



# Leicester, Leicestershire and Rutland Adult Care and Support Services Directory 2023

Your essential guide to choosing and  
paying for care and support

In association with



# Keeping the life they love, while getting the care they need

People across Leicestershire are choosing to stay in the comfort of their own homes with Elder live-in care. We work with both families and local authorities to find a skilled and vetted carer who can move in, and help transform later life.

- Provides personalised, one-to-one care
- Supports a range of needs from personal care to housekeeping
- Protects a person's way of life
- Provides a better continuity of care
- Can support recovery and health outcomes
- Helps older couples to stay together
- Affordable alternative to the care home
- Care can be arranged quickly
- Every carer is DBS checked, assessed, and referenced

## At Elder we offer:

- Companionship
- On-going or short-term care
- Respite care
- Palliative care
- Dementia care

“Elder provides choice and matches carers to the specific needs of my patients and their families. The service is always responsive and in some cases the request for a carer has been arranged within 48 hours - I couldn't recommend Elder more highly.”

Dr Mashkur Khan, Consultant Geriatrician

Find out if live-in care is right for your situation - speak to a Senior Care Advisor today on  
0330 134 2879 | [partnerships@elder.org](mailto:partnerships@elder.org) | [elder.org](http://elder.org)

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To obtain extra copies of this Directory, free of charge, refer to the following contact details. In Leicester, email [ASCAdmin@leicester.gov.uk](mailto:ASCAdmin@leicester.gov.uk) or call **0116 454 5610**. In Leicestershire, email [a&cbusinesssupportservices@leics.gov.uk](mailto:a&cbusinesssupportservices@leics.gov.uk) or call **0116 305 4699**. In Rutland, email [enquiries@rutland.gov.uk](mailto:enquiries@rutland.gov.uk) or call **01572 722577**.

### Alternative formats

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



# Introduction

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

Welcome to this edition of the Leicester, Leicestershire and Rutland Adult Care and Support Services Directory, which contains information for adults looking for care or support within Leicester City, County and Rutland, whether they are paying for it themselves or receiving support from their local council.

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

If you feel you need support to remain independent, first look to your community. There is a host of organisations and voluntary services who could help you. Search the following local online directories to find out what's available in your area.

## **Leicester City Council**

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

## **Leicestershire County Council**

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

## **Rutland County Council**

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

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

If you think you need more formal care and support,

request an assessment with your local adult social care department to discuss your specific needs. If you require an assessment, this is free of charge, irrespective of your income. More details are provided on page 16. The assessment will determine whether you have eligible care and support needs. If you do, you will then need a financial assessment to determine whether you are eligible for financial support via a Personal Budget.

Alternatively, your financial circumstances may mean you are classed as a 'self-funder', with the means to pay for your care. This is discussed on page 26 for those paying for care at home and 64 for those paying for residential care.

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

If you are unable to remain living at home with support, you may want to consider housing options such as an Extra Care scheme, sheltered or warden-assisted housing (details of these begin on page 46) or residential care. Comprehensive lists of care homes and care homes with nursing in Leicester, Leicestershire and Rutland start on page 75.

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



# Helping you to stay independent

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

Examples include:

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

- day services/opportunities.

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

## Contacting your local council

If you feel you need support to remain independent, first look to your community using the information and resources discussed so far and in the remainder of this chapter. If you think you need more formal care and support, request an assessment with your local adult social care department using the contact details listed on page 16.

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

## Day opportunities, activities and wellbeing therapies

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

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

Accessing day opportunities can be as important for

carers as those attending as they allow for a regular break from caring.

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

You can also try searching for local opportunities, activities and therapies using the 'find services' tool on the NHS website. See page 107 for more information.



**Search for care in your area** 

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

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

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

## Meals on wheels and lunch clubs

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

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



### Grace Dieu Mobile Meals Ltd

Tel: **07734 010235**

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

### ICare meals service

Tel: **01858 469902**

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

### Kinds of Queniborough Food Service

Tel: **0116 260 0741 / 07714 503754**

Email: [kindsfqueniborough@hotmail.co.uk](mailto:kindsfqueniborough@hotmail.co.uk)

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

### Oakhouse Foods

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

Email: [midlands@oakhousefoods.co.uk](mailto:midlands@oakhousefoods.co.uk)

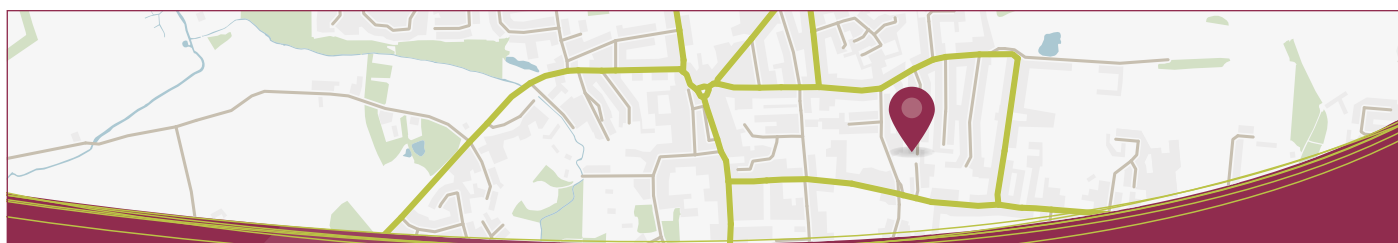
Web: [www.oakhousefoods.co.uk](http://www.oakhousefoods.co.uk)

### Wiltshire Farm Foods

Tel: **0116 303 3437**

Email: [leicester@wiltshirefarmfoods.co.uk](mailto:leicester@wiltshirefarmfoods.co.uk)

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



# Search for care in your area

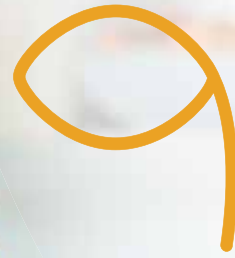
[www.carechoices.co.uk](http://www.carechoices.co.uk)



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

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Or visit our website for more details:

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



Google

4.9/5 stars from over 200 reviews

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The Stoneygate Eye Hospital | 376 London Road | Stoneygate | Leicester LE2 2PN

## Adapting your home

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

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

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

For more information about other local Age UK services, see page 22.

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

If you're a private tenant, you'll need to approach your landlord. If you live in social housing or a council property, your options for major adaptations depend on where you live. In Leicester City or Rutland, contact your local council directly. In Leicestershire, contact your local district or borough council who are responsible for major adaptations. See contact details on page 101.

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

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

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

Web: [www.leicestershire.gov.uk](http://www.leicestershire.gov.uk) (search 'home adaptation').

**Rutland** – Start by requesting a 'Housing MOT'.  
Tel: **0300 123 1745**



**fostering**  
Leicester City Council

# All We Need Is YOU!

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

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

**Contact us today for more information!**

 **0116 454 4500**

 [fostering.information@leicester.gov.uk](mailto:fostering.information@leicester.gov.uk)

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

 [leicester.gov.uk/fostering](http://leicester.gov.uk/fostering)



Leicester City Council



## Common difficulties with daily living

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

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

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

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

## Equipment to aid daily living

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

### Self-care

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

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

For online advice, you could use an online self-assessment tool giving you free impartial advice about all types of equipment, to make daily living easier. Visit AskSARA at

<https://medequip.livingmadeeasy.org.uk>

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

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

### Integrated Community Equipment Loan Service (ICES)

ICES is a local authority and NHS funded service providing equipment on loan to support independent living within the community.

Medequip is the service provider. To contact

Medequip, call **0116 216 8686** or email

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



# Tell us what you think

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

**Share your feedback**

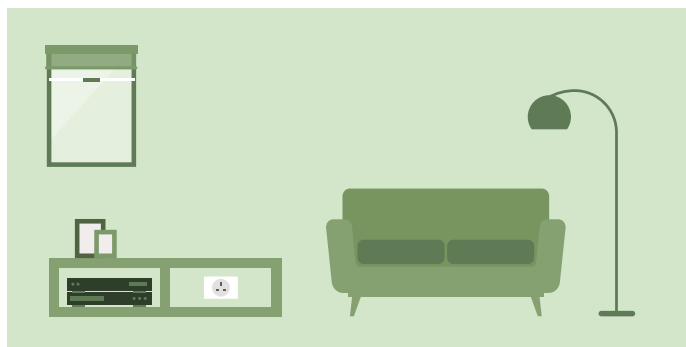
Take our five minute survey

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

 CareChoices

## Making life easier at home

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



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

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

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

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

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



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

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

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

Is **eating and drinking becoming difficult**? Large-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

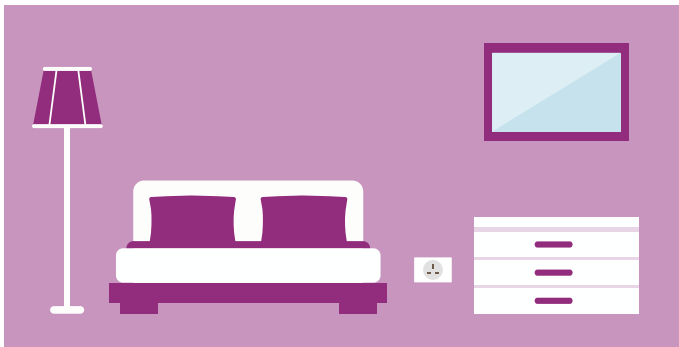


Level indicator



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 23.

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

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

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



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

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

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

The **Warm Homes Discount Scheme** helps vulnerable and older people stay warm and healthy. In Leicestershire, complete the First Contact Plus online referral (see page 100). In Leicester City, contact Citizens Advice (see page 100). In Rutland, the Local Energy Advice Programme (LEAP) visits households in or at risk of fuel poverty. See page 101 for details. To find out more about the national Warm Home Discount Scheme, visit [www.gov.uk/the-warm-home-discount-scheme](http://www.gov.uk/the-warm-home-discount-scheme)



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

## Shopmobility

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

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

## Wheelchairs

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

If you are not eligible for a wheelchair through

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

### British Red Cross Medical Loan Scheme

Provides short-term wheelchair loan.

Tel: **0300 456 1914**

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

Buying a wheelchair privately is an alternative option.

## AskSARA

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

Visit <https://asksara.livingmadeeasy.org.uk> to learn more about possible solutions or see pages 10 to 11. Once you have identified equipment which might help with your support needs, use the checklist on page 15 to make sure it's right for you.



**WE ARE**  
*making space at our table*

Leicestershire County Council

Make this the year you foster.  
There are nearly 700 Leicestershire children and young people in care.  
**Can you make space for just one at your table?**

Find out more at [FosteringLeicestershire.com](http://FosteringLeicestershire.com)  
or text **WeAreFamily** to **60777**

**Fostering**  
Leicestershire.com

## Care technology

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

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

Telecare sensors which are linked to a community alarm can automatically detect things such as fire and heat, low temperature in a room, carbon monoxide, a fall in the home or a vulnerable person exiting the property.

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

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

Community alarms can give you peace of mind 24 hours a day, seven days a week and are ideal for anybody who feels vulnerable and may need an urgent response. The alarm is worn around the neck or wrist and is connected to your home phone line.

At the touch of a button, you will be able to speak to an operator who will help assess what support is needed, such as contacting your next of kin or the emergency services.

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

In Leicester City, LeicesterCare provides a chargeable telecare service (current costs are between £0.83 and £4.06 per week dependent on your circumstances). Contact the team to find out more about how this service can help you, your family or friends. Note: prices correct as of November 2022 but may increase from April 2023.

Contact Leicester City Council's telecare and care technology specialists, LeicesterCare, on **0116 373 7961 / 7962, 0116 454 0230** or by email at [leicestercare@leicester.gov.uk](mailto:leicestercare@leicester.gov.uk)

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

Individuals can self-refer to Leicestershire's new care technology service at [customerportal.leics.gov.uk](http://customerportal.leics.gov.uk) (select 'I'm a member of the public') or call **0116 305 0004**.

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



The banner features a dark blue background with a map of a city on the left. A white search bar contains the text 'www.carechoices.co.uk' and a magnifying glass icon. To the right of the search bar is the CareChoices logo. Below the search bar, the text reads 'With so many providers to choose from, where do you start?'. On the right side of the banner, a green box contains a list of features:

- 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

Medequip work with Leicester City Council, Leicestershire County Council, Rutland County Council and NHS Leicester, Leicestershire and Rutland to provide assistive living equipment in your area, through the Integrated Community Equipment Loan Service (ICELES). Medequip also provide a retail service for those who wish to purchase or rent equipment themselves. Community engagement is important to us:

- We give our employees paid leave to volunteer
- We work to increase the recruitment of disabled and disadvantaged people
- We donate equipment and raise funds for charities



## Return Recycle Reuse

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

Contact Medequip now to request a collection

Call **01162 168686**

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

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

If you would prefer to return equipment yourself, you can drop-off at a return location.

Find your nearest return location:



Scan the QR code or visit:  
[mq-uk.com/return-llr](http://mq-uk.com/return-llr)

## Manage @Home

 **0800 910 1313**

Manage At Home's range of products are designed to promote independence at home and manage daily living more easily. We stock a wide selection of mobility and disability aids.

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

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

## Suitability

- Does the equipment support your specific needs?
- Are you willing to use it?
- Will it fit into your everyday life and routine?
- Have you tried a demo of the equipment?
- Do you understand what the equipment is for?
- Do you need to take it with you when you leave the house? Is it transportable?
- Does the equipment have any limitations that would make it unsuitable for you?
- Will it work alongside any care technology you already have?

## Usability

- Is a simpler piece of equipment available, e.g. a pill case rather than an automated pill dispenser?
- Does the equipment need a plug socket, and will its wire cause a trip hazard?
- Is it easy to use? Can you read/hear it clearly and are any buttons big enough for you?
- Are you able to use it? Are there any aspects you don't understand?
- Is it portable?

## Notes

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- Will it need to be installed by a professional?
- Can the retailer provide you with training in using the equipment?

## Reliability

- Will it work if you have pets or live with other people, e.g. could someone else set off a sensor alarm by accident?
- Have you read reviews of the particular piece of equipment you are looking at? Consider these before making your purchase.
- Can you speak to someone who already uses it?
- Does it require batteries? Find out how often they will need changing and whether the equipment will remind you to do this.
- Is it durable? If you might drop it, is it likely to break?

## Cost

- Do you know how much it costs?
- Will you need to pay a monthly charge?
- Are there alternative solutions that might be free?
- Is there a cost associated with servicing the equipment?

# Support from your local council

If you approach your local council for social care support, your needs and finances will be assessed.

If you have a carer, they can be involved and have their needs assessed too.

## Your assessment

If you are over 18 and think you have care or support needs, you have the legal right to request an assessment of your care needs and finances. Councils are statutorily obliged to provide this to you if it appears that you have care and support needs, regardless of whether you access their services. The assessment (which is free) will consider:

- how you can best be supported to live as independently as possible;
- your home and how you are coping in it;
- your emotional wellbeing;
- your access to food and drink to maintain nutrition; and
- how you manage your personal care.

The assessment will also consider:

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

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

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

Information on paying for care can be found on page

26 if you are receiving home care and page 64 if you are moving into a care home.

You will need to refer to adult social care in Leicester, Leicestershire or Rutland for an assessment. In Leicester City and Leicestershire, you can complete an online self-assessment.

### Leicester City Council

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

### Leicestershire County Council

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

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

### Adult Social Care Leicestershire County Council

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

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

Web: [www.leicestershire.gov.uk/adult-social-care-and-health](http://www.leicestershire.gov.uk/adult-social-care-and-health) or [customerportal.leics.gov.uk](http://customerportal.leics.gov.uk) (customer portal).

### Adult Social Care Leicester City Council

Tel: **0116 454 1004** (Monday to Thursday, 8.30am to 5.00pm; and Friday, 8.30am to 4.30pm).

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

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

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

### Adult Social Care Rutland County Council

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

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

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

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



## Personal Budgets

If you are eligible for financial support from your local council, you may be given a Personal Budget. A Personal Budget is the amount of money councils calculate it will cost to meet the support needs of eligible people. If you are eligible for a Personal Budget, the actual amount your local council will contribute will depend on your eligible needs and your finances.

The money must be spent in line with a support plan which will be agreed by both you and your local council and can be either a full or a partial contribution to such costs. You may also choose to pay for additional support on top of the budget. If you are eligible for a council contribution towards

your Personal Budget, it may be taken:

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

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

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## Assessments from hospital (Discharge to Assess)

If you have been admitted to hospital and you might need care on discharge, you may be referred to the discharge team for an assessment, for support when leaving hospital. If you need services to support with

your discharge from hospital, adult social care can work with you, your family and carers to identify what support would most benefit you. For more information about assessments, see page 16.

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## Reablement

Reablement is an intensive short-term service which helps people regain skills and confidence, for example, after a fall, illness or hospital stay. Reablement helps people to learn or re-learn daily living skills. It is not about doing things for you; it's about giving you the skills and confidence to do things for yourself and reducing the need for ongoing care and support.

You will be provided with an assessment period to identify and agree reablement goals to support you in regaining independence with tasks such as washing and dressing, preparing meals or managing medication. This may include an assessment of your care needs where ongoing

support is identified to assess if you meet the eligibility for funded care. The reablement service may also identify pieces of equipment which could support you to regain or maintain your independence for as long as you can.

If you are eligible, a reablement worker will support you for a limited period, which may vary from a few days up to a few weeks. The support you receive will be continuously monitored and reduced as you get stronger and more independent. Speak to your GP, hospital staff or adult social care if you think you might benefit from reablement. They can put you in touch with the right services if they feel reablement will help you.

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## NHS Continuing Healthcare

Some people with long-term needs qualify for social care arranged and funded solely by the NHS. This is known as NHS Continuing Healthcare. This is free of charge, wherever it is delivered. NHS Continuing Healthcare support may be provided in a care home

or care home with nursing or in a person's own home.

People eligible for NHS Continuing Healthcare will have been assessed to have a 'primary health need' and are likely to have complex medical

needs and substantial or intense ongoing care needs. Many people are not aware of NHS Continuing Healthcare so consider asking your GP, adult social care, hospital staff or people co-ordinating your care for more information.

The process involved in NHS Continuing Healthcare assessments can be complex. An organisation called Beacon gives free independent advice on NHS Continuing Healthcare. Call **0345 548 0300** or visit **[www.beaconhc.co.uk](http://www.beaconhc.co.uk)**

## Personal health budgets

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

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

# Services for carers

## Who is an adult carer?

A carer is anyone over the age of 18 who looks after, unpaid, an adult friend or family member who due to illness, disability, substance misuse or a mental health need, cannot cope without their support. A carer doesn't have to be living with the person they care for, and the help they give doesn't have to be physical. The carer may be helping with:

- dealing with finances;
- liaising with doctors and social workers;
- personal care, such as washing and dressing;
- going to the toilet or dealing with incontinence;
- eating or taking medicines;
- getting about at home or outside;
- practical help at home and keeping someone company; or
- emotional support or communication.

## Carers' support in Leicestershire

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

Whether caring full-time or just a few hours a week, there is an information and advice service for carers across Leicestershire through the County Council's Carers' Support Service. This includes an advice line, telephone befriending, carers' support groups and support to complete a carers' assessment.

Tel: **01858 468543**

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

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

There is also a wide range of other local and national organisations who can provide support to carers

in Leicestershire. Details of these can be found beginning on page 22.

### Other resources

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

- free access to the 'Jointly' app – allowing carers to share and manage their caring responsibilities with friends, family and neighbours. The app is a central place to store and share important information about the person being cared for. Set up appointments, allocate tasks, save files and notes, manage medication and lots more;
- online courses – helping carers identify and find resources, technology and support to help continue caring;

- guides from Carers UK – free publications for carers, including: Upfront guide to caring, Looking after someone – carers rights guide and Being heard: a self-advocacy guide for carers; and
- links to local resources and sources of information and support for people who are looking after a loved one.

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

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

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

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

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

### **Leicestershire County Council**

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

## **Carers’ support in Leicester City**

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

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

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

### **The Leicester Carer Support Service**

Tel: **0116 222 0538**

## **Carers’ support in Rutland**

The Rutland Carers Team work with unpaid carers who are caring for someone who could not manage on their own due to illness, disability or a mental health condition. Carers can contact the team to request a carer’s assessment.

As part of the conversation, carers will discuss the impact of their caring role on their wellbeing and identify any support needs they have. The team will then help carers to identify the services and support options that are right for them.

The Carers Passport is a free ID card for carers, that is recognised across Leicester, Leicestershire and Rutland. It is available to those who provide help to a family member, friend or neighbour who cannot manage on their own. It has been created to help carers be more easily recognised, and to allow them to access the support and services they need. You can request a Carers Passport in Rutland by using the following details.

### **Rutland Carers Team**

Tel: **01572 758341**

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

You can also contact independent organisations such as Voluntary Action South Leicestershire, Carers Trust East Midlands or Age UK Leicestershire and Rutland for additional carers’ services – contact details are on page 22.





## Why Choose Us?

Our team will always inquire, as to what you require and hope to achieve. We place a major emphasis on getting a clear idea of how you, as an individual want to live your own life and how best the service fits around you and your existing network of friends and relatives.

