you choose.

We've compared some later life housing options:

Care and support in your own home

For many people, adding the right adaptations or equipment can help them continue to live independently. Other people may require a burst of short term help, for example after a recent illness or disability.

Extra Care Housing

Extra Care accommodation is usually part of a larger complex with onsite facilities which can often be used by other older people in the community. It includes a 24 hour emergency alarm system, personal care and domestic help.

Sheltered or supported housing

This provides low level support for people who want to live independently. Schemes have individual properties with 24 hour emergency alarm systems and planned face to face welfare checks, depending on the level of support agreed.

Residential care homes

If you require specialist nursing care or need a very high level of personal care making it difficult to live independently, you may choose a care home.

RESIDENTIAL HOMES

Postcode	Name	Address	Town/City	Phone number
CB1 3DJ	Brook House Care Home	45 Seymour Street	Cambridge	01223 247864
CB4 1QB	Langdon House	20 Union Lane	Cambridge	01223 578601
CB4 2JS	Alex Wood House	3a Fortescue Road	Cambridge	01223 578602
CB4 3EH	Primrose Croft Care Home	Primrose Croft	Cambridge	01223 354773
CB6 1DP	The Orchards	2 Forsythia Road	Ely	01353 885900
CB6 1HW	Littleport Grange	Grange Lane	Ely	01353 861329
CB6 1LX	Laburnum Lodge	2 Victoria Street	Ely	01353 860490
CB6 1SD	Lily House	Lynn Road	Ely	01353 666444
CB6 1TA	Vera James House	Chapel Street	Ely	01353 661113
CB7 5DZ	Fair Haven Care Home	102 Station Road	Ely	01353 720916
CB22 3HJ	Orchard House	191 High Street	Sawston	01223 712050
CB23 2RY	Home Meadow	Comberton Road	Toft	01223 263282
CB24 8QZ	Fitzwilliam House Care Home	Rooks Street	Cambridge	01954 273310
CB25 9DD	Queens Court	2 Downing Close	Cambridge	01223 811905
CB25 9ND	Hatley Court	37 Burgess Road	Cambridge	01223 863414
CB25 9NQ	Box Tree Cottage Residential Home	16 Way Lane	Cambridge	01223 863273
CB25 9NW	Waterbeach Lodge	Ely Road	Cambridge	01223 862576
PE1 2UJ	Florence House Care Home	220 Park Road	Peterborough	00300 303844
PE1 2UT	Clair Francis Retirement Home	237-239 Park Road	Peterborough	01733 312670
PE1 4AU	Philia Lodge Rest Home	Philia Lodge	Peterborough	01733 567758
PE1 4DS	Lavender House Care Home	205 Broadway	Peterborough	01733 564979
PE1 5HT	The Star Nursing Home	56-64 Star Road	Peterborough	01733 777670
PE2 8HR	The Tudors Care Home	North Street	Peterborough	01733 892844
PE3 6AR	St Margarets Care Home	22 Aldermans Drive	Peterborough	01733 567961
PE6 7JS	Garden Lodge	37A Lincoln Road	Peterborough	01733 252980
PE7 1BG	The Hermitage	6 - 12 St Marys Street	Whittlesey	01733 204922
PE7 1EH	Aliwal Manor Care Home	Turners Lane	Whittlesey	01733 203347
PE7 1QQ	Keneydon House	2 Delph Street	Whittlesey	01733 203444
PE7 8NF	Hampton Grove Care Home	Chaffinch Lane	Peterborough	01733 246840
PE7 8BF	Clayburn Court	Clayburn Road	Peterborough	01733 910 25
PE13 2EA	Lyncroft Care Home	81 Clarkson Avenue	Wisbech	01945 475229
PE13 3QU	Dove Court	Kirkgate Street	Wisbech	01945 474746
PE13 3TA	The Chestnuts Residential	169 Norwich Road	Wisbech	01945 584580
PE15 9NY	Springfield Residential Home	63 The Causeway	March	01354 652451
PE16 6LA	The Gables Care Home	1 East Park Street	Chatteris	01354 693858
PE19 2BU	The Old Vicarage Care Home	27 Church Street	St Neots	01480 476789
PE19 5UN	Hardwick Dene	Hardwick Lane	St Neots	01480 811322
PE19 6NY	Paxton Hall Care Home	Rampley Lane	St Neots	01480 213036
PE19 8AB	Nelson Lodge	Whinfell Close	St Neots	01480 479100
PE19 8HZ	The Hillings	Grenville Way	St Neots	01480 214020
PE26 1JR	Florence House Residential Home	Westfield Road	Huntingdon	01487 812295
PE27 5PU	Rheola Care Home	Broad Leas	St Ives	01480 375163
PE28 3AT	Rose Cottage Residential Home	School Road	Huntingdon	01487 822550
PE28 3JA	Brookfield Residential Home	1 High Street	Huntingdon	01487 840900
PE28 3PP	Woodlands	50 High Street	Huntingdon	01487 841404
PE29 3AA	Ferrars Hall Care Home	14 Ferrars Road	Huntingdon	01480 456359
SG19 3LW	Potton View	Potton Road	Sandy	01767 654866
SG8 6FY	Melbourn Springs Care Home	Hyacinth Drive	Royston	01763 261974
SG8 6JL	Southwell Court	Hinkins Close	Royston	01763 750006
SG8 6LB	Maycroft Care Home	73 High Street	Royston	01763 260217



Age UK Cambridgeshire & Peterborough
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