### The reasons we know home care works:

- People value their independence and want to stay at home
- People don't want to change their routines and have to fit in with others
- The family want the freedom to visit and call whenever they want to
- People want to select and know the person who is caring
- Many people want to stay with their pets
- The care changes simultaneously with needs

### Tailor-made support for you, our services include:

- Personal Care services • Supported Living • Hourly Care • Condition-led Care
- Live-in 24/7 Care • Emergency Care • Support for young people (+18)
- Palliative Care • Respite Care • Domestic services

01162 661 800

For any enquiries, please contact us.  
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Good



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- ✓ Regulated by the CQC and CIW
- ✓ Free care assessments
- ✓ Providing care for over 30 years

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Leicester  
01164 909 302

Market  
Harborough  
01858 390 156

Wigston  
01164 906 809

for more details visit: [helpinghands.co.uk](http://helpinghands.co.uk)

• • • *Because, life is better at home* • • •



Agency 1 .....

Agency 2 .....

Agency 3 .....

Fees per week	Quality rating*
£	
£	
£	

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

## About the agency

How long has the agency been operating?

How long are staff allocated per visit?

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

Does the agency have experience with your specific needs?

## Staff

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

Are all staff checked with the Disclosure and Barring Service?

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

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

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

Does the agency have both male and female staff?

## Accommodating your needs

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

Does the agency have a training scheme in place?

Are all staff trained to a certain level?

Are staff able to help with administering medication if required?

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

## Regulation

Will your support plan be reviewed at regular intervals?

Can you see the agency's contract terms?

Can you lodge a complaint easily?

Are complaints dealt with quickly?

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

## Notes

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\*See page 68.

## Having a carers' assessment

Carers are entitled to a carers' assessment regardless of:

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

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

activities and how it affects their wellbeing.

### Carers' Personal Budgets

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

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

### Benefits

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

## Useful organisations supporting carers

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

### Age UK Leicester Shire & Rutland

Free and confidential support offered to older and younger carers of older people, including information and advice, home respite and carers' support groups. For more information about other local Age UK services, see page 99.

Tel: **0116 299 2233**

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

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

### Carers Centre Leicestershire & Rutland, The

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

Tel: **0116 251 0999**

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

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

### Carers UK Digital Resource for Carers

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

See page 19 for more details.

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

### TuVida

A local organisation supporting carers in the East Midlands. It supports both adult and young carers and has various support groups and services to help carers in their role. • Tel: **0115 824 8824**

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

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

### Voluntary Action South Leicestershire (VASL)

VASL is a charity providing a specific service for carers across Leicestershire, including carers' support groups, information and advice and help with carers' assessments. • Tel: **01858 468543**

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

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

# Care in your own home

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

It can offer the opportunity to remain living at home, in your own familiar surroundings, and to retain a quality of life you might have feared you had lost.

## Why choose home care?

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

After a stay in hospital someone may carry out an assessment of your situation to see if home care will benefit you. You will be fully involved in looking at what will suit you best. Your family can also be involved if you'd like them to be.

Alternatively, you or those close to you might notice changes in your ability to manage the day-to-day things you normally cope with easily, like preparing meals or looking after yourself.

## How home care can help you

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

Even those with quite significant and debilitating medical conditions can get skilled personal care which can enable them to remain living in their own homes. Some agencies will provide live-in care, where a care worker will stay with you at home to support you throughout the day and night. See below for more information about live-in care.

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

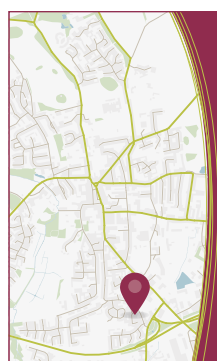
## Live-in care

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

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

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

Any organisation that employs live-in carers is required to register with the Care Quality Commission (CQC) and ensure that its employees follow the essential standards of quality and safety in their practices. For more information about the CQC, see page 68.



## Search for care in your area

 CareChoices

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



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

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

## Finding care in your area

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

You can search by postcode, county or region for care homes, care homes with nursing and home care providers which meet your needs across the country. Your search can be refined by the type of care you are looking for and the results can be sent to you by email. They can also be saved and emailed to others.

The website includes detailed information for each care provider, including the address, phone number and the service's latest CQC inspection report and rating (see page 68), indicating the quality of care provided.

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

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

quality ratings. Further information is on page 68. The Homecare Association requires its members to comply with a code of practice. This code includes a commitment to treat customers with dignity and respect and operate at a level above the legal minimum required in legislation.

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

The benefits of using a regulated agency include:

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

## Living well with dementia

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

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

In the guide, you will find a wealth of advice for you and your family, from first diagnosis and through your journey with dementia. It also contains a list of local community groups and national helplines that specifically support people affected by dementia

which compliments the services and support explained in the guide.

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





## The Dementia Support Service in Leicester and Leicestershire

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

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

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

Tel: **0116 223 7363**

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

Web: **www.ageuk.org.uk/leics/our-services/living-with-dementia**

## The Dementia Support Service in Rutland

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

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

Support group; and

- access to training opportunities for informal carers.

Tel: **07738 820910**

Email: **yvonne.rawlings@ageukleics.org.uk**  
or **admiralnurse@rutland.gov.uk**

Web: **www.ageuk.org.uk/leics/our-services/living-with-dementia**

## Concerned you have dementia

If you're worried that your memory is getting worse, or is beginning to affect everyday life, talk to your GP. Not all memory problems are related to dementia, but your GP will decide with you what tests and support will be helpful to you.

### Memory assessment and dementia services

If your GP is concerned that you may have dementia, they may refer you to the specialist memory service for a more detailed assessment, diagnosis and to discuss any possible treatment. You can find more details about memory assessments and how to prepare for one at **www.nextsteps.org.uk**

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

### Admiral Nurse Service

This service provides specialist dementia support. When things get challenging or difficult for people living with dementia and their families, Admiral

Nurses offer one-to-one support, expert guidance and practical solutions tailored to individual needs and challenges. Contact the service using the following details for referral criteria.

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

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

There are other local Admiral Nurses – find out if there is one in your area by calling Dementia UK on **0800 888 6678**, emailing **helpline@dementiauk.org** or visiting **www.dementiauk.org**

### Leicestershire Police and Leicestershire Fire and Rescue Services

Leicestershire Police and Leicestershire Fire and Rescue Services support the creation of Dementia Friendly Communities and work with local agencies in Leicester, Leicestershire and Rutland to support initiatives and work which supports this aim, including becoming Dementia Friends. One initiative local

police are promoting is the Herbert Protocol. This form helps people to be found more quickly if they go missing. You can download the form by visiting [www.leics.police.uk/notices/af/herbert-protocol](http://www.leics.police.uk/notices/af/herbert-protocol) and it is also available in local police stations.

### **University Hospitals of Leicester NHS Trust**

The University Hospitals of Leicester (UHL) Dementia Strategy Group has trust-wide, multi-professional representation, with members

from Age UK, and includes patient and public involvement. The group is responsible for improving the quality of care for people with dementia and their carers who are admitted to hospital, ensuring recommendations from key national and local policies are implemented. Please tell staff if you have dementia and look out for the Forget-Me-Not logo around the hospital. For more information, visit [www.leicestershospitals.nhs.uk/aboutus/departments-services/dementia](http://www.leicestershospitals.nhs.uk/aboutus/departments-services/dementia)

## **Dementia Friendly Community initiative**

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

closer to local communities, organisations and businesses and support people to live well with dementia and raise awareness about living with dementia. To find out more, email [dfcllr@gmail.com](mailto:dfcllr@gmail.com)

# Paying for care in your home

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

If you have more than £23,250 in savings or capital, you will have to pay the full cost of your care. However, some types of savings are not considered when determining your contribution, so it may be worth asking adult social care for a financial assessment to check. The value of your home is not counted when working out charges for non-residential care.

If you have more than £23,250, you should tell adult social care when your savings are likely to fall below this amount.

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

Your assessment looks at how much money you have coming in, gives an allowance (set by the Government) for everyday living expenses and makes allowance for disability-related expenditure. This is the extra amount you spend because of your disability or illness.

## **Non-means-tested care and support**

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

If you need care or support, you may be eligible

to claim Attendance Allowance (AA), or Personal Independence Payments (PIP). AA and PIP are non-means-tested benefits. Provided you are eligible, you can receive AA or PIP regardless of how much income or capital you have.

AA is for people over State Pension age when they first claim (State Pension age is gradually increasing,

check at [www.gov.uk/state-pension-age](http://www.gov.uk/state-pension-age)), and PIP to those below State Pension age when they first claim. If you received PIP before you reached State Pension age, you will continue to receive PIP,

provided you continue to meet the eligibility criteria. There are different rates which can be awarded, dependent on the level and type of help you need. These can be found at [www.gov.uk](http://www.gov.uk)

## Other ways to fund your care and support

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

### Money Helper

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

Tel: **0800 138 7777**

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

### Society of Later Life Advisers (SOLLA)

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

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

Further information on paying for care can be found beginning on page 64.



### SEND Local Offer

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

#### Leicestershire County Council

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

#### Leicester City Council

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

#### Rutland County Council

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

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- Personal care
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- Shopping
- Social Inclusion
- Domestic Tasks
- Food Preparation
- Sleep in & Waking Nights
- 24 Hour Care
- End of life care

We can also offer intensive support for clients who require reablement services.

For any further information please call 01509 881 595 or email us at enquiries@absolutecareagency.org



## Tell us what you think

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- What could we do better?

Share your feedback

Take our five minute survey

www.carechoices.co.uk/reader-survey



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OP D PD LDA MH YA

## 21 Huntingdon Road

Leicester

Tel: 0116 276 5691

D PD MH SI YA

Web: <https://careagencyleicester.co.uk/>

## 24/7 Flex Care Ltd

Leicester

Tel: 07796 008201

OP D PD LDA SI YA

## 24/7 Helping Hands Service Ltd

Leicester

Tel: 07721 991331

OP D PD LDA YA

Web: [www.247helpinghands.co.uk](http://www.247helpinghands.co.uk)

## 2M Health And Homecare Services Ltd

### Ross Walk Leicester

Leicester

Tel: 0116 266 6778

OP D PD LDA MH YA

Web: [www.2mhealthandhomecare.co.uk](http://www.2mhealthandhomecare.co.uk)

## 3 Star Health Care Ltd

### – Leicester

Leicester

Tel: 07716 740075

OP D PD SI YA

Web: [www.3starhealthcare.com](http://www.3starhealthcare.com)

## 39 Carnation Road

Loughborough

Tel: 07575 714245

MH YA AD

## A&R Guardian Services Ltd

Leicester

Tel: 07960 510689

OP D PD LDA MH SI

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

## A&S Rescue Services Ltd

Leicester

Tel: 07399 056804

OP

## A2L Care Services

Leicester

Tel: 0116 319 5150

OP D PD MH YA

Web: [www.a2lcareservices.co.uk](http://www.a2lcareservices.co.uk)

## Abbey Support & Services Ltd

Leicester

Tel: 07718 170186

OP D PD MH SI YA

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

## Absolute Care Agency (EM) Ltd – Quorn

Loughborough

Tel: 01509 881595

Advert page 28

OP D PD SI YA

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

## Abundant Life Care Ltd

Leicester

Tel: 07863 096983

OP D PD LDA YA

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

## Accredo Support & Development Ltd

Leicester

Tel: 0116 272 1345

PD LDA MH SI YA

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

## Action Deafness

Loughborough

Tel: 0844 593 8440

SI

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

## Active Care Group – Central Division Care in the Home

Hinckley

Tel: 07827 275530

OP D PD LDA MH SI YA

## Actus Healthcare

Leicester

Tel: 07868 154898

OP D PD SI YA

## ADA Homecare Ltd

Hinckley

Tel: 01455 640360

OP D PD MH SI YA AD

Web: [adahomecareltd.net](http://adahomecareltd.net)

## Adaptus Cares Ltd

Leicester

Tel: 0116 247 0327

OP D PD LDA MH SI YA AD

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

## Addi Care Services Ltd

Leicester

Tel: 07479 552287

OP 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

## Arona Support



Tel: 01162 165009

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

Adaptations to your supported living home environment are made to mitigate risk and ensure your safety in a person-centred way. Arona Support strives to meet a spectrum of needs for adults and young persons with lifelong diagnosis of learning disabilities, Mental health conditions, Autistic spectrum disorders and physical disabilities.

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We offer outstanding and affordable domiciliary care and community-based care primarily to the Leicester City and Leicestershire communities. Our strength is centred on our ability to employ competent, caring, and well-trained individuals who are responsive to the needs of our service users, their families, and the communities we serve.

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[www.bluebirdcare.co.uk/market-harborough-oadby](http://www.bluebirdcare.co.uk/market-harborough-oadby)

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- Nutrition and feeding
- Skin and Pressure care
- Specialise in Dementia care

For more information, please visit [www.bluearchhomecare.co.uk](http://www.bluearchhomecare.co.uk) or call us on (0116) 225 135

Blue Arch Homecare is a CQC registered provider and have been rated **Good in Responsive, Caring, and Effective.**

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Web: www.alliancesc.co.uk

**Allure Staffing Solutions**

Loughborough  
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**Alpha-Imperial Private Ltd**

Leicester  
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Web: www.alpha-imperialcare.co.uk

**Always Take Care Ltd**

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Web: www.alwaystakecare.co.uk

**Amicare House**

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Web: www.amicare.org.uk

**Anstey Healthcare Ltd**

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**Ashlands Mews**

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**Aspire UK**

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Web: www.aspireuk.co.uk

**Assured Community Care**

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Tel: 07707 508543 **OP D PD SI YA**

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Leicester  
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**Barclay Services**

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

**Bateleur HC Ltd**

Leicester  
Tel: 0116 326 0380 **OP D PD LDA MH SI YA**  
Web: www.bateleur.info

**BCML Health Ltd**

Leicester  
Tel: 0116 246 4859 **OP D PD LDA MH SI YA**  
Web: www.bcmlhealth.com

**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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**Bleep 360 Care Midlands**

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Web: www.care4u-ltd.co.uk

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OP D PD LDA 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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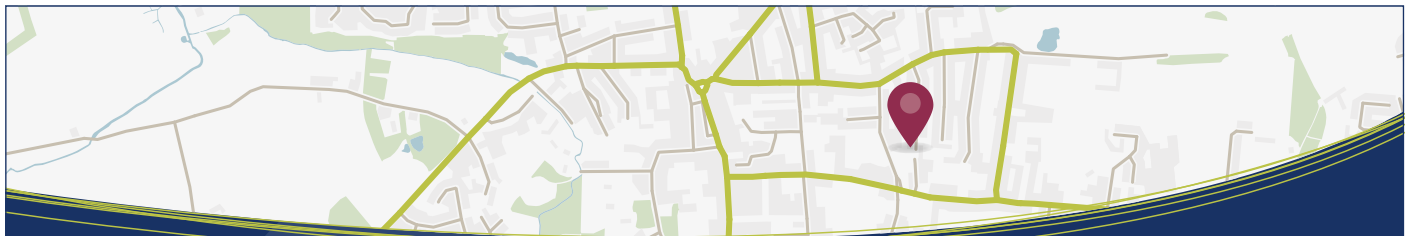
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 Web: www.communitycareline-nwl.co.uk

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 Web: www.rutland.gov.uk

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

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

**Crewton Care**

Leicester  
Tel: 07588 495436  
Web: www.crewtoncare.com

OP YA

**Domiciliary Care Services (UK) Ltd – Knighton Road**

Leicester  
Tel: 0116 270 1602  
Web: www.domiciliarycareservices.org.uk

OP D PD MH SI

**Crystal Care Service (Leicester)**

Leicester  
Tel: 07481 833399  
Web: www.crystalcareuk.com

OP D PD LDA

**Dreisco Care Ltd**

Wigston  
Tel: 0116 277 1222  
Web: www.dreiscocare.com

OP D PD LDA MH YA

**Dynamic Care Services Ltd**

Leicester  
Tel: 07538 632553  
Web: www.dynamiccareservices.com

OP D PD LDA MH SI YA

**CT Care Ltd**

Market Harborough  
Tel: 01858 827092

OP D LDA MH SI YA AD

**D & H Community Support Ltd**

Wigston  
Tel: 0116 296 6915

OP D PD LDA MH SI YA

**Eaglesvale Care**

Hinckley  
Tel: 07476 180116

OP D PD LDA MH YA

**East Midlands Homecare Ltd**

Castle Donington  
Tel: 01332 813913  
Web: www.eastmidlandshomecare.co.uk

OP D PD SI YA

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

Leicester  
Tel: 0116 255 5560  
Web: www.drcprivatehomecare.co.uk

OP D PD LDA MH SI YA

**Elliott Residential Care Home**

Leicester  
Tel: 0116 254 4458  
Web: www.elliottcarehome.co.uk

OP D LDA MH SI YA

**Daystar Care Services Ltd**

Leicester  
Tel: 07717 362504

OP YA

**Embraced Care**

Leicester  
Tel: 07951 177340

OP D PD LDA MH YA

**Delight Services Ltd**

Leicester  
Tel: 0116 287 5917

OP PD LDA SI

**Enable Inclusive Support Ltd**

Leicester  
Tel: 0116 268 1341  
Web: www.enableltd.co.uk

Advert page 47  
PD LDA MH SI YA

**Direct Care Works Ltd**

Leicester  
Tel: 0116 262 9332  
Web: www.directcareworks.co.uk

OP D PD LDA MH SI YA AD

**Enlightened Care Generation Ltd**

Leicester  
Tel: 07419 342945

OP D PD LDA MH YA

**Diversity Social Care Ltd**

Leicester  
Tel: 07508 516254  
Web: www.diversitysocialcare.co.uk

OP D PD LDA MH SI YA AD

**Enliven Social Care Ltd**

Melton Mowbray  
Tel: 0333 533 0021

OP LDA MH YA

**Divine Home Care Ltd**

Leicester  
Tel: 0116 268 1341  
Web: www.divinehomecare.co.uk

OP D PD LDA YA

**Eunha Healthcare Ltd**

Leicester  
Tel: 07411 340456  
Web: www.eunhahealthcare.co.uk

Advert page 30  
OP D PD LDA MH YA AD

**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

**Evolving Care Ltd**

Leicester

Tel: 0116 216 6605 **OP D PD LDA MH SI YA AD**

Web: www.evolvingcare.co.uk

**Exceptional Home Care**

Lutterworth

Tel: 01455 207890 **OP D PD SI YA**

Web: www.exceptionalhomecareltd.co.uk

**F&N Care Services Ltd**

Leicester

Tel: 07473 646655 **OP YA****Falcon Care Agency Ltd**

Leicester

Tel: 01163 191218 **Advert page 32**  
**D PD MH SI YA**

Web: www.careagencyleicester.co.uk

**Family Care Agency**

Leicester

Tel: 0116 326 0315 **OP D PD LDA MH SI YA AD**

Web: www.familycareagency.co.uk

**Fay Medical Ltd**

Leicester

Tel: 07960 372345 **OP D PD LDA MH SI YA AD****FDS Divine Care Ltd****– 29 Glaisdale Close**

Leicester

Tel: 07897 924966 **OP D PD LDA SI YA****First Choice Care Agency Ltd**

Leicester

Tel: 0116 224 5201 **OP D PD LDA MH SI YA AD****Flawless Care PVT Ltd**

Leicester

Tel: 0800 001 6588 **OP D PD YA****Fosse Healthcare – Leicester**

Leicester

Tel: 0116 279 1600 **OP D PD LDA MH SI**

Web: www.fossehealthcare.co.uk

**Fouta Quality Care Ltd**

Leicester

Tel: 07981 956151 **OP D PD LDA MH YA****Freedom Support**

Market Harborough

Tel: 01858 463546 **OP PD LDA MH YA**

Web: www.freedomsupport.co.uk

**FTM Dance CIC, Pera Business Park**

Melton Mowbray

Tel: 07543 068872 **PD LDA SI YA****G&M Healthcare Services Ltd**

Leicester

Tel: 07946 386448 **OP YA****Gleberry Support Hinckley**

Hinckley

Tel: 01455 363500 **OP D PD LDA YA AD****Glee Care Ltd**

Leicester

Tel: 07533 119755 **OP D PD LDA SI YA**

Web: www.gleecare.co.uk

**Gold Crown Care Services Ltd**

Leicester

Tel: 0116 319 4500 **OP D PD LDA MH SI YA**

Web: www.goldcrownicare.co.uk

**Goldfinch Care Agency Private Ltd**

Oakham

Tel: 01572 868921 **OP D PD YA**

Web: www.goldfinchcare.co.uk

**Grace Care UK**

Leicester

Tel: 0116 273 3034 **OP D PD LDA MH SI YA AD**

Web: www.ukgracecare.co.uk

**Halcyon Days Community Opportunities Ltd**

Leicester

Tel: 07903 102244 **OP D PD LDA SI YA****Hales Group Ltd – Leicester**

Leicester

Tel: 0116 260 2181 **OP D PD LDA MH SI YA AD**

Web: www.halescare.co.uk

**Hartington Road Care Home**

Leicester

Tel: 0116 242 5779 **OP D PD LDA MH SI YA AD**

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

**Heartwell House Residential Care Home**

Leicester  
Tel: 0116 266 5484 **OP D LDA MH SI YA**

**Help at Home (Connaught House)**

Loughborough  
Tel: 0207 186 0500 **OP D LDA MH SI YA**  
Web: www.helpathome.co.uk

**Help at Home (Danbury Gardens)**

Leicester  
Tel: 0116 276 5959 **OP D PD LDA MH SI YA**  
Web: www.helpathome.co.uk

**Help at Home (Oak Court)**

Leicester  
Tel: 0116 277 8441 **OP D YA**  
Web: www.helpathome.co.uk

**Help at Home (St Marys House)**

Lutterworth  
Tel: 01455 558986 **OP D PD LDA MH SI YA**  
Web: www.helpathome.co.uk

**Help at Home (Waterside Court)**

Loughborough  
Tel: 01509 642597 **OP D PD MH SI YA**  
Web: www.helpathome.co.uk

**Help at Home Leicester**

Leicester  
Tel: 0116 244 4930 **OP D PD LDA MH SI YA**  
Web: www.helpathome.co.uk

**Helpful Home Care Ltd**

Leicester  
Tel: 0116 442 2181 **OP D PD LDA MH SI YA**  
Web: www.helpfulhomecare.co.uk

**Helping Hands Homecare Services**

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

**Helping Hands Leicester**

Leicester **Advert page 20**  
Tel: 01164 907 789 **OP D PD LDA MH SI YA AD**  
Web: www.helpinghands.co.uk

**Helping Hands Market Harborough**

Lutterworth **Advert page 20**  
Tel: 01858 390 252 **OP D PD LDA MH SI YA AD**  
Web: www.helpinghands.co.uk

**Helping Hands Wigston**

Leicester **Advert page 20**  
Tel: 01164 908 596 **OP D PD LDA MH SI YA**  
Web: www.helpinghands.co.uk

**Heroic Care Ltd**

Hinckley  
Tel: 01455 363121 **OP D PD LDA MH SI YA AD**  
Web: www.heroiccare.com

**HF Trust - Leicestershire DCA**

Market Harborough  
Tel: 01858 419145 **OP LDA YA**

**HK Care Consulting Ltd**

Leicester  
Tel: 07882 136154 **OP D PD LDA MH SI YA**  
Web: www.hkcare.co.uk

**Hodman Care Ltd**

Leicester  
Tel: 0116 319 4944 **OP D PD MH YA**  
Web: www.hodmancare.com

**Holmwood Gardens Domiciliary Care Services**

Leicester  
Tel: 0116 287 3072 **OP D PD LDA MH SI YA**  
Web: www.knightonmanorcareservices.co.uk

**Home Instead Central Nottingham and West Bridgford**

Loughborough  
Tel: 0115 822 2222 **OP D PD SI YA**

**Home Instead Senior Care**

Hinckley  
Tel: 01455 247979 **OP D PD LDA MH SI YA**  
Web: www.homeinstead.co.uk/hinckley

**Home Instead Senior Care**

Leicester  
Tel: 0116 216 5306 **OP D PD LDA MH SI YA**  
Web: www.homeinstead.co.uk/  
charnwoodloughboroughandcoalville

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

**Home Instead Senior Care**

Rugby

Tel: 01455 247100

OP D PD LDA MH SI YA

Web: www.homeinstead.co.uk/rugby

**Home Straight Partnership Ltd**

Oakham

Tel: 01572 722590

OP D PD LDA MH SI YA

Web: www.home-straight.co.uk

**Homecare Assessment and Reablement Team (HART) Leicestershire**

Leicester

Tel: 0116 305 4978

OP D PD LDA MH SI YA AD

**Homepeace Care**

Hinckley

Tel: 01530 457631

OP D PD YA

Web: www.homepeace.org.uk

**Hunters Lodge**

Lutterworth

Tel: 01858 880538

OP D PD LDA SI YA

Web: www.bondcare.co.uk/care-homes/hunters-lodge-care-home

**Huntsman's Lodge DCA**

Leicester

Tel: 0116 232 5229

PD LDA MH

Web: www.caretechcommunityservices.co.uk

**iCall Care**

Leicester

Tel: 0116 212 8558

OP D PD LDA SI YA

Web: www.icallcare.co.uk

**Infinity Care Services Ltd**

Leicester

Tel: 0203 092 3250

OP D PD LDA MH SI YA AD

**Inheritance Medical Ltd**

Leicester

Tel: 07941 879466

OP D PD LDA MH SI YA AD

**Innovations24 Ltd**

Leicester

Tel: 07592 241655

OP D PD LDA MH

**Inspire Lives Care Services Ltd**

Leicester

Tel: 07446 444926

Web: www.inspirelives.uk

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OP D PD SI YA

**Integrated Crisis Response Service**

Leicester

Tel: 0116 454 5422

OP D PD LDA MH SI YA AD

**Interpid Care & Support Services**

Leicester

Tel: 07802 783568

OP D PD LDA MH SI YA AD

Web: www.interpidcare.com

**JaMax Homecare**

Loughborough

Tel: 01509 557081

OP D PD LDA MH SI YA

**Jannat Homecare Services Ltd**

Leicester

Tel: 0116 268 1341

OP D PD MH YA

**Jewel Home Care**

Leicester

Tel: 07718 290346

OP D PD MH YA

Web: www.jewelhomecare.co.uk

**Kare Plus Loughborough**

Loughborough

Tel: 01509 642070

OP D PD LDA MH SI YA AD

Web: www.kareplus.co.uk/Loughborough

**Karing Hands Care**

Coalville

Tel: 01530 452352

OP D PD MH YA

**Key 2 Care Leicestershire**

Loughborough

Tel: 01509 278799

OP D PD SI YA

**Kingfisher Care (Midlands) Ltd**

Hinckley

Tel: 01455 616493

OP D PD SI YA

Web: www.kingfishercare.wixsite.com/care

**Kirby Care Ltd**

Leicester

Tel: 07596 922667

OP YA

**Knighton Manor Ltd**

Leicester

Tel: 0116 244 8455

OP D PD LDA MH YA

Web: www.gratiacare.co.uk

**Knighton Road**

Leicester

Tel: 0116 270 1602

OP D PD MH SI

## Home care providers continued

### Kris Carers Ltd

Leicester

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

Web: www.kriscarersltd.co.uk

### Lansdowne House – Leicester

Leicester

Tel: 0116 299 2233 **OP**

### Learning Support Centre, The

Leicester

Tel: 0116 254 8881 **PD YA**

Web: www.learningsupportcentre.com

### Leicestershire Community Support Scheme

Loughborough

Tel: 01509 268209 **OP D LDA YA**

Web: www.mencap.org.uk

### Life4ever H.C.S Ltd

Leicester

Tel: 07882 661389 **OP D MH**

### Lifeways Community Care Ltd (Leicester)

Leicester

Tel: 07805 408704 **OP D PD LDA MH YA**

### Luminary Care Ltd

Loughborough

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

Web: www.luminarycare.co.uk

### Lustro Health

Leicester

Tel: 07578 302502 **OP D LDA MH YA**

### MacIntyre Leicester LifeLong Learning

Leicester

Tel: 0116 270 2697 **LDA**

Web: www.macintyrecharity.org

### Medacs Healthcare – Leicester

Leicester

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

Web: www.medacs.com

### MELM Care Solutions

Leicester

Tel: 07786 261952 **OP D PD MH SI YA AD**

Web: www.melmcare.co.uk

### Melton Care Services

Wigston

Tel: 0116 464 5760 **OP D PD LDA MH SI YA AD**

Web: www.meltoncareservices.co.uk

### Melton Care Services Ltd

Melton Mowbray

Tel: 01664 569943 **OP D PD LDA MH SI YA AD**

Web: www.meltoncareservices.co.uk

### Melton Mencap

Melton Mowbray

Tel: 01664 564237 **OP PD LDA SI YA**

Web: www.meltonmencap.org.uk

### Melton Supported Living Service

Melton Mowbray

Tel: 0116 305 5652 **PD LDA MH SI YA**

Web: www.leics.gov.uk

### Mercie Grace Care

Leicester

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

### Meridian Health and Social Care – Hinckley

Hinckley

Tel: 01455 616663 **OP D PD LDA MH SI YA**

Web: www.meridianhsc.co.uk

### Meridian Health and Social Care – Leicester

Leicester

Tel: 0116 254 1275 **OP D PD LDA MH SI YA**

Web: www.meridianhsc.co.uk

### Mi Life Care Services Ltd

Leicester

Tel: 0116 269 8834 **OP D PD LDA MH SI YA**

Web: www.milifecareservices.com

### Midlands Care Direct

Leicester

Tel: 0330 133 2490 **OP D YA**

Web: www.midlandscaredirect.co.uk

### Mill Farm

Market Harborough

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

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



**Mosaic: Shaping Disability Services**

Leicester

Tel: 0116 231 8720

OP D PD LDA MH SI YA

Web: www.mosaic1898.co.uk

**MTM Care Services Ltd – Leicester**

Leicester

Tel: 0116 254 5926

OP D MH YA

**Murray Healthcare Services Ltd**

Leicester

Tel: 07449 705355

OP D PD MH SI YA

**My HomeCare HFW Ltd**

Leicester

Tel: 0116 483 0283

OP D PD MH YA

**My Homecare Leicester**

Leicester

Tel: 0116 218 4989

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OP D PD MH YA

Web: www.leicester.myhomecare.co.uk

**NAS Community Services (Leicester)**

Leicester

Tel: 0116 258 1841

LDA

Web: www.autism.org.uk

**NDH Care (Leicester)**

Leicester

Tel: 0116 309 0111

OP D PD LDA MH SI YA AD

Web: www.ndhcare.co.uk

**New Hope Care Leicester**

Wigston

Tel: 01604 320077

OP D PD LDA MH YA AD

Web: www.newhopecare.co.uk

**New Hope Care Rutland**

Oakham

Tel: 0121 552 1055

OP D PD LDA MH SI YA AD

Web: www.newhopecare.co.uk

**New Hope Housing and Support**

Leicester

Tel: 07733 357596

OP D PD LDA MH YA

Web: www.Newhopecareltd.co.uk

**New Horizon Care**

Market Harborough

Tel: 01536 762332

OP D PD LDA MH SI YA AD

Web: www.NewHorizonsCare.co.uk

**Next Care Ltd**

Leicester

Tel: 0116 241 7425

OP D PD LDA YA

**NISE Nursing Ltd – Leicester**

Leicester

Tel: 0845 124 9200

OP PD LDA MH SI YA

Web: www.nise.co.uk

**No Place Like Home Midlands Ltd**

Coalville

Tel: 01530 569739

OP D PD YA

Web: www.noplacelikehomecare.co.uk

**Onduty 24 Ltd**

Leicester

Tel: 0116 276 5916

OP PD LDA MH YA

**Passion Healthcare Ltd**

Leicester

Tel: 0116 212 7942

OP D PD LDA MH SI YA

**Pathfinders Community Support Ltd**

Leicester

Tel: 0116 367 8144

OP D PD LDA MH SI AD

**Pearson Anderson Ltd**

Leicester

Tel: 0116 285 5200

OP YA

**Personalized Care**

Hinckley

Tel: 07867 802382

D PD LDA MH SI YA

Web: www.personalized-care.co.uk

**Petrichor Healthcare Provisions Ltd**

Leicester

Tel: 0116 429 3754

OP YA

**PR Accurate Care Ltd**

Leicester

Tel: 0116 507 0811

Advert page 32  
OP D PD MH SI YA

Web: www.praccuratecare.com

**Practical Care Solutions Ltd**

Leicester

Tel: 07446 123745

OP D PD LDA MH YA

**Precious Hope and Home Care Ltd**

Leicester

Tel: 07736 950090

OP D PD LDA MH SI YA AD

Web: www.precioushopecare.co.uk

**Premium Home Care Services Ltd**

Leicester

Tel: 0116 319 2474

OP D PD MH SI YA

**Prestige Care 247 Ltd**

Leicester

Tel: 01455 363500

OP D PD LDA YA AD

**Prestige Nursing – Leicester**

Ashby-de-la-Zouch

Advert page 32

Tel: 01530 614 020

OP D PD LDA MH SI YA AD

Web: www.prestige-nursing.co.uk

**Prestige Social Care Services Ltd – Leicester**

Leicester

Tel: 07908 785659

OP D PD LDA MH SI YA AD

Web: www.prestigescs.co.uk

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

Leicester

Tel: 0333 577 5077

OP D PD LDA MH SI YA AD

**Provision Care Ltd**

Leicester

Tel: 0116 319 2212

OP D PD LDA MH SI YA AD

Web: www.provisioncare.org

**Prudence Supported Living**

Leicester

Tel: 07868 483864

PD LDA MH SI

**Pure Homecare**

Leicester

Tel: 0116 254 9450

OP D PD LDA MH SI YA

Web: www.purehomecare.co.uk

**Pure Favour Health Care Services Ltd**

Leicester

Tel: 07749 185271

OP D

**Purple Care**

Hinckley

Tel: 01455 886406

OP D PD LDA MH YA

**Purple Heart Health Care**

Leicester

Tel: 0116 348 3124

OP D LDA MH YA

Web: www.purplehearthealthcare.co.uk

**Qualitywatch Care Services Ltd**

Leicester

Tel: 07411 306269

D PD LDA MH SI AD

**Raageh Care Ltd – 91 Crafton Street**

Leicester

Tel: 0116 478 6999

OP D PD LDA MH SI YA AD

Web: www.raagehcareltd.co.uk

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

Loughborough

Tel: 01509 643400

OP D PD SI YA

Web: www.radfieldhomecare.co.uk

**Radfield Home Care Leicester East, Groby & Oadby**

Leicester

Tel: 0116 481 0520

OP D PD SI YA

**Radfield Home Care Stamford,****Peterborough & Rutland**

Stamford

Tel: 01780 755722

OP D PD MH SI YA

Web: www.radfieldhomecare.co.uk

**React Homecare Ltd**

Loughborough

Tel: 01509 351021

OP D PD LDA MH SI YA AD

**Rehoboth Health and Home Care Ltd**

Leicester

Tel: 07799 194858

OP D PD LDA SI YA AD

**Reign Supreme Care Services Ltd****– Leicester**

Leicester

Tel: 0116 268 1341

OP D PD LDA SI YA AD

Web: www.reignsupremecare.co.uk

**Reliance Community Care Ltd**

Leicester

Tel: 07891 778646

OP D PD LDA MH SI YA AD

Web: www.reliancecommunitycare.com

**Revive Care Ltd**

Leicester

Tel: 07402 897642

LDA

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

**RHS24 Care Registered Office**

Leicester

Tel: 0116 319 5972

OP YA

Web: https://rhs24.net

**Richmore Care Services**

Leicester

Tel: 0116 403 0070

OP D PD LDA 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

**Right at Home Loughborough**

Loughborough **Advert page 34**  
 Tel: 01509 279360 **OP D YA**  
 Web: www.rightathome.co.uk/loughborough

**Rising Care Services Ltd**

Leicester  
 Tel: 07584 221697 **OP D PD LDA MH SI YA AD**  
 Web: www.risingcareservices.co.uk

**Roseleigh Day Care**

Hinckley  
 Tel: 07909 795950 **OP PD LDA MH SI YA**  
 Web: www.roseleighdaycare.co.uk

**RT-Care Solution Ltd**

**– Main Office**  
 Leicester  
 Tel: 07863 667722 **OP D PD LDA MH SI YA**  
 Web: www.rtcareresolution.net

**Rutland Cottages**

Oakham **OP**  
 Tel: 01572 722350  
 Web: https://prime-life.co.uk

**Rutland House**

Loughborough **OP D PD SI YA**  
 Tel: 07888 827656

**Rutland House Community Trust**

Oakham **OP PD LDA SI YA**  
 Tel: 01572 771001  
 Web: www.rutlandhousecommunitytrust.co.uk

**Saint Care Agency**

Leicester **PD LDA MH SI YA**  
 Tel: 07808 017837  
 Web: www.saintscareltd.co.uk

**Santo Healthcare Ltd**

Leicester **OP D YA**  
 Tel: 07932 014412

**Select Care Services Ltd – 109 Coleman Road**

Leicester **OP D PD LDA MH SI YA**  
 Tel: 0116 276 1111  
 Web: www.selectcareservices.co.uk

**Sensitive Care Solutions Ltd**

Leicester **OP D LDA MH YA**  
 Tel: 0116 296 3830  
 Web: www.sensitivecaresolutions.co.uk

**Serenity Inmind**

Leicester **OP PD LDA MH SI YA**  
 Tel: 07841 989614  
 Web: www.serenityinmind.co.uk

**Seven Steps Healthcare Ltd – Leicester**

Leicester **OP D PD LDA MH SI YA AD**  
 Tel: 0116 319 1600

**Shalom Home Care Ltd**

Leicester **OP D PD LDA MH SI YA**  
 Tel: 0116 276 5935  
 Web: www.shalomhomecare.co.uk

**Shepshed Carers Ltd**

Loughborough **Advert page 34**  
 Tel: 01509 505243 **OP D PD LDA MH SI AD**  
 Web: www.shepshedcarers.co.uk

**Smith Crescent Supported Living Service**

Coalville **PD LDA MH SI YA**  
 Tel: 01530 815887  
 Web: www.leics.gov.uk

**Snowdrop Homecare Rutland Ltd**

Oakham **OP D PD SI YA**  
 Tel: 01572 756707  
 Web: www.snowdrophomecarerutland.co.uk

**Sova Healthcare – Leicester**

Leicester **OP D PD LDA MH SI YA**  
 Tel: 0116 270 9807  
 Web: www.sovahealthcare.co.uk

**Spirit Home Care**

Leicester **OP D PD LDA MH SI YA**  
 Tel: 0116 266 0099  
 Web: www.spirithomecare.co.uk

**Springfield**

Ashby-de-la-Zouch **OP D PD SI YA**  
 Tel: 07736 822253

**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

## Home care providers continued

### Stibbe Lofts

Leicester

Tel: 0116 221 5463

OP LDA MH SI YA

### Storm Homecare Ltd

Leicester

Tel: 0116 253 8601

OP D PD LDA MH SI YA

### Support & Connections Office

Melton Mowbray

Tel: 01664 424044

OP PD LDA MH YA

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

### SureCare Charnwood and Rushcliffe

Loughborough

Tel: 01509 260001

OP D PD LDA SI YA

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

### SureCare Leicester

Leicester

Tel: 0116 296 1432

OP D PD LDA SI YA

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

### Swan Care Group Ltd

Leicester

Tel: 0116 456 7108

OP PD YA

### Sycamore Court

Leicester

Tel: 0116 478 7516

OP LDA MH YA

Web: [www.sanctuary-supported-living.co.uk](http://www.sanctuary-supported-living.co.uk)

### Tailormade Healthcare

Leicester

Tel: 07921 591794

OP D PD LDA MH SI YA

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

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

Leicester

Tel: 0116 216 6362

OP D PD LDA MH YA

### TML Care Solutions Ltd

Market Harborough

Tel: 01858 432751

OP MH YA

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

### Treasured Cares Ltd

Leicester

Tel: 07462 093420

OP D PD YA

### Trinity Independent Care Ltd

Leicester

Tel: 07568 168240

OP D PD MH SI YA

### Ubertas Care Homes Ltd

Leicester

Tel: 0333 577 4770

OP D PD LDA MH SI YA

### UK Care Staffing

Leicester

Tel: 0116 251 7959

OP D PD LDA MH YA

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

### UK Care Team Ltd

Leicester

Tel: 0116 444 3333

OP D PD LDA MH SI YA

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

### UK Instant Services Ltd – Leicester

Leicester

Tel: 0330 113 8011

OP PD LDA MH YA

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

### UK Top Care Ltd

Leicester

Tel: 0116 233 0092

OP D PD LDA MH SI YA

### Universal Care Services Hinckley

Hinckley

Tel: 0247 637 1197

OP D PD LDA MH SI YA

### Vale Care Ltd

Melton Mowbray

Tel: 01949 860777

OP D PD SI YA

### Valland Care and Support Ltd

Leicester

Tel: 0116 482 6690

OP D PD LDA YA

### Value Based Care

Leicester

Tel: 07952 747073

OP D PD MH YA

### Victory Care Ltd

Leicester

Tel: 0116 254 9174

OP D PD LDA MH SI YA

### Village Homecare

Leicester

Tel: 01455 290257

OP D PD LDA MH SI YA AD

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

**Vintage Social Care Ltd**

Leicester  
Tel: 0116 436 2990 **OP D PD LDA MH SI YA AD**

**Vision Homecare Group**

Leicester  
Tel: 0116 451 0099 **OP D PD LDA MH YA**  
Web: www.visionhomecare.org

**Voyage (DCA) Leicestershire**

Hinckley  
Tel: 01455 615061 **OP PD LDA MH YA**  
Web: www.voyagecare.com

**Waterlees Supported Living Service**

Wigston  
Tel: 0116 305 6753 **PD LDA MH SI YA**  
Web: www.leics.gov.uk

**Welland Place**

Market Harborough  
Tel: 01858 412060 **D PD MH SI**  
Web: www.mha.org.uk

**Wellbeing and Support Ltd**

Leicester  
Tel: 0116 236 5220 **OP D PD LDA MH SI YA**

**Wellbeing Homecare Services Ltd**

Leicester  
Tel: 01332 987878 **D PD LDA MH SI**

**Westminster Homecare Ltd (Leicester)**

Leicester  
Tel: 0116 276 9056 **OP D PD LDA MH SI YA AD**  
Web: www.whc.uk.com

**WHM Work Connections Supported Living Office**

Leicester  
Tel: 01509 812004 **OP PD LDA MH SI**  
Web: www.workconnections.co.uk

**Witlens Ltd**

Leicester **Advert page 34**  
Tel: 01164 973936 **OP D PD LDA MH SI YA**  
Web: www.witlens.co.uk

**Woodleigh Healthcare (Leicester Branch)**

Leicester  
Tel: 0116 243 6199 **OP D PD LDA MH SI YA**

**Wyville Home Care Services Ltd**

Leicester  
Tel: 0116 279 5104 **OP D PD MH SI YA AD**  
Web: www.wyvillehomecare.com

**Xcel Homes Ltd**

Market Harborough  
Tel: 07824 531625 **OP D PD YA**

**Your Choice Care Ltd – Office**

Leicester  
Tel: 0116 296 0194 **OP D PD LDA MH SI YA**

**YourLife (Glen Parva)**

Leicester  
Tel: 0116 247 7533 **OP D PD**  
Web: www.yourlife.co.uk

**Yourlife (Market Harborough)**

Market Harborough  
Tel: 01858 433453 **OP D PD SI**  
Web: www.yourlife.co.uk

**Yourlife (Oakham)**

Oakham  
Tel: 01572 720057 **OP D PD SI**

**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

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

# Housing options

There is a range of housing options that combine independent living in a home of your own with security of tenure, along with care services arranged according to need.

Schemes may be run by housing associations, the local authority, voluntary organisations or private companies. Properties may be available for rent, mixed tenure or to purchase.

## Extra Care housing

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

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

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

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

If you live in Leicestershire, you may wish to arrange Extra Care housing privately. The **Housing Care** website offers comprehensive advice about

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

For more information on Extra Care schemes visit **[www.leicestershire.gov.uk](http://www.leicestershire.gov.uk)** (search 'extra care housing'). Alternatively, you may prefer to seek assistance from your local district or borough council (see page 101 for contact details).

For residents in Leicester City, contact adult social care.

### Leicester City Council

Tel: **0116 454 1004**

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

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

There are no Extra Care schemes in Rutland. For general housing related enquires, contact adult social care.

### Rutland County Council

Tel: **01572 758341**

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

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



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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## Sheltered or warden-assisted housing

Sheltered (or retirement) housing is provided by local council housing departments and housing associations for older people who would like to remain independent but prefer the added security and reassurance of a scheme manager and an alarm call service.

A scheme manager is either based at the site during office hours or visits regularly.

Many sheltered housing schemes also have communal lounges, laundry facilities, lifts, door entry systems and specially adapted facilities.

## Supported Living

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

Supported Living can be delivered in a range of settings, including individual flats or houses, clusters of self-contained flats on the same site, shared accommodation, and Extra Care housing. The individual, a private landlord, a housing

association, a local authority, or a charity may own the property.

Supported Living refers to the way in which accommodation and support are organised, rather than the amount of support. This will be tailored to individual need and can include access to support 24 hours a day if assessed as necessary, although many people do not require this – particularly with the use of care technology (discussed on page 13).



Supporting adults with additional needs to enjoy a full life at home



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

Telephone: 0116 2681341 (ext. 222)

Enable Inclusive Support Ltd

Leicester Business Centre Unit 22, 111 Ross Walk Leicester LE4 5HH



## Shared Lives

Shared Lives is a service delivered by skilled, trained and approved individuals (Shared Lives carers) in their own homes. It combines the small-scale setting of the family home with the expertise of a specialist organisation. The service supports adults with a range of needs who are eligible for a social care service. It is based on the principle of sharing family life and helps people to experience ordinary life with real relationships. Shared Lives can provide:

- longer term accommodation and support;
- rehabilitative or transitional support – hospital to home;
- short breaks/respite;
- day support/activities; and
- opportunities for children’s foster carers to support their foster child into adulthood.

Shared Lives provides an alternative to residential care and supported living settings. It aims to help individuals where possible develop essential life skills. Shared Lives carers do not employ other staff. If you are interested in becoming a Shared Lives carer, refer to the following contact details.

### Leicester City Council

Tel: **0116 454 3740**

Email: **sharedlives@leicester.gov.uk**

Web: **www.leicester.gov.uk** (search ‘become a shared lives carer’).

### Leicestershire County Council

Tel: **0116 305 8133**

Email: **sharedlives@leics.gov.uk**

Web: **www.leicestershire.gov.uk** (search ‘become a shared lives carer’).

## Specific care and support needs

### Learning disability and autism

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

Councils work to make sure people with learning disabilities have:

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

Councils aim to support people to remain living

independently in their own homes wherever possible, but if you need to move somewhere with care and support, you might like to consider other housing options, see page 46.

You can also explore **mychoice.leicester.gov.uk** in Leicester, **www.leicestershire.gov.uk/lisd** in Leicestershire or **ris.rutland.gov.uk** in Rutland.

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

You may also find the following organisations useful.

### Learning Disability Partnership Boards

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



### Leicester City

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

### Leicestershire

Tel: **07712 321554**

Email: [a&c-strategy@leics.gov.uk](mailto:a&c-strategy@leics.gov.uk)

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

### Rutland

Tel: **01572 722577**

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

### Leicestershire Autistic Society

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

Tel: **0116 291 6958**

Email:

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

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

### Leicestershire Down's Syndrome Group

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

Tel: **07595 821127**

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

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

### Mencap

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

Tel: **0808 808 1111**

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

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

### Scope

Offers free, impartial and expert information, advice and support to disabled people and their families. • Tel: **0808 800 3333**

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

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



## Mental health

If you are worried about your mental health, it's important to remember you aren't alone. Lots of people experience changes in their mental health and there's help and advice available in Leicester, Leicestershire and Rutland to support you.

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

Anyone needing mental health support for themselves, or others can call the Central Access Point on **0808 800 3302**. You can find more information about what support is available on the Start a Conversation website at [www.startaconversation.co.uk](http://www.startaconversation.co.uk)

### Mental Health Wellbeing and Recovery Support Service

Open to anyone aged 18+ experiencing poor emotional and mental health, including carers. Its goal is to help you maintain and improve your emotional and mental wellbeing, become empowered to achieve your goals and to live a meaningful life. You don't need a mental health diagnosis to use this service – it is open to people who would benefit from the support offered. See page 50 for help choosing the following organisation most local to you.



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

For parents and carers of children with additional needs and those who support them.

<p><b>Leicester City</b></p>	<p><b>People Potential Possibilities (P3)</b>  Tel: <b>0808 178 0960</b>  Email: <b>leicestermhwrss@p3charity.org</b>  Web: <b>www.p3charity.org/services/leicester-mental-health-and-wellbeing-service</b></p>
<p><b>Blaby, Oadby &amp; Wigston and Harborough districts</b></p>	<p><b>Life Links Richmond Fellowship</b>  Tel: <b>0800 023 4575</b>  Email: <b>leicestershire.lifelinks@richmondfellowship.org.uk</b>  Web: <b>www.rflifelinks.co.uk</b></p>
<p><b>Melton and Charnwood districts</b></p>	<p><b>Nottingham Community Housing Association (NCHA)</b>  Tel: <b>0800 434 6126</b>  Email: <b>charnwoodandmeltonmh@ncha.org.uk</b> or <b>referralsCMMH@ncha.org.uk</b> (referrals).  Web: <b>www.ncha.org.uk/talk-to-us</b></p>
<p><b>Hinckley &amp; Bosworth and North West Leicestershire districts</b></p>	<p><b>Mental Health Matters</b>  Tel: <b>0300 323 0189</b>  Email: <b>leicestershire.andrutlandmhm@nhs.net</b>  Web: <b>www.mentalhealthmatters.com</b></p>
<p><b>Rutland</b></p>	<p><b>People Potential Possibilities (P3)</b>  Tel: <b>07923 169469</b>  Email: <b>rutlandmhwrrs@p3charity.org</b>  Web: <b>www.p3charity.org/services/rutland-mental-health-1</b></p>

**Crisis Cafés**

Offer support for people who need immediate mental health help. The cafés are drop-in centres for anyone to come and talk about their mental health. They have supportive, trained staff who can listen and provide the practical support you need.

Web: **www.leicspart.nhs.uk/service/crisis-cafes**

**Getting Help in Neighbourhoods (GHIN)**

GHIN aims to provide mental health and wellbeing support relevant to local communities' needs. In April 2021, the scheme announced the recipients of its first round of grants. Funding has been awarded to local groups across the city and county to spend on their own projects, new or existing, to support people with their mental health and wellbeing.

Web: **www.leicspart.nhs.uk** (search 'Getting Help in Neighbourhoods').

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

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

Tel: **0116 255 6286**  
Email: **info@lampdirect.org.uk**  
Web: **www.lampadvocacy.co.uk**

**VitaMinds**

Provides the free NHS Improving Access to Psychological Therapy (IAPT) service. Anyone aged 16+ experiencing mild to moderate symptoms of anxiety, depression, low mood, lack of motivation and comorbid long-term physical health conditions (LTCs) or medically unexplained symptoms can make a self-referral to the service either online or via telephone.

Tel: **0330 094 5595**  
Web: **www.vitahealthgroup.co.uk/nhs-services/nhs-mental-health**

## Sensory impairments

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

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

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

Alternatively, if you or someone you know is starting to experience sensory loss, Vista's staff can provide

you with information and support to help you maintain a fulfilled life.

### Vista

Tel: **0116 249 8839**

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

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

### Equipment to support you with everyday tasks

If you're having difficulties because of your impairment, there's a wide range of equipment, technology and gadgets you can get such as alarms, sensors, adapted telephones, television loops and grab rails. See page 13 for more information. →



# vista

## Our residential care homes are ready to welcome you

Vista provides high quality residential care with a specialism in sight loss and dementia. For more information, please contact our Admissions Manager on **07715 078838** or at **admissions@vistablind.org.uk**.  
[www.vistablind.org.uk](http://www.vistablind.org.uk) Registered Charity No. 218992



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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**Stroke**  
Association

**PARKINSON'S<sup>UK</sup>**

**MS Society**

**DIABETES UK**  
KNOW DIABETES. FIGHT DIABETES.

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

### Sense

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

Tel: **0300 330 9256** • Email: **info@sense.org.uk**

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

### Signing Network

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

12 Frog Island, Leicester LE3 5AG

Tel: **0116 253 2571**

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

You can also contact your local council for a care and support assessment if you have additional needs, see page 16 for contact details.

## Advocacy

Advocates can give advice, support and information to people of any age. They help you to voice your concerns and guide you through difficult or challenging times.

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

You should consider using the services of an

advocate if you feel unsure or concerned when you are faced with making an important decision about your care or support.

Advocates are not there to tell you what to do or to make decisions for you, but to help you express your views and make your own fully informed decisions. Councils have a legal obligation to provide an advocate to you if you need one at any stage of your care and support planning with them, provided you meet the criteria set out in this section.

For details of organisations who can provide advocacy services in Leicester, Leicestershire and Rutland, see pages 22 and 102 respectively.

## Planning for end of life

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

The 'Dying Matters' website has lots of information helping you to talk about this sensitive subject with your family. Visit **www.dyingmatters.org**

When choosing a care service, you should consider its end of life care philosophy and policies.

Enabling people to die in comfort and with dignity is a core part of providing care. The way care professionals approach the process will be incredibly important for you, your family and carers.

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

It is also important to know all health and social care staff must be trained in communication regarding end of life care and will be trained in →



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Kirklands Healthcare Ltd

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

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

T: **0116 2418118**

T: **0116 2248888**

Member of:



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

→ assessing the needs of individuals and carers.

It is worth asking care providers whether they are working towards The Gold Standards Framework. This can be used in various settings, for example hospitals, primary care and care homes, to improve the co-ordination and communication between different organisations involved in providing care for someone near the end of their life.

### Planning for your funeral

While you are thinking about the future, you may want to consider writing down your wishes for your funeral. This can help to alleviate pressures on your family. They may appreciate knowing your wishes and they can make sure they are considered at your funeral. By detailing your wishes, your family can be comforted by the fact they don't need to make all the decisions about what you would have liked or wonder whether they are making the right choices. Things to

consider are included on 'How to arrange a funeral', a webpage created by Hospice UK. Visit [www.hospiceuk.org/information-and-support/i-need-support-bereavement/how-arrange-funeral](http://www.hospiceuk.org/information-and-support/i-need-support-bereavement/how-arrange-funeral)

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

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

See page 106 for details of organisations who may be able to help you plan for the end of your life or your funeral.

## Care homes

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

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

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

### Types of care home

It may have been suggested that you need to move into a residential care home, because of an accident or an increase in your need for daily support, but this may not necessarily be the right decision. You should explore the other housing options available to you, seek advice, and make the right decision for you. See the information beginning on page 46 for alternative housing options to residential care.

enjoy. Care homes can also assist you with bathing, dressing, moving, eating and drinking.

It is a good idea to have a care and support assessment from adult social care before you choose a care home to ensure it is the best way to meet your needs, see page 16 for more information about assessments.

### Care homes without nursing

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

### Care homes with nursing

A care home with nursing provides the same care and support as a care home but with 24-hour nursing staff on hand. You will need to be assessed by adult social care or health to determine your eligibility and needs. You will be fully involved in planning for your care needs.

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They're dedicated people who want to celebrate life and improve  
well-being. And it's why support is given with kindness, respect and dignity.

**These are the things that mean the most.  
And because they matter to you, they matter to us.**

**Call to find out how we can help.**



**BARCHESTER**  
in Leicestershire

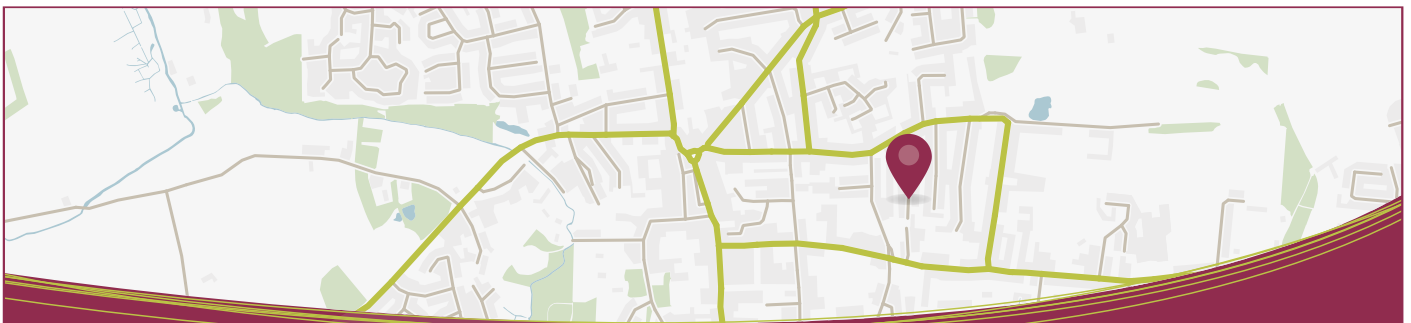
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**Your care  
matters**  
with Barchester

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



## 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**



➔ If, after a needs assessment, a care home providing nursing care is the best solution for you, a social care worker will give you information to help you find a home which meets your care requirements. The cost of the nursing care part of your fees may be paid by the NHS to the home directly, the current amount is £209.19 per week.

This figure may change over the lifetime of this Directory, please use it as a guideline only.

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

## Activities in care homes

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

Above all, activities provide a point of interest, fun and challenge to each day. They should enable

people to participate in daily life, be engaged and maintain hobbies or activities they have enjoyed throughout their life, as well as offering the opportunity to try something new, if they wish.

Lots of care homes now employ a dedicated activity co-ordinator. What they do and how they do it varies from one home to another. Increasingly, they are fully integrated into the staff team, play a key part in developing care plans and ensure all staff appreciate the part they play in delivering high-quality activity provision. Ensure you speak to any potential care providers about the activities they provide in their care home before making any final decisions.

## Care homes and people with dementia

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

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

A good care home or care home with nursing will support you to make your own daily decisions. This may be as simple as choosing what you'd like to eat or wear that day or helping you to perform day-to-day tasks, like laying the table, folding the washing or gardening. This is relationship-centred care with person-centred outcomes – these simple

approaches to daily living can help you to maintain control over your life.

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





Aspen Manor

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Nursing & Respite Care | Day Care

**Exceptional Care close to you**  
At the most luxurious care home in Rutland.

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- ✓ Luxury Setting
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[info@aspenmanorcarehome.co.uk](mailto:info@aspenmanorcarehome.co.uk)

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



Aspen Manor Care Home,  
Barleythorpe Road, Oakham LE15 6GL



Aspenmanorcarehome



Aspenmanorcarehomeuk



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 68.

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

### **Peaker Park Care Village**

In Market Harborough, comprises 3 separate facilities

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

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



### **The Rutland Care Village**

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

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

121 Knighton Church Road, Leicester LE2 3JN

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



## Charnwood Oaks

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

## Homes in your area.....

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

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

### Residential/Nursing/Continuing Healthcare

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

### Respite Care

A short break or a well deserved rest.

### Day Care

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

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

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

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

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

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

Inspected and rated

Good



# Orchard Manor View - *A place to really live!*

## Our Mission

Orchard Manor View is a purpose-built care home in the heart of Leicester, caring for adults age 55+, those living with Dementia and Alzheimer's, as well as older individuals with additional care requirements. Our mission is to bring warmth, independence, care and support to all of our residents, and ultimately improving their quality of life.

## Dining

Our specially trained chefs provide a relaxing and flexible dining environment, offering a variety of home cooked nutritious meals on a daily basis and catering for all dietary requirements. They are always happy to master new dishes to make you feel more at home within our spacious dining area. In addition, our service users also have full access to their own fully furnished, state of the art resident's kitchen, which features a dining area as well as French doors opening out onto a patio for Al-fresco dining.

## Entertainment

At Orchard Manor View we understand that every individual has different interests, hobbies and needs. As such, we aim to meet all the needs of residents by using a holistic approach to care in order to make them truly feel at home.

## Facilities

From our landscaped gardens, greenhouse and raised planting beds, to the sensory room, courtyard and three themed lounges, we endeavour to cater to everyone's interests. We also have daily events in our multi-functional room, ranging from live performances, to movies, sports and special events displayed on our projector. Furthermore, we are proud owners of 4 state-of-the-art hydrotherapy baths (with Bluetooth music facilities and soft mood lighting).

## Accommodation

Our award-winning accommodation boasts truly luxurious spaces. Every room possesses an en-suite, exquisite furniture with multiple chairs, bedside tables, a coffee table, lamps, a flat screen television and a custom designed electric bed built with our residents in mind. It is also a huge honour of ours to provide accommodation for couples.

**For more information on how we can help you or a loved one, please don't hesitate to contact us, we look forward to hearing from you.**



**0116 319 4460**  
**www.orchardmanorview.co.uk**  
**manager@orchardmanorview.co.uk**

**34 Robert Hall Street,**  
**Leicester LE4 5RB**  
(off Abbey Lane, near to the Space Centre)

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 59. 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?

\*See page 68.

## Health

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

## Staff

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

## Approach to care

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

# Paying for care

When a local authority provides or arranges your care services, you may be asked to contribute

towards the cost of care at home or in a care home, depending on your personal circumstances.

## Financial assessment for permanent residential care

The financial assessment looks at your capital, savings and income. Most people are likely to have to contribute something towards the cost of their care. Your home can be considered as capital. If you move permanently to a care home and own property, you may be able to pay some of your care home fees by agreeing to the Deferred Payment Scheme. See page 65 for more information.

Your home is not included in the financial assessment if you are receiving care in your own home. If you choose not to have a financial assessment, you will usually be responsible for arranging and paying the full cost of your care and support in a care home.

If you have capital and savings of £14,250 or less, this is not taken into account in the assessment, but you may be asked to make a contribution from your income and the local authority will help to meet the cost of your placement, up to the authority's standard rates. If you have capital and savings above £14,250 and up to £23,250, you are likely to have to contribute more towards the cost of your care.

If your capital and savings which are taken into account are more than £23,250, you will usually

pay the full cost of your care yourself. As a result, most people choose to self-fund their care when they have this level of savings or capital. Care Act legislation regarding the value of your capital and savings are subject to change in October 2025.

If you are eligible for support from your local council, it will offer a variety of care homes that meet locally agreed funding rates. If you choose to live in a more expensive care home, a top-up payment is required to pay the difference in the cost of your care. This money cannot usually be paid by you, the person needing care. The person making the 'top-up' payment could be anyone but is often a relative. The third-party signs an agreement to the extra amount required to be paid.

You can only make a top-up payment yourself if you have signed up for the Deferred Payment Scheme during the twelve-week property disregard period (see page 65) or you are subject to section 117 aftercare under the Mental Health Act. If you lack capacity, a formal representative can sign the agreement on your behalf. Care Act legislation is changing in October 2025, which will allow the person needing care to pay these extra costs if they are considered affordable.

## Struggling to pay care costs

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

If you become eligible for council support with funding your care, and the home you are living in charges more than your local council's normal funding limit, a third party may help pay the

difference. This is known as a 'top-up' or 'third party payment' (see page 65). If funds for a top-up are not available, you will need to find accommodation which can meet your needs at the local authority funding rate.

Understanding your rights before moving into care is essential. There are several financial products and specialist companies which may be able to help. It is important to seek independent financial and legal advice.



## Non-means-tested support

Some support may be available to you without your local council needing to assess your finances.

### Benefits

Attendance Allowance and Personal Independence Payments are non-means-tested, non-taxable benefits paid by the Department for Work and Pensions. There are different rates depending on your needs. Everyone who needs care should consider claiming one of these benefits. However, payment of some of these benefits can stop if you are, or become, a permanent resident in a care home with funding assistance from the local authority.

If you are entitled to the mobility component of Personal Independence Payment or Disability Living Allowance, this payment will not stop once you move into a care home and is not included in your financial assessment, unless your placement in a care home will be funded entirely by NHS Continuing Healthcare. See page 17 for more information.

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

---

## Self-funding your care

Paying for care can be an expensive and long-term commitment, so it is strongly recommended that you seek specialist information and advice before entering into any arrangements. It is important you seek specialist advice from appropriately qualified and regulated financial advisers, see page 65 for suggested contacts.

### Twelve-week property disregard

If your former home is included in your financial assessment but your other capital and savings are £23,250 or less, and your income is not enough to meet your care home fees, your local council may share the cost of up to the first 12 weeks of permanent care, provided it agrees that care is needed.

### Deferred Payment Scheme

After any property disregard period, you may be eligible to pay some of your costs by applying to the Deferred Payment Scheme. To qualify, you must have a 'beneficial interest' in the property's value (meaning you have the right to a share of the sale proceeds when it is sold. This is different to legal ownership of the property) or alternative security for the debt.

The Deferred Payment Scheme helps people without immediate access to care home funding to pay for their own care in a more flexible way. Effectively, it delays payment of the full cost until the residential care ends, and or you sell a property asset.

Any fees incurred by your local council will be subject to a charge registered against the property. Interest is also charged throughout the period where payment is delayed. There is an annual maintenance fee and an application fee to join the scheme which covers your local council's legal and administrative costs. Your local council will limit how much can be deferred for payment, depending on the equity in your property or your share in the property's value, less an amount for selling costs.

### NHS Nursing Care Contribution

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

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## Top-up payments

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

a more expensive home and someone is able to make an additional payment for you, they will have to pay the local authority the difference

between its rate and the amount the home charges. This is called a 'top-up' or 'third party payment'.

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

Before anyone agrees to pay your top-up, they should be aware the amount may increase, and they need to be confident that they can sustain the payments for as long as they are required. They will need to sign a contract with your local council to confirm that they are able to do this. If the additional payments stop being paid for any reason, then you should seek help and advice from your local council.

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

If you are already resident in a care home, and no top-up was required at the time you became a resident, the home may seek to introduce one at a later date, which would need to be agreed first with the local authority.

This may happen if a change to your arrangements is made at your request or with your agreement, for example you move to a more expensive room.

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

## Seeking financial advice

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

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

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

A list of independent financial advisers who are

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

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

### Age UK

Tel: **0800 055 6112**

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

### Citizens Advice

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

### Money Helper

Tel: **0800 138 7777**

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

Tell us what  
you think

 CareChoices

⦿ What have you found useful?

⦿ What could we do better?

Share your feedback – take our five minute survey

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

# Important information

## How solicitors can help

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

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

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

The Court of Protection can issue Orders directing the management of a person's property and financial affairs if they are incapable of managing their own affairs and should they not have an LPA. The Court procedure is presently very slow, and the fees are quite expensive so preparing an LPA is always advisable, providing you have somebody

sufficiently trustworthy to appoint as your attorney.

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

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

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

## Comments, compliments and complaints

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

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

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

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

If you are concerned about the care you, a friend or a relative are receiving, it makes sense to speak to the manager of the service about your concerns before you take any further action. The problem may be resolved quite easily once they are made aware of it. If you need to make a formal complaint, you should follow the service's complaints procedure. The service has a duty to respond to any complaints made.

If you have a complaint about a breach of

regulations, contact the Care Quality Commission (see below for more information about the CQC).

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

social care worker or their manager.

If you have been unable to resolve your complaint, you can contact the Local Government and Social Care Ombudsman on **0300 061 0614** and ask them to assist you. The Local Government and Social Care Ombudsman looks at complaints about councils and some other authorities and organisations, including adult social care providers (such as care homes and home care providers). It is a free service, and its job is to investigate complaints in a fair and independent way.

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## Inspecting and regulating care services

 **Care Quality Commission** Health and social care providers that deliver regulated activity must be registered with the Care Quality Commission (CQC), showing they meet a fundamental set of standards.

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

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

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

It's always a good idea to check inspection reports and ratings when choosing a care service.

You can find reports and ratings on the CQC's website ([www.cqc.org.uk](http://www.cqc.org.uk)). Care providers must also display their latest rating at their premises and on their website.

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

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

Tel: **0300 061 6161**

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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## Out-of-county care

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

If your care home place is state funded, speak to the local authority about who is responsible for your care fees, especially if you choose a care home in another region. Any home you choose must be

suitable for your assessed needs and comply with the paying authority's terms and conditions.

You should seek further advice before making your decision.

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

## Protecting adults at risk of abuse

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

### What is adult abuse?

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

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

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

### Who might be causing the abuse?

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

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

If you think someone is being abused, call:

- Leicester City Council on **0116 454 1004** (Monday to Thursday, 8.30am to 5.00pm);

and Friday, 8.30am to 4.30pm);

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

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

Outside these hours:

- call the Emergency Duty team across Leicester, Leicestershire and Rutland on **0116 255 1606**;
- leave a message on the answerphone; or
- call the police on **101**, or **999** if it is an emergency.

If the abuse is also a crime such as assault, racial harassment, rape or theft you should involve the police. If the police are involved adult social care will work with them and with you to provide support.

You can also:

- contact the Care Quality Commission (CQC) on **0300 061 6161** if the adult at risk of abuse is living in a registered care home, care home with nursing or receiving home care services; or
- let a public service professional, such as a social worker, community nurse, GP, probation officer or district nurse know your concerns. They have responsibilities under the Leicester, Leicestershire and Rutland Safeguarding Adults Multi Agency Policies and Procedures (MAPP) and can advise you about what to do next.

### The Disclosure and Barring Service (DBS)

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

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

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

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

## East Midlands Care



This free publication provides you with a lot of information regarding care homes and their services within Leicester,

Leicestershire and Rutland (LLR), which we welcome and support.

East Midlands Care (EMCARE) supports quality care in Leicester, Leicestershire and Rutland, and is the only care association specifically representing and supporting care home providers in these areas. Its members are from the independent and voluntary sector.

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

EMCARE supports its members by:

- providing impartial and practical support and advice on the issues that providers face daily and in times of difficulty;

- sharing, exchanging, signposting and providing accessible information, knowledge and advice;
- providing members with advance notice of forthcoming changes to policy, legislation and regulatory requirements, and assisting members in the understanding and interpretation of these;
- helping them to understand the implications of local contracts, eligibility criteria and funding;
- representing their views to commissioners, inspectors and other key bodies;
- offering presentations by invited speakers on current topics at regular bi-monthly meetings;
- informing them of grant funding and new initiatives available;
- offering them special rates from partnership suppliers for services and products;
- providing free phone advice from legal advisors on employment, commercial and regulatory issues;
- offering free attendance to EMCARE's annual care conference; and
- positively promoting the independent long-term care sector, good practice and high standards of care.

EMCARE is currently leading the Independent Care Home Trusted Assessor project within the University Hospitals of Leicester (UHL), working with and assisting Leicestershire County Council, UHL and care homes in the county to support and

facilitate effective, timely and safe re-admissions and new admissions to county care homes. In addition, EMCARE is currently working in partnership with the Data Security and Protection Toolkit (Digital Social Care) and RESTORE2 training projects.

Throughout the COVID-19 pandemic and rising cost of living, EMCARE has protected the safety and wellbeing of its residents and EMCARE members. Support with issues experienced by EMCARE care homes is ongoing and has covered COVID-19 testing, staff recruitment and retention, Infection Prevention and Control, sustainability and the Fair Cost of Care exercise.

EMCARE has been running for over 30 years and is an affiliated member of Care England and a member of the Care Association Alliance. EMCARE is keen to encourage membership from all care providers in Leicester, Leicestershire and Rutland – to develop a collective voice to share knowledge and experiences. Membership is open to all independent and voluntary sector organisations registered with Care Quality Commission.

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



## 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





## my family our needs

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

[Ask questions](#)

[Get involved](#)

[Join the family](#)

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

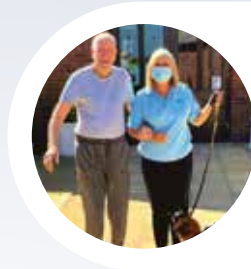
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“Dignified Care”**  
*Embrace The  
Langdale Lifestyle*



*“Your patience and understanding has helped me through all my difficulties, fears, and worries.”*



*“You always treat me with dignity and respect my needs and choices.”*



*“You take the time to help me enjoy activities that I no longer thought I could.”*



*“Your care and kindness has given me hope when I was in despair and now I smile all the time .”*



*“Your love has made me feel happy, safe, protected, and valued as a human being.”*

**Contact Us Today**

[info@langdalecarehomes.co.uk](mailto:info@langdalecarehomes.co.uk)

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



*"I can't recommend this home highly enough! My friend has been a resident here for six months and is so comfortable, well cared for and happy. The building itself is beautiful and the rooms very spacious. The smell and general, when you walk in, is like a 5-star hotel rather than a care home. All staff look very happy; they all smile and talk to you. The activities programme at this home is out of this world. There's always something different going on! The food always looks delicious, and there is one member of their staff team that really does go above and beyond. Lovely home that I'm very happy to see my friend in. Well done to the managers here, who are the loveliest people."*



The Langdale Care Homes group, a family-run business since 2004, has 7 award-winning homes across Leicestershire & Derbyshire. We are guided by the simple principles of making sure the needs of the resident are at the centre of everything we do. How do we achieve this? The inclusion of the resident in all the decision making possibilities relating to their care and how their choices/preferences are respected – understanding what is important to the resident and always treating them with compassion, caring, respect and dignity. The inclusion of the family and loved ones while fostering close relationships to be a source of support and comfort to them. Providing the most meaningful activities for the residents to live a dignified, happy, full, and active life – supporting their physical, mental, social, emotional, and cultural needs, as well as their likes and dislikes.

We uphold the mantra that no resident shall be left behind, and it's our mission to ensure that each resident will be given the very best care that is tailored to their specific needs. We passionately believe in supporting, motivating, and encouraging our amazing team as they are the caring heart of our family. Our lovely homes in Leicestershire include Langdale House, Oakdale Care, Everdale Grange and Sutton In The Elms. Interested in joining our loving family? Please come visit with us, share a cuppa and some pastries, and get to know our lovely residents and team.



Regulated by



**Langdale House Care Home**

Meet our lovely family!

01455 274 544

6 Church Street, Sapcote, Leicester LE9 4FG

info@langdalecarehomes.co.uk

**Everdale Grange Care Home**

Fancy joining us for a delicious home cooked meal?

0116 299 0225

78/80 Lutterworth Road, Aylestone, Leicester LE2 8PG

info@langdalecarehomes.co.uk

**Oakdale Care Home**

Let's catch a bit of sun in our lovely gardens

0116 276 0600

6 Church Street, Sapcote, Leicester LE9 4FG

info@langdalecarehomes.co.uk

**Sutton In The Elms**

Come join us for some lovely activities with our residents

01455 286 577

34 Sutton Lane, Sutton-in-the-Elms, Broughton Astley, Leicester LE9 6QF

info@langdalecarehomes.co.uk

**WE'RE SUPER SOCIAL**

ALWAYS celebrating our residents and staff!

@langdalecarehomes

@langdalecarehomes

langdale-care-homes

www.langdalecarehomes.co.uk



# Live Safe & Well

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

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

**Hinckley House**  
Hinckley  
0116 4042025

**Lady Jane Court**  
Leicester  
0116 4043141

**South Lodge**  
Leicester  
0116 4042026

[averyhealthcare.co.uk](http://averyhealthcare.co.uk)



**Avery**

**CHA**  
CAREHOMEAWARDS

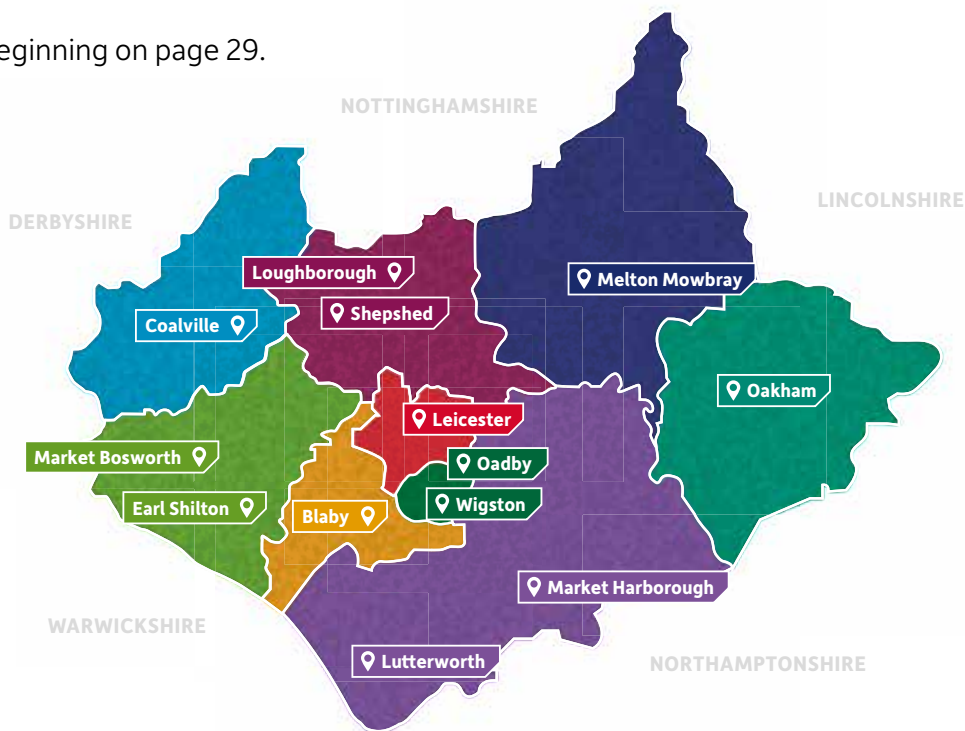
**WINNER  
2022**



# Residential care in Leicester, Leicestershire and Rutland

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

Home care providers can be found beginning on page 29.



<b>Blaby</b>		<b>Hinckley and Bosworth</b>		<b>North West Leicestershire</b>	
Care homes	77	Care homes	84	Care homes	93
Care homes with nursing	79	Care homes with nursing	86	Care homes with nursing	94
<b>Charnwood</b>		<b>Leicester City</b>		<b>Oadby and Wigston</b>	
Care homes	79	Care homes	86	Care homes	95
Care homes with nursing	83	Care homes with nursing	91	Care homes with nursing	97
<b>Harborough</b>		<b>Melton</b>		<b>Rutland</b>	
Care homes	83	Care homes	93	Care homes	97
Care homes with nursing	84	Care homes with nursing	93	Care homes with nursing	98

**Search for care in your area**

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

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

CareChoices

Professional Quality Residential Care

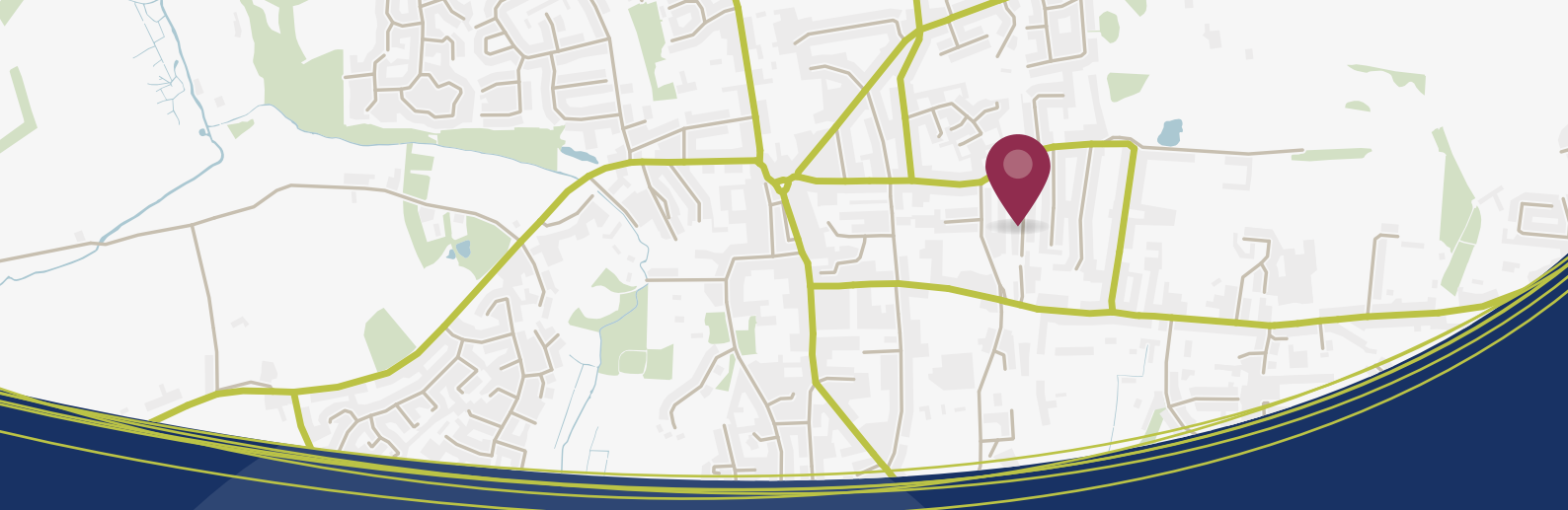
**0116 277 3890**  
[www.woodwayhouse.co.uk](http://www.woodwayhouse.co.uk)

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

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

Inspected and rated Good

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



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



# Search for care in your area

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

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

**Alexandra House – Leicester** Places: 17  
 1 Narborough Road, Huncote, Leicester LE9 3AW  
 Tel: 0116 275 3669 **OP D PD MH SI**

**Kirby House** Places: 41  
 Kirby Lane, Kirby Muxloe, Leicester LE9 2JG  
 Tel: 0116 239 4286 **OP D PD MH SI YA**

**Applegarth** Places: 6  
 1 Rutland Close, 117 Hinckley Road, **Advert page 51**  
 Leicester Forest East, Leicester LE3 3PW  
 Tel: 0116 249 8861 **OP D PD LDA MH SI YA**  
 Web: [vistablind.org.uk](http://vistablind.org.uk)

**Portland House** Places: 19  
 Portland Road, Kirby Muxloe,  
 Leicester LE9 2EH  
 Tel: 0116 239 3056 **OP D MH YA**

**Chataway Care Home** Places: 14  
 4 East Avenue, Whetstone, Leicester LE8 6JG  
 Tel: 0116 284 8306 **OP PD YA**

**Tavey House** Places: 12  
 4 Grove Road, Whetstone, Leicester LE8 6LN  
 Tel: 0116 284 8606 **OP D MH YA**

**Cherrytree Residential Home** Places: 40  
 123 Station Road, Countesthorpe, Leicester LE8 5TD  
 Tel: 0116 277 7960 **OP PD MH YA**  
 Web: [www.karahealthcare.com](http://www.karahealthcare.com)

**Waring Close** Places: 16  
 1-3 Waring Close, Glenfield,  
 Leicester LE3 8PZ  
 Tel: 0116 287 8330 **LDA**  
 Web: [www.macintyrecharity.org](http://www.macintyrecharity.org)

**Enderby Grange** Places: 40  
 Sparsis Gardens, Narborough LE19 2BQ  
 Tel: 0116 275 2555 **OP D PD MH**  
 Web: [www.ala-care.co.uk](http://www.ala-care.co.uk)

**West View Care Home** Places: 19  
 136 Leicester Road, Glen Parva  
 Leicester LE2 9HG  
 Tel: 0116 277 3896 **OP D LDA MH**  
 Web: [www.midlandscare.co.uk](http://www.midlandscare.co.uk)

**Famille House** Places: 16  
 4 Station Road, Kirby Muxloe,  
 Leicester LE9 2EJ  
 Tel: 0116 239 4012 **LDA**  
 Web: <https://salutemcareandeducation.co.uk/>

**Whetstone Grange** Places: 38  
 148 Enderby Road, Whetstone,  
 Leicester LE8 6JJ  
 Tel: 0116 247 7007 **OP D PD MH**  
 Web: [www.alacare.co.uk](http://www.alacare.co.uk)

**Heathcotes (Glenfield)** Places: 6  
 20 Groby Road, Glenfield, Leicester LE3 8GJ  
 Tel: 0116 287 7837 **PD LDA MH SI YA**  
 Web: [www.heathcotes.net](http://www.heathcotes.net)

**Willow House** Places: 6  
 22 Tredington Road, Glenfield,  
 Leicester LE3 8EP  
 Tel: 0116 232 1971 **LDA YA**

**Heathcotes (Kirby Muxloe)** Places: 7  
 6 Barry Drive, Kirby Muxloe, Leicester LE9 2HG  
 Tel: 0116 224 5971 **LDA MH**  
 Web: [www.heathcotes.net](http://www.heathcotes.net)

**Woodheyes** Places: 38  
 231 Hinckley Road, Leicester Forest East,  
 Leicester LE3 3PH  
 Tel: 0116 238 7371 **OP D SI**  
 Web: [www.woodheyes.co.uk](http://www.woodheyes.co.uk)

**Kathleen Rutland Home, The** Places: 44  
 117 Hinckley Road, Leicester Forest East,  
 Leicester LE3 3PF **Advert page 51**  
 Tel: 0116 239 4234 **OP D PD LDA MH SI YA**  
 Web: [www.vistablind.org.uk](http://www.vistablind.org.uk)

**Woodway House** Places: 32  
 11 Enderby Road, Blaby, Leicester LE8 4GD  
 Tel: 0116 277 3890 **Advert page 75** **OP D YA**  
 Web: [www.woodwayhouse.co.uk](http://www.woodwayhouse.co.uk)

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

**Aylesham Court Bupa Care Home** Places: 60  
195 Hinckley Road, Leicester Forest East,  
Leicester LE3 3PH  
Tel: 0116 298 5550 **Advert page 94** **OP PD YA**  
Web: www.bupa.co.uk

**Langdale House Ltd** Places: 31  
6 Church Street, Sapcote,  
Leicester LE9 4FG **Advert pages 72 & 73**  
Tel: 01455 274544 **OP D PD MH SI YA**  
Web: www.langdalecarehomes.co.uk

**Barons Park Care** Places: 46  
Desford Lane, Kirby Muxloe, Leicester LE9 2BE  
Tel: 0116 238 7337 **OP D MH YA**  
Web: https://prime-life.co.uk/**Advert pages 60 & 61**

**See page 64 for more information on paying for care homes in Leicester, Leicestershire and Rutland.**

## Charnwood care homes

**Acorn Close** Places: 23  
2 Cotton Mill Crescent, Shepshed LE12 9DR  
Tel: 01509 504279 **PD LDA MH YA**  
Web: https://prime-life.co.uk/**Advert pages 60 & 61**

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

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

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

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

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

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

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

**Berrystead Nursing and Residential Home Ltd** Places: 46  
1001 Melton Road, Syston,  
Leicester LE7 2BE  
Tel: 0116 269 2366 **OP**

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

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

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

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

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

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

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

<p><b>Hadrian House</b> Places: 43 Garden Street, Thurmaston, Leicester LE4 8DS Tel: 0116 269 4397 <b>OP D PD MH SI YA</b> Web: <a href="http://www.lccl.eu/en/our-homes/hadrian-house">www.lccl.eu/en/our-homes/hadrian-house</a></p>	<p><b>Lingdale Lodge</b> Places: 48 Lingdale, East Goscote LE7 3XW Tel: 0116 260 3738 <b>OP D PD MH</b></p>
<p><b>Highbury Residential Home</b> Places: 27 38 Mountsorrel Lane, Sileby, Loughborough LE12 7NF Tel: 01509 813692 <b>OP D LDA MH YA</b></p>	<p><b>Longcliffe Care Home</b> Places: 42 300 Nanpantan Road, Nanpantan, Loughborough LE11 3YE Tel: 01509 236256 <b>OP PD</b> Web: <a href="http://www.longcliffenursinghome.co.uk">www.longcliffenursinghome.co.uk</a></p>
<p><b>Homefield College – Annex Building</b> Places: 3 217 Loughborough Road, Mountsorrel, Loughborough LE12 7AR Tel: 01509 815696 <b>LDA</b> Web: <a href="http://www.homefieldcollege.ac.uk">www.homefieldcollege.ac.uk</a></p>	<p><b>Marwood Residential Home</b> Places: 24 57 Ashby Road Central, Shepshed, Loughborough LE12 9BS Tel: 01509 600625 <b>OP PD</b> Web: <a href="http://www.marwoodresidentialhome.co.uk">www.marwoodresidentialhome.co.uk</a></p>
<p><b>Homefield College Ltd – 139 Homefield Road</b> Places: 4 139 Homefield Road, Sileby, Loughborough LE12 7TG Tel: 01509 812126 <b>LDA</b> Web: <a href="http://www.homefieldcollege.ac.uk">www.homefieldcollege.ac.uk</a></p>	<p><b>Meadows, The</b> Places: 4 25 The Meadows, Shepshed, Loughborough LE12 9QJ Tel: 07918 777465 <b>LDA MH SI YA</b> Web: <a href="http://www.dignushealthcare.com">www.dignushealthcare.com</a></p>
<p><b>Homefield College Ltd – 51 Greedon Rise</b> Places: 3 51 Greedon Rise, Silbey, Loughborough LE12 7TE Tel: 01509 816091 <b>LDA</b> Web: <a href="http://www.homefieldcollege.ac.uk">www.homefieldcollege.ac.uk</a></p>	<p><b>Mountview Care Home</b> Places: 66 1093 Loughborough Road, Rothley, Leicester LE7 7NL Tel: 0116 303 3303 <b>Advert page 80</b> <b>OP D</b> Web: <a href="http://www.idealcarehomes.co.uk">www.idealcarehomes.co.uk</a></p>
<p><b>Homefield College Ltd – 76 Cossington Road</b> Places: 3 76 Cossington Road, Silbey, Loughborough LE12 7RS Tel: 01509 815569 <b>LDA</b> Web: <a href="http://www.homefieldcollege.ac.uk">www.homefieldcollege.ac.uk</a></p>	<p><b>Northfield House Residential Home</b> Places: 19 1362 Melton Road, Syston, Leicester LE7 2EQ Tel: 0116 260 7107 <b>OP D PD</b></p>
<p><b>Huntingdon Court</b> Places: 43 Regent Street, Loughborough LE11 5BA Tel: 01509 217474 <b>OP D PD LDA MH SI YA</b> Web: <a href="http://www.lccl.eu/en/our-homes/huntingdon-court">www.lccl.eu/en/our-homes/huntingdon-court</a></p>	<p><b>Old Station Close</b> Places: 21 Unit 1, Old Station Close, Shepshed, Loughborough LE12 9NJ Tel: 01509 506218 <b>LDA MH YA AD</b> Web: <a href="https://prime-life.co.uk">https://prime-life.co.uk</a> <b>Advert pages 60 &amp; 61</b></p>
<p><b>King Street – Care Home Physical Disabilities</b> Places: 17 61/63 King Street, Sileby LE12 7LZ Tel: 01509 817750 <b>OP PD LDA YA</b> Web: <a href="http://www.leonardcheshire.org">www.leonardcheshire.org</a></p>	<p><b>Orchard Court</b> Places: 20 3a Orchard Gardens, Thurmaston, Leicester LE4 8NS Tel: 0116 264 0086 <b>OP PD LDA SI YA</b> Web: <a href="http://www.ibchealthcare.co.uk">www.ibchealthcare.co.uk</a></p>
<p><b>Lester Court</b> Places: 10 2a Storer Road, Loughborough LE11 5EQ Tel: 01509 230622 <b>PD MH YA</b> Web: <a href="http://www.accomplish-group.co.uk">www.accomplish-group.co.uk</a></p>	<p><b>Pear Tree Grove</b> Places: 10 97 Fosse Way, Syston, Leicester LE7 1NH Tel: 0116 269 8686 <b>OP LDA YA</b></p>
	<p><b>Pinglenook Residential Home</b> Places: 16 229 Sileby Road, Barrow upon Soar, Loughborough LE12 8LP Tel: 01509 813071 <b>OP D PD YA</b></p>

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

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- ✓ Nutritious food, daily laundry and housekeeping



### Bradley Hall

Beaumont Leys LE4 2BD  
0116 232 3291



### Mountview

Rothley LE7 7NL  
0116 303 3303



### Woodthorpe Lodge

Loughborough LE11 2ER  
01509 274 027



ideal carehomes

hello@idealcarehomes.co.uk | idealcarehomes.co.uk



**Primrose Lodge**

Lingdale, East Goscote LE7 3XW  
Tel: 0116 269 7871

Places: 15

OP D PD

**Quarry Hill Grange Residential Home**

Watling Street, Mountsorrel,  
Loughborough LE12 7BD  
Tel: 0116 230 2102

Places: 23

OP

**Quorn Orchards Care Home**

11 School Lane, Quorn,  
Loughborough LE12 8BL  
Tel: 01509 413094

Places: 30

OP

**Roman Park**

99 Fosse Way,  
Syston LE7 1NH  
Tel: 0116 220 7338

Places: 14

OP PD LDA YA

**Rose Cottage Rest Home**

136 Rothley Road, Mountsorrel,  
Loughborough LE12 7JX  
Tel: 0116 230 2860 **Advert adjacent**

Places: 17

OP SI YA

**Stadon Road**

**– Care Home Physical Disabilities**

42 Stadon Road, Anstey,  
Leicester LE7 7AY  
Tel: 0116 235 2457  
Web: www.leonardcheshire.org

Places: 7

OP PD LDA YA

**Syston Lodge Residential Home**

6 Oxford Street, Syston,  
Leicester LE7 2AS  
Tel: 0116 260 3550 **Advert below**

Places: 25

OP PD

**Westfield House**

42-44 Westfield Drive,  
Loughborough LE11 3QL  
Tel: 01509 266605  
Web: www.abbeyfieldloughborough.co.uk

Places: 31

OP D YA

**Westroyd Care Home**

Tickow Lane, Shepshed,  
Loughborough LE12 9LY  
Tel: 01509 650513  
Web: www.fshc.co.uk

Places: 55

OP D PD MH

**White Acres**

15 Leicester Road,  
Shepshed LE12 9DF  
Tel: 01509 502845  
Web: https://prime-life.co.uk **Advert pages 60 & 61**

Places: 12

LDA YA

**Woodthorpe Lodge**

54 John Boden Way, Woodthorpe,  
Loughborough LE11 2ER  
Tel: 01509 274027 **Advert page 80**  
Web: www.idealcarehomes.co.uk

Places: 66

OP D MH SI YA



**At Rose cottage we believe that everyone is part of our family, and we will strive to support you to achieve your goals.**

We are all individuals, and we pride ourselves on providing person centred care that is tailored to the individual.

Our ethos is to create a welcoming, friendly, caring and loving homely environment for each and every resident.



For more information, call **0116 230 2860**



**0116 260 3550**  
**systonlodge@live.co.uk**

**Syston Lodge Residential Home**

6 Oxford Street, Syston, Leicester LE7 2AS

Syston Lodge is a purpose built home to accommodate the various needs of our residents. Our aim is to provide a caring, non-institutional, homely atmosphere in which our residents may lead as normal life as possible whilst ensuring their privacy, dignity and individuality are maintained and retaining their status as independent adults.

Our caring and efficient staff are always available to assist and respond to our residents

needs, whether they are physical, social or intellectual.

We are proud to provide:

- All single rooms with one twin room
- Passenger lift to all floors
- Menu suitable for all requirements
- Long and short stay residents welcome
- Hairdressing, chiropody and physiotherapy
- In house activities and outings programme

**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

# The Willows

NURSING AND RESIDENTIAL HOME



## CARING FOR THOSE YOU CARE ABOUT

**We pride ourselves on being a well established, family run home offering personalised nursing and residential support, set in beautiful grounds.**

Our professional, dedicated team offers 24 hour care for a variety of needs and disabilities including Palliative care, Physical conditions and Dementia.

We have been awarded continued accreditation with the prestigious 'Investors in People' and are a platinum awarded Gold Standards framework accredited Home, as well as being accredited to the highest level of food hygiene.

We offer modern facilities, home cooked meals and qualified professional care at all times.

### **What people say about our service:**

*"A huge thank you to all of you for your sustained, professional, and above all compassionate and affectionate care for him over the past three and a half years."*

*"I cannot put into words how impressed I have been in the way each of you made Mum's time at The Willows as comfortable as possible."*



INVESTOR IN PEOPLE



the gold standards  
framework



FOR PROFESSIONAL ADVICE CONTACT US TODAY

**01858 463177 • [admin@willowsnursinghome.co.uk](mailto:admin@willowsnursinghome.co.uk)**

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

105 - 107 Coventry Road, Market Harborough LE16 9BX

## Charnwood care homes with nursing

Advertisers are highlighted

<p><b>Aarons Specialist Unit</b> Epinal Way Care Centre, Epinal Way, Loughborough LE11 3GD Tel: 01509 212666 Web: www.rushcliffecare.co.uk</p>	Places: 22 <b>OP D PD MH SI YA</b>	<p><b>Lonsdale Mews</b> Farley Way, Quorn, Loughborough LE12 8XS Tel: 0333 999 2569 Web: www.careuk.com/care-homes/lonsdale-mews-quorn</p>	Places: 64 <b>OP D PD YA</b>
<p><b>Beaumanor Nursing Home</b> Cartwright Street, Loughborough LE11 1JW Tel: 01509 239443 Web: www.rushcliffecare.co.uk</p>	Places: 53 <b>OP D PD SI</b>	<p><b>Matthews Neurorehab Unit</b> Epinal Way Care Centre, Epinal Way, Loughborough LE11 3GD Tel: 01509 217666 Web: www.rushcliffecare.co.uk</p>	Places: 38 <b>OP PD SI YA</b>
<p><b>Charnwood Oaks Nursing Home</b> Sullington Road, Shepshed LE12 9JG Tel: 01509 600500 <b>Advert pages 60 &amp; 61</b> Web: https://prime-life.co.uk</p>	Places: 84 <b>OP D</b>	<p><b>Thorpe House Nursing Home</b> Knighthorpe Road, Loughborough LE11 4JS Tel: 01509 219877 Web: www.rushcliffecare.co.uk</p>	Places: 50 <b>OP D PD SI</b>
<p><b>Hall, The</b> Epinal Way Care Centre, Epinal Way, Loughborough LE11 3GD Tel: 01509 216616 Web: www.rushcliffecare.co.uk</p>	Places: 19 <b>MH YA AD</b>	<p><b>Willows, The</b> 14-16 The Lant, Shepshed, Loughborough LE12 9PD Tel: 01509 65055 Web: www.3abcare.co.uk</p>	Places: 60 <b>OP PD YA</b>
<p><b>Jasmine Court Nursing Home</b> Nottingham Road, Loughborough LE11 1EU Tel: 01509 265141 Web: www.rushcliffecare.co.uk</p>	Places: 66 <b>OP D PD MH SI YA</b>	<p><b>See page 64 for more information on paying for care homes in Leicester, Leicestershire and Rutland.</b></p>	

## Harborough care homes

<p><b>Brook House Care Home</b> 15 Bell Lane, Husbands Bosworth, Lutterworth LE17 6LA Tel: 01858 880247 Web: www.3abcare.co.uk</p>	Places: 41 <b>OP D</b>	<p><b>Hallaton Manor Ltd</b> Cranoë Road, Hallaton LE16 8TZ Tel: 01858 555271 Web: www.hallatonmanor.com</p>	Places: 41 <b>OP D PD LDA MH YA AD</b>
<p><b>Charnwood Park Residential Home</b> 164 Charnwood Road, Barwell, Leicester LE9 8FU Tel: 01455 844770 Web: www.charnwoodpark.co.uk</p>	Places: 11 <b>OP PD SI</b>	<p><b>Hérons Lodge</b> 138 Northampton Road, Market Harborough LE16 9HF Tel: 01858 465441 Web: www.mentaur.co.uk</p>	Places: 10 <b>LDA MH YA</b>
<p><b>Grange Nursing &amp; Residential Home, The</b> Smeeton Road, Saddington, Leicester LE8 0QT Tel: 0116 240 2264 Web: www.grangesaddington.co.uk</p>	Places: 50 <b>OP D PD SI YA</b>	<p><b>HF Trust – Cromwell Crescent</b> 83 Cromwell Crescent, Market Harborough LE16 9JW Tel: 01858 419145 Web: www.hft.org.uk</p>	Places: 3 <b>OP LDA YA</b>

**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

**Hunters Lodge** Places: 17  
26 Berridges Lane, Husbands Bosworth,  
Lutterworth LE17 6LE  
Tel: 01858 880538 **OP D PD LDA SI YA**  
Web: [www.bondcare.co.uk/care-homes/hunters-lodge-care-home/](http://www.bondcare.co.uk/care-homes/hunters-lodge-care-home/)

**Kibworth Court** Places: 45  
Smeeton Road, Kibworth LE8 0LG  
Tel: 0116 279 2828 **OP D**  
Web: [www.newbloom.co.uk](http://www.newbloom.co.uk)

**Kibworth Knoll** Places: 36  
12 Fleckney Road, Kibworth, Leicester LE8 0HE  
Tel: 0116 279 3879 **OP D PD**  
Web: [www.kibworthknoll.co.uk](http://www.kibworthknoll.co.uk)

**Lenthall House** Places: 40  
Lenthall Square, Market Harborough LE16 9LQ  
Tel: 01858 463204 **OP D PD LDA MH SI YA**

**Lodge Residential Home, The** Places: 32  
Grange Lane, Thurnby LE7 9PH  
Tel: 0116 241 9333 **OP**  
Web: [www.thelodgethurnby.co.uk](http://www.thelodgethurnby.co.uk)

**Lutterworth Country House Care Home** Places: 66  
2 Ashby Lane, Bitteswell,  
Lutterworth LE17 4LS  
Tel: 01455 558355 **Advert pages 60 & 61** **OP YA**  
Web: <https://prime-life.co.uk>

**Rosewood Manor** Places: 70  
58 Coventry Road, Market Harborough LE16 9BZ  
Tel: 01923 624154 **OP D PD**  
Web: [www.rosewoodmanor.co.uk](http://www.rosewoodmanor.co.uk)

**Woodmarket House** Places: 42  
Woodmarket, Lutterworth LE17 4BZ  
Tel: 01455 552678 **OP D PD LDA MH SI YA**

## Harborough care homes with nursing

**Peaker Park Care Village** Places: 137  
Trojan Place, Rockingham Road,  
Market Harborough LE16 7FP **Advert pages 60 & 61**  
Tel: 01858 414460 **OP D PD MH SI YA**  
Web: <https://prime-life.co.uk>

**Sutton in the Elms** Places: 42  
34 Sutton Lane, Sutton-in-the-Elms,  
Leicester LE9 6QF **Advert pages 72 & 73**  
Tel: 01455 286577 **OP D PD MH SI YA**  
Web: [www.langdalecarehomes.co.uk](http://www.langdalecarehomes.co.uk)

**Willows Nursing and Residential Home, The** Places: 57  
107 Coventry Road,  
Market Harborough LE16 9BX **Advert page 82**  
Tel: 01858 463177 **OP D PD MH SI YA**  
Web: [www.willowsnursinghome.co.uk](http://www.willowsnursinghome.co.uk)

See page 64 for more information on paying for care homes in Leicester, Leicestershire and Rutland.

## Hinckley and Bosworth care homes

**Bethel/Bethesda Residential Home** Places: 34  
Equity Road East,  
Earl Shilton LE9 7FY  
Tel: 01455 847505 **OP D**

**Briars, The** Places: 7  
29 Spa Lane, Hinckley LE10 1JA  
Tel: 01455 613749 **OP LDA YA**

**Harvey House** Places: 44  
Church Lane, Barwell, Leicester LE9 8DG  
Tel: 01455 843575 **OP D PD LDA MH SI YA**

**Hayes Close** Places: 7  
9 Hayes Close, Whitwick, Coalville LE67 5PJ  
Tel: 01530 837444 **PD LDA SI YA**  
Web: [www.rushcliffecare.co.uk](http://www.rushcliffecare.co.uk)

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

**Hinckley House Care Home** Places: 60  
 Tudor Road, Hinckley LE10 0EH  
 Tel: 0116 4042025 **Advert page 74** **OP D PD YA**  
 Web: www.averyhealthcare.co.uk

**Honeysuckle Farm** Places: 15  
 Desford Road, Newtown Unthank LE9 9FL  
 Tel: 01455 828575 **PD LDA**  
 Web: www.pathwayscaregroup.co.uk

**Jubilee Villa** Places: 5  
 48 Mill Street, Barwell, Leicester LE9 8DW  
 Tel: 01455 843510 **PD LDA YA**  
 Web: www.heroicare.com

**Kingly Croft** Places: 6  
 11 Mount Road, Hinckley LE10 1AD  
 Tel: 01455 613823 **OP PD MH SI YA**  
 Web: www.activecaregroup.co.uk

**Kingly House** Places: 17  
 13-19 Mount Road, Hinckley LE10 1AD  
 Tel: 01455 613823 **OP PD YA**  
 Web: www.activecaregroup.co.uk

**Kingly Lodge** Places: 5  
 21 Mount Road, Hinckley LE10 1AD  
 Tel: 01455 613845 **PD LDA MH YA**  
 Web: www.activecaregroup.co.uk

**Kingsfield Court Care Home** Places: 70  
 40 High Street, Earl Shilton, Leicester LE9 7DG  
 Tel: 01455 360220 **OP D PD**  
 Web: www.kingsfieldcourt.co.uk

**Kirby Grange Residential Home** Places: 31  
 Markfield Lane, Botcheston, Near Leicester LE9 9FG  
 Tel: 01455 824167 **OP D PD MH SI YA**  
 Web: www.kirbygrangeresidentialhome.co.uk

**Maple House** Places: 5  
 15 Mill Drive, Ratby, Leicester LE6 0JH  
 Tel: 0116 238 6302 **LDA YA**

**Moat House** Places: 101  
 New Road, Burbage, Hinckley LE10 2AW  
 Tel: 01455 633271 **OP D YA**  
 Web: www.adeptcarehomes.co.uk

**Orchard House** Places: 30  
 Weston Drive, Market Bosworth CV13 0LY  
 Tel: 01455 292988 **OP D PD**

**Orchard Lodge** Places: 30  
 Haven Road, Market Bosworth,  
 Nuneaton CV13 0LY  
 Tel: 0115 981 9080 **OP LDA YA**

**ParkHouse Grange** Places: 40  
 47 Park Road, Earl Shilton, Leicester LE9 7EP  
 Tel: 01455 851222 **OP D PD MH**  
 Web: www.ala-care.co.uk

**Rowan House** Places: 9  
 2 Spa Lane, Hinckley LE10 1JB  
 Tel: 01455 637972 **OP LDA YA**

**Saffron House** Places: 48  
 2A High Street, Barwell, Leicester LE9 8DQ  
 Tel: 01455 842222 **OP D PD YA**

**Trees, The** Places: 19  
 Deveron Way, Hinckley LE10 0XD  
 Tel: 0116 305 7351 **OP D PD LDA MH SI YA**  
 Web: www.leics.gov.uk

**Willows Residential Home (Hinckley), The** Places: 40  
 89 London Road, Hinckley LE10 1HH  
 Tel: 01455 615193 **OP D PD YA**  
 Web: www.hc-one.co.uk

**Woodrowe House** Places: 27  
 Ratby Lane, Markfield LE67 9RN  
 Tel: 01530 234146 **Advert below** **OP PD MH SI YA**  
 Web: www.woodrowehealthcare.co.uk



**Woodrowe Healthcare**

Woodrowe Healthcare combines clinical expertise and experience to deliver holistic care, support and ongoing residential rehabilitation to individuals with acquired brain injuries, neurological and complex needs. Our understanding of the individual needs of our client group has driven the inception and development of a homely but bespoke and therapeutically led residential service; designed to empower clients to regain maximum autonomy and wellbeing regardless of complexity or need.

Contact us:  
 Tel: 01530 234 146  
 Email: mnewman@woodrowehealthcare.co.uk



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

## Hinckley and Bosworth care homes with nursing

### Ashton Care Home, The

John Street,  
Hinckley LE10 1UY  
Tel: 01455 233350

Places: 72

OP D PD MH SI YA

### Hinckley Park Nursing Home

67 London Road, Hinckley LE10 1HH  
Tel: 01455 615252  
Web: [www.hc-one.co.uk/homes/hinckley-park](http://www.hc-one.co.uk/homes/hinckley-park)

Places: 40

OP PD

### Bosworth Court Care Home

Station Road, Market Bosworth CV13 0JP  
Tel: 01455 290867

Places: 42

OP D PD MH SI YA

See page 64 for more information on paying for care homes in Leicestershire.

## Leicester City care homes

Advertisers are highlighted

### 25 Percival Way

25 Percival Way, Groby, Leicester LE6 0AU  
Tel: 0116 291 1078  
Web: [www.asdsupport.co.uk](http://www.asdsupport.co.uk)

Places: 2

LDA MH YA

### Alston House

380 Aylestone Road,  
Leicester LE2 8BL  
Tel: 0116 291 5601  
Web: [www.midlandscare.co.uk](http://www.midlandscare.co.uk)

Places: 19

OP D PD LDA MH SI YA

### A S Care

138 Westcotes Drive, Leicester LE3 0QS  
Tel: 0116 233 4300  
Web: [www.mauricare.com](http://www.mauricare.com)

Places: 25

OP D PD MH SI

### Arbor House

High Street, Evington,  
Leicester LE5 6SH  
Tel: 0116 273 9033

Places: 40

OP D PD MH SI YA

### Abberdale Ltd T/A Abberdale House

165-169 Hinckley Road, Leicester LE3 0TF  
Tel: 0116 291 5660 **Advert below**  
Web: [www.abberdaleresidentialhome.co.uk](http://www.abberdaleresidentialhome.co.uk)

Places: 25

OP D PD MH YA

### Ark Care Lodge Ltd, The

94-96 Evington Lane, Leicester LE5 5PP  
Tel: 0116 273 6950

Places: 18

LDA

### Abbey House

Stokes Drive, Leicester LE3 9BR  
Tel: 0116 231 2350

Places: 37

OP D PD MH SI YA

### Ashton Lodge Residential Home

3 Daneshill Road, Leicester LE3 6AN  
Tel: 0116 262 0075

Places: 27

OP D PD MH YA

### Agnes House

Hinckley Road, Leicester LE3 0UX  
Tel: 0116 254 2973  
Web: [www.wygggestons.org.uk](http://www.wygggestons.org.uk)

Places: 26

OP PD SI

### Asra House Residential Care Home

15 Asha Margh, Holden Street, Leicester LE4 5LE  
Tel: 0116 266 2727  
Web: [www.sanctuary-care.co.uk/care-homes-midlands/asra-house-residential-care-home](http://www.sanctuary-care.co.uk/care-homes-midlands/asra-house-residential-care-home)

Places: 42

OP D PD SI

## ABBERDALE RESIDENTIAL HOME

At Abberdale, we are specialists in **dementia** and **mental health care**, providing Long and short term, respite, day and holiday care.

Quality care and  
peace of mind

Our commitment is to promote person centred care to our residents to ensure we provide the **highest level of care** possible.

For more information, contact us:

**0116 291 5660**

[manager@abberdaleresidentialhome.co.uk](mailto:manager@abberdaleresidentialhome.co.uk)  
[www.abberdaleresidentialhome.co.uk](http://www.abberdaleresidentialhome.co.uk)

Abberdale Residential Home  
165-169 Hinckley Road,  
Leicester  
LE3 0TF



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

**Aylestone Grange** Places: 10  
705-707 Aylestone Road, Leicester LE2 8TG  
Tel: 0116 224 9353 **OP MH YA AD**

**Barclay Street** Places: 6  
148 Barclay Street, Leicester LE3 0JB  
Tel: 0116 254 7775 **OP LDA YA**  
Web: [www.chartwell-care-services-ltd-residential-care-home.business.site/](http://www.chartwell-care-services-ltd-residential-care-home.business.site/)

**Bradley Hall** Places: 60  
120 Beaumont Leys Lane, Leicester LE4 2BD  
Tel: 0116 232 3291 **Advert page 80** **OP D YA**  
Web: [www.idealcarehomes.co.uk](http://www.idealcarehomes.co.uk)

**Bodnant House** Places: 10  
11 Bodnant Avenue, Leicester LE5 5RB  
Tel: 0116 273 6461 **OP LDA MH SI YA**

**Bow Lodge** Places: 4  
339 Scraftoft Lane, Leicester LE5 2HU  
Tel: 0116 243 3806 **OP MH YA**

**Chantry, The** Places: 13  
Chantry Lane, Off Groby Road,  
Leicester LE3 9QJ  
Tel: 0116 366 9655 **LDA MH YA**

**Cherre Residential Care** Places: 14  
2 Daneshill Road, Leicester LE3 6AL  
Tel: 0116 251 7567 **PD LDA MH**

**Church View** Places: 8  
5 Springfield Road, Stoneygate, Leicester LE2 3BB  
Tel: 0116 270 2678 **LDA**  
Web: [www.advancedcaringlimited.co.uk](http://www.advancedcaringlimited.co.uk)

**Clarendon Beechlands** Places: 18  
28 Central Avenue, Clarendon Park, Leicester LE2 1TB  
Tel: 0116 270 3968 **LDA MH YA**  
Web: <https://prime-life.co.uk> **Advert pages 60 & 61**

**Clarendon Mews Care Home** Places: 47  
Grasmere Street, Leicester LE2 7FS  
Tel: 0116 255 2774 **OP D YA**  
Web: [www.clarendonmews.co.uk](http://www.clarendonmews.co.uk)

**Cooper House** Places: 32  
Pasley Road, Leicester LE2 9BT  
Tel: 0116 278 2341 **OP D PD MH SI YA**

**Coriander Road** Places: 4  
25 Coriander Road, Bede Island,  
Leicester LE2 7ER  
Tel: 0116 254 4006 **LDA**  
Web: [www.macintyrecharity.org](http://www.macintyrecharity.org)

**Diamond House** Places: 74  
80 Bewcastle Grove, Beaumont Leys,  
Leicester LE4 2JW  
Tel: 0116 235 5201 **OP D PD YA**

**Diwali Nivas** Places: 21  
38 Westcotes Drive, Leicester LE3 0QR  
Tel: 0116 233 4440 **Advert below** **OP D MH**  
Web: [www.diwalinivas.co.uk](http://www.diwalinivas.co.uk)

**Elliott Residential Care Home** Places: 17  
46-48 Highfield Street,  
Leicester LE2 1AD  
Tel: 0116 254 4458 **OP D LDA MH SI YA**  
Web: [www.elliottcarehome.co.uk](http://www.elliottcarehome.co.uk)

**DIWALI NIVAS**  
RESIDENTIAL HOME

**0116 233 4440**

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

38 Westcotes Drive,  
Leicester LE3 0QR




For an Asian lifestyle and cuisine

At Diwali Nivas, we provide permanent, respite and day care services in a caring, homely atmosphere in which our residents may lead as normal of an Asian lifestyle as possible.

We will ensure the residents privacy, dignity, independence and choices are maintained.

- Gujarati, Hindi and Punjabi speaking staff available 24 hours a day
- Nurse call system and smoke detectors in every room
- Single and Double rooms available • Choice of Asian/vegetarian menus
- In-house entertainment as well as outings and day trips

For more information contact us.



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

## Leicester City care homes continued

<b>Evington Grange</b> 291 Green Lane Road, Leicester LE5 4NG Tel: 0116 215 2448	Places: 6 <b>MH YA AD</b>	<b>Groby Lodge</b> 452 Groby Road, Leicester LE3 9QB Tel: 0116 319 3823	Places: 12 <b>OP D PD MH</b>
<b>Evington Home – Pilgrims’ Friend Society</b> Grocot Road, Evington, Leicester LE5 6AL Tel: 0300 303 1455 Web: www.pilgrimsfriend.org.uk	Places: 30 <b>OP D PD MH</b>	<b>Gwendolen Road Care Home</b> 305 Gwendolen Road, Leicester LE5 5FP Tel: 0116 273 6277 Web: www.allagcare.co.uk	Places: 14 <b>OP D PD LDA MH YA AD</b>
<b>Five Rivers Living</b> 12 Sangha Close, Leicester LE3 9SW Tel: 07989 963271 Web: www.fiveriversliving.co.uk	Places: 50 <b>OP D LDA MH YA</b>	<b>Halifax Drive</b> 72 Halifax Drive, Leicester LE4 2DP Tel: 0116 234 0519 Web: www.craegmoor.co.uk	Places: 33 <b>OP LDA YA</b>
<b>Fosse Court</b> 207-211 Fosse Road North, Leicester LE3 5EZ Tel: 0116 251 8822	Places: 22 <b>OP D PD LDA MH SI</b>	<b>Hambleton House</b> 337 Scraftoft Lane, Leicester LE5 2HU Tel: 0116 243 3806	Places: 18 <b>OP D LDA MH YA</b>
<b>George Hythe House</b> 1 Croft Road, Leicester LE4 1HA Tel: 0116 235 0944 Web: www.midlandscare.co.uk	Places: 43 <b>OP D PD LDA YA</b>	<b>Hamilton House</b> 31 Highfield Street, Leicester LE2 1AD Tel: 0116 254 0724	Places: 19 <b>MH YA</b>
<b>Geraint House Residential Care Home</b> 28 Uppingham Road, Leicester LE5 0QD Tel: 0116 276 5971	Places: 11 <b>MH YA AD</b>	<b>Hartington Road Care Home</b> 75 Hartington Road, Leicester LE2 0GQ Tel: 0116 242 5779	Places: 8 <b>OP D PD LDA MH SI YA AD</b>
<b>Glenfield Woodlands Care Home</b> 11 Holmwood Drive, Glenfield Woodlands, Glenfield, Leicester LE3 9LG Tel: 0116 287 1696 Web: www.pearlcare.co.uk	Places: 17 <b>OP D PD MH</b>	<b>Heartwell House Residential Care Home</b> 32 Shaftesbury Avenue, Leicester LE4 5DQ Tel: 0116 266 5484	Places: 13 <b>OP D LDA MH SI YA</b>
<b>Gokul-Vrandavan</b> 12-14 Windsor Avenue, Leicester LE4 5DT Tel: 0116 266 1378	Places: 27 <b>OP D PD</b>	<b>Heathcotes (Aylestone)</b> 128 Lutterworth Road, Aylestone, Leicester LE2 8PG Tel: 0116 277 7658 Web: www.heathcotes.net	Places: 7 <b>PD LDA MH SI YA</b>
<b>Goodwood Orchard Care Home</b> 304 Uppingham Road, Leicester LE5 2BE Tel: 0116 276 6239	Places: 21 <b>OP D MH YA</b>	<b>Heathcotes Lutterworth View</b> 88 Lutterworth Road, Leicester LE2 8PG Tel: 0116 283 8854 Web: www.heathcotes.net	Places: 8 <b>PD LDA MH SI YA</b>
<b>Gratia Residential Care Ltd</b> 472 Groby Road, Leicester LE3 9QD Tel: 0116 231 1640	Places: 20 <b>OP D PD LDA MH YA</b>	<b>Hollywell Court Residential Home</b> 464 London Road, Leicester LE2 2PP Tel: 0116 270 2252	Places: 12 <b>OP</b>
<b>Graysford Hall</b> 11 Elmfield Avenue, Stoneygate, Leicester LE2 1RB Tel: 0116 478 4530 Web: www.sandersseniorliving.co.uk	Places: 72 <b>OP D PD SI</b>		

**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



<p><b>Island Place</b> Places: 39                      Gooding Avenue, Leicester LE3 1JS                      Tel: 0116 285 5518 <b>OP MH YA</b>                      Web: <a href="https://prime-life.co.uk">https://prime-life.co.uk</a> <b>Advert pages 60 &amp; 61</b></p>	<p><b>New Wycliffe Home, The</b> Places: 49                      111 Gleneagles Avenue, Rushey Mead,                      Leicester LE4 7YJ                      Tel: 0116 266 7093 <b>Advert page 51</b>                      Web: <a href="http://www.vistablind.org.uk">www.vistablind.org.uk</a> <b>OP D PD LDA MH SI YA</b></p>
<p><b>Knighton Manor Ltd</b> Places: 9                      31 Knighton Drive, Leicester LE2 3HD                      Tel: 0116 244 8455 <b>OP D PD LDA MH YA</b>                      Web: <a href="http://www.knightonmanorcareservices.co.uk">www.knightonmanorcareservices.co.uk</a></p>	<p><b>Newton House</b> Places: 26                      47 Prospect Road,                      Leicester LE5 3RR                      Tel: 0116 251 6112 <b>LDA MH</b></p>
<p><b>Lady Jane Court Care Home</b> Places: 60                      1 Monsell Drive, Leicester, LE2 8PP                      Tel: 0116 404 3141 <b>Advert page 74</b> <b>OP D PD SI YA</b>                      Web: <a href="http://www.averyhealthcare.co.uk">www.averyhealthcare.co.uk</a></p>	<p><b>Oak House</b> Places: 11                      357 Gwendolen Road, Evington,                      Leicester LE5 5FP                      Tel: 0116 273 1717 <b>OP MH YA</b>                      Web: <a href="http://www.allagcare.co.uk">www.allagcare.co.uk</a></p>
<p><b>Lansdowne Road (67-71)</b> Places: 26                      67-71 Lansdowne Road, Aylestone, Leicester LE2 8AS                      Tel: 0116 283 4025 <b>OP LDA YA</b>                      Web: <a href="http://www.craegmoor.co.uk">www.craegmoor.co.uk</a></p>	<p><b>Orchard Manor View</b> Places: 30                      34 Robert Hall Street, Leicester LE4 5RB                      Tel: 0116 319 4460 <b>Advert page 62</b> <b>OP D YA</b>                      Web: <a href="http://www.orchardmanorview.co.uk">www.orchardmanorview.co.uk</a></p>
<p><b>Lester Hall Apartments</b> Places: 33                      15 Elms Road, Stoneygate, Leicester LE2 3JD                      Tel: 0116 274 5400 <b>OP D PD MH SI YA AD</b>                      Web: <a href="http://www.lesterhallapartments.co.uk">www.lesterhallapartments.co.uk</a></p>	<p><b>Pendene House</b> Places: 17                      15 Pendene Road, Stoneygate,                      Leicester LE2 3DQ                      Tel: 0116 270 8911 <b>OP D MH</b></p>
<p><b>Magnolia Care Home, The</b> Places: 38                      6 Monsell Drive, Aylestone, Leicester LE2 8PN                      Tel: 0116 291 5602 <b>OP D PD LDA MH YA</b>                      Web: <a href="http://www.midlandscare.co.uk">www.midlandscare.co.uk</a></p>	<p><b>Pine View Care Home</b> Places: 15                      420 Hinckley Road,                      Leicester LE3 OWA                      Tel: 0116 285 5868 <b>OP D PD MH</b></p>
<p><b>Marston Court</b> Places: 22                      67-71 Marston Road, Leicester LE4 9FF                      Tel: 0116 210 3895 <b>PD LDA</b></p>	<p><b>Prime Life Ltd – 50 Stoneygate Road</b> Places: 19                      50 Stoneygate Road, Leicester LE2 2AD                      Tel: 0116 270 7276 <b>MH YA</b>                      Web: <a href="https://prime-life.co.uk">https://prime-life.co.uk</a> <b>Advert pages 60 &amp; 61</b></p>
<p><b>Meadow's Court</b> Places: 60                      Old Church Street, Old Aylestone,                      Leicester LE2 8ND                      Tel: 0116 224 8888 <b>Advert page 54</b>                      Web: <a href="http://www.kirklandscaregroup.co.uk">www.kirklandscaregroup.co.uk</a> <b>OP D PD MH SI YA</b></p>	<p><b>Queens Lodge</b> Places: 4                      15 Queens Park Way, Eyres Monsell,                      Leicester LE2 9RQ                      Tel: 0116 278 0148 <b>LDA MH YA</b></p>
<p><b>Mere Lodge</b> Places: 4                      93 Mere Road, Leicester LE5 5GQ                      Tel: 0116 251 7441 <b>LDA</b></p>	<p><b>Queens Park Care Home</b> Places: 16                      15 Queens Park Way, Eyres Monsell,                      Leicester LE2 9RQ                      Tel: 0116 278 0148 <b>OP PD LDA YA</b></p>
<p><b>Milligan Road</b> Places: 8                      244 Milligan Road, Leicester LE2 8FD                      Tel: 0116 244 2004 <b>OP D PD LDA YA</b>                      Web: <a href="http://www.chartwelltrustcare.org/chartwellservices/milligan-court/">www.chartwelltrustcare.org/chartwellservices/milligan-court/</a></p>	<p><b>Rushey Mead Manor Care and Nursing Home</b> Places: 50                      30 Coatbridge Avenue,                      Leicester LE4 7ZS                      Tel: 0116 266 6606 <b>OP D PD MH SI YA</b></p>
<p><b>National Autistic Society – Camden Road</b> Places: 12                      19 Camden Road, Leicester LE3 2GF                      Tel: 0116 263 0992 <b>LDA YA</b>                      Web: <a href="http://www.nas.org.uk">www.nas.org.uk</a></p>	

**Ryedale House** Places: 7  
410 Narborough Road, Leicester LE3 2FR  
Tel: 0116 224 8605 **MH**

**Silver Birches** Places: 19  
85 Lutterworth Road, Aylestone, Leicester LE2 8PJ  
Tel: 0116 283 2018 **OP D PD MH**

**Simmins Crescent/Whitteney Drive** Places: 15  
2-6 Simmins Crescent, Eyres Monsell,  
Leicester LE2 9AH **Advert page 51**  
Tel: 0116 249 8867 **OP D PD LDA MH SI YA**  
Web: www.vistablind.org.uk

**Skelton Court** Places: 15  
41 Ryder Road, Kirby Frith, Leicester LE3 6UJ  
Tel: 0116 261 0663 **OP D PD LDA SI YA**  
Web: www.sanctuary-supported-living.co.uk/find-services/disability/leicestershire/skelton-court

**South Lodge Care Home** Places: 106  
307 London Road, Leicester LE2 3ND  
Tel: 0116 4042026 **Advert page 74** **OP D PD**  
Web: www.averyhealthcare.co.uk

**Spencefield Grange** Places: 60  
Davenport Road, Evington, Leicester LE5 6SD  
Tel: 0116 241 8118 **Advert page 54** **OP D PD MH YA**  
Web: www.kirklandscaregroup.co.uk

**Spinney Lodge** Places: 4  
91 Mere Road, Leicester LE5 5GQ  
Tel: 07713 476811 **LDA MH YA**

**St Bennett's Care Home** Places: 27  
346-348 London Road, Leicester LE2 2PL  
Tel: 0116 274 5959 **OP D LDA SI**  
Web: https://mychoice.leicester.gov.uk/services/30/st-bennett-s-care-ho

**St Georges** Places: 36  
Ratcliffe Road, Leicester LE2 3TE  
Tel: 0116 274 5115 **OP D**  
Web: https://prime-life.co.uk **Advert pages 60 & 61**

**Stonesby House** Places: 9  
147 Stonesby Avenue, Wigston,  
Leicester LE2 6TY  
Tel: 0116 283 1638 **OP D PD LDA MH SI YA AD**  
Web: www.stonesbyhouse.co.uk

**Stonesby House Ltd** Places: 14  
107 Stonesby Avenue, Wigston,  
Leicester LE2 6TY  
Tel: 0116 283 1638 **OP D PD LDA MH SI YA AD**  
Web: www.stonesbyhouse.co.uk

**Stonesby Lodge** Places: 12  
109 Stonesby Avenue,  
Leicester LE2 6TY  
Tel: 0116 283 0128 **MH**

**Stoneygate Ashlands** Places: 37  
Ratcliffe Road, Leicester LE2 3TE  
Tel: 0116 244 8624 **OP D PD MH SI YA**  
Web: https://prime-life.co.uk **Advert pages 60 & 61**

**Stoneygate Oaklands** Places: 44  
328 London Road,  
Leicester LE2 2PJ  
Tel: 0116 270 3454 **OP D PD MH YA**  
Web: https://prime-life.co.uk **Advert pages 60 & 61**

**Thurn Court** Places: 44  
Thurncourt Road, Thurnby Lodge,  
Leicester LE5 2NG  
Tel: 0116 241 3126 **OP D PD MH SI YA**

**Venetia House** Places: 12  
348 Aylestone Road,  
Leicester LE2 8BL  
Tel: 0116 283 7080 **LDA MH YA**

**Vishram Ghar** Places: 44  
120 Armadale Drive, Netherhall,  
Leicester LE5 1HF  
Tel: 0116 241 9584 **OP D PD MH YA**

**Welford Court** Places: 14  
458 Welford Road,  
Leicester LE2 6EL  
Tel: 0116 270 3482 **OP D MH SI**  
Web: www.welfordcourt.co.uk

**Willowbrook** Places: 6  
20 Wendys Close, Leicester LE5 2HY  
Tel: 0116 243 3601 **PD LDA MH SI YA AD**  
Web: www.voyagecare.com

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

- |   |   |   |   |
|---|---|---|---|
| <p><b>Aaron Court</b><br/>17 Ramsey Way, Leicester LE5 1SJ<br/>Tel: 0116 241 5552<br/>Web: www.abbeyhealthcare.org.uk</p>                       | <p>Places: 91<br/><b>OP D PD LDA YA</b></p>                                       | <p><b>Harley House Care Home Ltd</b><br/>10-12 Elms Road, Leicester LE2 3JE<br/>Tel: 0116 270 3672<br/>Web: www.3abcare.co.uk</p>                       | <p>Places: 28<br/><b>OP PD</b></p>  |
| <p><b>Barclay House</b><br/>165 Barclay Street, Leicester LE3 0JE<br/>Tel: 0116 255 3039<br/>Web: www.plans4rehab.com</p>                       | <p>Places: 29<br/><b>OP PD MH YA</b></p>  | <p><b>Hayes Park Nursing Home</b><br/>2 Crophorne Avenue,<br/>Leicester LE5 4QJ<br/>Tel: 0116 273 1866</p>  | <p>Places: 49<br/><b>OP D PD YA</b></p>   |
| <p><b>Braunstone Firlands Nursing Home</b><br/>Gooding Avenue, Leicester LE3 1JS<br/>Tel: 0116 255 8809<br/>Web: https://prime-life.co.uk</p>   | <p>Places: 24<br/><b>OP D</b><br/><b>Advert pages 60 &amp; 61</b></p>             | <p><b>Oakdale Care Ltd</b><br/>Radstone Walk,<br/>Rowlatts Hill LE5 4UH<br/>Tel: 0116 276 0600<br/>Web: www.langdalecarehomes.co.uk</p>                 | <p>Places: 59<br/><b>Advert pages 72 &amp; 73</b><br/><b>OP D PD MH SI YA</b></p> |
| <p><b>Dane View Care Home with Nursing</b><br/>165 Glenfield Road, Leicester LE3 6DP<br/>Tel: 0116 365 1535<br/>Web: www.bayswoodcare.co.uk</p> | <p>Places: 41<br/><b>OP D PD LDA MH SI YA</b></p>                                 | <p><b>London Road Neurological &amp; Specialist Care Unit</b><br/>362 London Road, Leicester LE2 2PU<br/>Tel: 0116 270 6991</p>                         | <p>Places: 33<br/><b>OP D PD SI YA</b></p>  |
| <p><b>Everdale Grange</b><br/>78-80 Lutterworth Road,<br/>Leicester LE2 8PG<br/>Tel: 0116 299 0225<br/>Web: www.langdalecarehomes.co.uk</p>     | <p>Places: 67<br/><b>Advert pages 72 &amp; 73</b><br/><b>OP D PD MH SI YA</b></p> | <p><b>Scraptoft Court Care Home</b><br/>273A Scraptoft Lane,<br/>Leicester LE5 2HT<br/>Tel: 0116 243 1115</p>   | <p>Places: 34<br/><b>Advert below</b><br/><b>OP D PD MH YA</b></p>                |
| <p><b>Grey Ferrers</b><br/>5 Priestley Road, Off Blackmore Drive,<br/>Braunstone, Leicester LE3 1LF<br/>Tel: 0116 247 0999</p>                  | <p>Places: 120<br/><b>OP D PD MH YA</b></p>                                       | <p><b>Toller Road</b><br/>13 Toller Road, Stoneygate,<br/>Leicester LE2 3PH<br/>Tel: 0116 270 3118<br/>Web: www.cygnethealth.co.uk</p>                  | <p>Places: 8<br/><b>OP LDA MH YA</b></p>  |
| <p><b>Harley Grange Nursing Home</b><br/>25 Elms Road, Leicester LE2 3JD<br/>Tel: 0116 270 9946<br/>Web: www.hc-one.co.uk</p>                   | <p>Places: 34<br/><b>OP D PD YA</b></p>   | <p><b>Western Park View Nursing Home</b><br/>390 Hinckley Road, Leicester LE3 OWA<br/>Tel: 0116 247 0032<br/>Web: www.westernparkviewcarehome.co.uk</p> | <p>Places: 60<br/><b>OP PD</b></p>  |



## Scraptoft Court Care Home

273a Scraptoft Lane, Leicester LE5 2HT

At Scraptoft Court we offer a comprehensive range of social and nursing care and support to adults. We provide these services to people with physical disabilities and mental health needs including dementia.

We will meet individual's specific and desired needs to achieve greater independence and control over their own lives. We aim to provide a permanent home for our residents; giving them a feeling of individuality and security.

We are proud to offer the following services:

- Nursing Staff available 24 hours a day
- Single and double rooms with en-suite facilities
- Large gardens with patio area
- Passenger lift to all floors
- Choice of menu to suit all needs
- Hairdressing, chiropody and physiotherapy services
- In house activities and outings programme

For more information, please contact us.

**0116 243 1115**  
**scraptoft@live.co.uk**

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

# WATERMEAD *Rose*

LEICESTER

## Compassion, care and the warmest of welcomes

Watermead Rose is a bespoke, contemporary care home, offering professional nursing, residential, dementia, bariatric and respite care.

Our community of residents, family, friends and staff reflects Leicester's vibrant multi-cultural mix – a warm welcome, fun and friendship is extended to everyone.



BOOK  
A TOUR  
TODAY



### What makes Watermead Rose so special?

- Compassionate care and clinical excellence for up to 80 residents
- Inspirational environment, designed for comfort and wellbeing
- Two separate kitchens – one exclusively vegetarian
- Superb amenities including wellness suite, gym, coffee bar, cinema and multi-faith room
- Lovely gardens and expansive views over Watermead Country Park
- Innovative technology for optimal resident safety and connectivity

Call **0116 303 2110** or email **info@watermeadrose.co.uk**

Watermead Rose Care Home, Melton Road, Leicester LE4 7SP

Visit **www.watermeadrose.co.uk** for details and useful information, including our 'Paying for Care FAQs'

ENRICHING LATER LIFE

MACC  
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## Melton care homes

### Amwell, The

Asfordby Road, Melton Mowbray LE13 0HN  
Tel: 01664 882525  
Web: www.theamwellcare.com

Places: 88

OP D PD MH SI

### Hunter's Lodge

Church Lane, Old Dalby, Melton Mowbray LE14 3LB  
Tel: 01664 823064  
Web: www.hunterslodge.org

Places: 36

OP D PD MH SI YA AD

### Broadoak Grange

Sandy Lane, Melton Mowbray LE13 0AN  
Tel: 01664 562008

Places: 33

OP D PD

### Mar Lodge

26 Nottingham Road,  
Melton Mowbray LE13 0NP  
Tel: 01664 560 302  
Web: www.craegmoor.co.uk

Places: 7

LDA SI

### Broadoak Lodge

Sandy Lane, Melton Mowbray LE13 0AN  
Tel: 01664 481120

Places: 27

OP D LDA

### Melton Short Breaks Service

21 Victor Avenue,  
Melton Mowbray LE13 0GG  
Tel: 0116 305 5652  
Web: www.leics.gov.uk

Places: 6

PD LDA SI YA

### Egerton Lodge Residential Home

Wilton Road, Melton Mowbray LE13 0UJ  
Tel: 01664 410202  
Web: www.egertonlodge.co.uk

Places: 46

OP D PD MH SI

### Framland

The Mansion House, 11 Faldo Drive,  
Melton Mowbray LE13 1RH  
Tel: 01664 564922  
Web: www.newbloom.co.uk

Places: 31

OP D YA

### Scalford Court Care Home

Melton Road, Scalford,  
Melton Mowbray LE14 4UB  
Tel: 01664 444696  
Web: www.scalfordcourt.co.uk

Places: 59

OP D PD

## Melton care home with nursing

### Waltham Hall Nursing & Residential Home

87 Melton Road, Waltham on the Wolds, Melton Mowbray LE14 4AJ  
Tel: 01664 464865  
Web: www.walthamhall.com

Places: 81

OP PD



## North West Leicestershire care homes

### April Cottage Retirement Home

54 Belvoir Road, Coalville LE67 3PP  
Tel: 01530 451452

Places: 12

OP

### Freedom Care Ltd

Private Road off Standard Hill, Hugglescote,  
Coalville LE67 3HN  
Tel: 07929 210270  
Web: www.accomplish-group.co.uk

Places: 4

LDA YA

### Chestnuts, The

111 London Road, Coalville LE67 3JE  
Tel: 01530 834187  
Web: www.thechestnutsresidentialhome.com

Places: 14

LDA

### Lyndhurst Lodge Residential Home Ltd

87 Burton Road, Ashby-de-la-Zouch LE65 2QL  
Tel: 01530 563007

Places: 19

OP

### Fernleigh Care Home

37 Tamworth Road, Ashby-de-la-Zouch LE65 2PW  
Tel: 01530 414755

Places: 27

OP D PD MH YA

### Oakleigh Residential Home Ltd

50 Ashby Road, Moira, Swadlincote DE12 6DJ  
Tel: 01283 221048

Places: 23

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

## North West Leicestershire care homes continued

### Old School House, The

31 Main Street, Thringstone, Coalville LE67 8ND

Tel: 01530 224426

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

Places: 18

**LDA SI YA**

### Thornham Grove Care Home

137 Chapel Street,

Ibstock LE67 6HG

Tel: 01530 262573

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

Places: 34

**OP D PD SI**

### Rowans Care Home, The

Owen Street, Coalville LE67 3DA

Tel: 01530 814466

Web: [www.hc-one.co.uk](http://www.hc-one.co.uk)

Places: 54

**OP D PD YA**

### Tillson House

Bradgate Drive,

Coalville LE67 4HF

Tel: 01530 832793

Places: 40

**OP D PD LDA MH SI YA**

### Silver Oaks Residential Care Home

11 Silver Street, Whitwick,

Coalville LE67 5EW

Tel: 01530 815665

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

Places: 19

**OP D PD**

### Whiteacres Residential Care Home

40 Whitehill Road, Coalville,

Ellistown LE67 1EL

Tel: 01530 260415

Places: 18

**OP D PD LDA MH SI YA**

## North West Leicestershire care homes with nursing

Advertisers are highlighted

### Ashby Court Bupa Care Home

Tamworth Road,

Ashby-de-la-Zouch LE65 2PQ

Tel: 01530 886576 **Advert below**

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

Places: 60

**OP D**

### Castle Donington Nursing Home

Delvin Lane,

Castle Donington DE74 2LJ

Tel: 01332 853588

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

Places: 55

**PD SI YA**



We follow strict UK infection control standards. Roll out available vaccines. Carry out regular tests and make sure our team always have PPE. **That's our Safety Promise you can rely on.**

## Your local Bupa care homes in Leicestershire

We're here to help make your search for a care home easier. In our homes, you can expect a safe and welcoming environment. We encourage independence, while also offering a helping hand. We offer a range of sociable activities and really get to know everyone, so you know you have a place to call home.

Call us for advice on care today  
**0808 296 7382**

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. Phone calls are free to 0808 numbers.

Look in listings for further information



Ashby Court Care Home  
Ashby-de-la-Zouch



Aylesham Court Care Home  
Leicester

All types of funding welcome  No health insurance needed

Q122065 CS 02455

**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

## North West Leicestershire care homes with nursing continued

### Coalville Nursing Home

Albert Road, Coalville LE67 3AA  
Tel: 01530 817442  
Web: www.rushcliffecare.co.uk

Places: 30

OP D PD SI

### Parkmanor Care Home

Albert Road,  
Coalville LE67 3AA  
Tel: 01530 817443  
Web: www.rushcliffecare.co.uk

Places: 40

OP D PD MH SI

### Meadows, The

94 Loughborough Road, Thringstone,  
Coalville LE67 8LR  
Tel: 01530 223800  
Web: www.priorygroup.com

Places: 34

OP PD

**See page 64 for more information on paying for care homes in Leicester, Leicestershire and Rutland.**

## Oadby and Wigston care homes

Advertisers are highlighted

### Aigburth

21 Manor Road, Oadby,  
Leicester LE2 2LL  
Tel: 0116 271 5068  
Web: www.mha.org.uk/care-homes/dementia-care/aigburth

Places: 56

OP D

### Conifer Lodge Residential Home

33 Aylestone Lane, Wigston, Leicester LE18 1AB  
Tel: 0116 288 3170  
Web: www.coniferlodge.co.uk

Places: 20

OP D PD MH SI

### Amberwood Care Home Ltd

218 Aylestone Lane,  
Wigston LE18 1BD  
Tel: 0116 281 3474  
Web: www.amberwood-care-home.co.uk

Places: 44

OP PD

### Curtis Weston House

Aylestone Lane, Wigston LE18 1AB  
Tel: 0116 288 7799

Places: 44

OP D PD LDA MH SI YA

### Devonshire Court

Howdon Road, Oadby, Leicester LE2 5WQ  
Tel: 01162 714 171 **Advert page 96**  
Web: www.rmbi.org.uk

Places: 69

OP D PD YA

### Apple House

16-22 Bushloe End, Wigston LE18 2BA  
Tel: 0116 288 8028

Places: 9

OP D LDA YA

### Heathcotes (Magna)

29 Bushloe End, Wigston LE18 2BA  
Tel: 0116 288 5241  
Web: www.heathcotes.net

Places: 6

PD LDA MH SI YA

### Authentic Kare Company Ltd

#### – 8 Wyndham Close

8 Wyndham Close, Oadby, Leicester LE2 4HR  
Tel: 0116 292 7274

Places: 4

OP D PD LDA MH SI

### Brockshill Woodlands

Briar Walk, off St Margarets Anne Way,  
Oadby LE2 5UF  
Tel: 0116 271 6014  
Web: https://prime-life.co.uk **Advert pages 60 & 61**

Places: 30

OP D PD

### Heathcotes (Oadby)

103 Foxhunter Drive,  
Oadby, Leicester LE2 5FE  
Tel: 0116 271 3955  
Web: www.heathcotes.net

Places: 8

LDA MH

### Heathcotes (Wigston)

The Vicarage, Bushloe End, Wigston LE18 2BA  
Tel: 0116 288 3043  
Web: www.heathcotes.net

Places: 8

LDA YA

### Carlton Drive Short Breaks Service

Carlton Drive,  
Wigston LE18 1DE  
Tel: 0116 305 6753  
Web: www.leics.gov.uk

Places: 7

PD LDA SI YA

### Holmes Court Care Home

Kenilworth Road, Wigston LE18 4UF  
Tel: 0116 278 2214  
Web: https://prime-life.co.uk **Advert pages 60 & 61**

Places: 29

OP D PD MH YA

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

# Devonshire Court Oadby, Leicester

*"My nan has been in this home for two weeks, and her quality of life has improved already. She now smiles a lot. The staff are all really welcoming and lovely. We have been made to feel very welcome."*  
Carehome.co.uk review.

**We provide residential care and residential dementia support.**

For more information, please contact us:  
T: 01162 714 171 | E: [devonshire@rmbi.org.uk](mailto:devonshire@rmbi.org.uk)  
Howdon Road, Oadby, Leicester LE2 5WQ  
[www.rmbi.org.uk](http://www.rmbi.org.uk)

**Caring is our way of life**

Registered Charity No: 1163245 Company No: 1293566



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

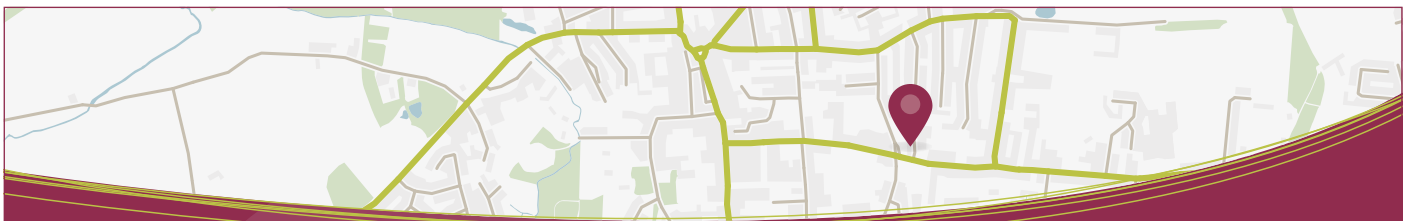
[www.myfamilyourneeds.co.uk](http://www.myfamilyourneeds.co.uk)

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

🐦 @WeAreMFON

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

*Subscribe today*



# 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?

CareChoices

- 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



<p><b>Holmes House Care Home</b> Places: 49 Kenilworth Road, South Wigston, Leicester LE18 4UF Tel: 0116 278 2214 Web: <a href="https://prime-life.co.uk">https://prime-life.co.uk</a> <b>Advert pages 60 &amp; 61</b></p>	<p><b>Linford House</b> Places: 2 4 Linford Close, Wigston LE18 3PZ Tel: 0116 201 4462 Web: <a href="http://www.serenityinmind.co.uk">www.serenityinmind.co.uk</a></p>
<p><b>Kingswood Lodge Residential Care Home</b> Places: 21 Kingswood Lodge, Long Street, Wigston LE18 2BP Tel: 0116 281 2582</p>	<p><b>Sycamore Cottage Residential Home</b> Places: 14 14 Harbrough Road, Oadby, Leicester LE2 4LA Tel: 0116 271 1720 Web: <a href="http://www.allagcare.co.uk">www.allagcare.co.uk</a></p>
<p><b>Lawns Residential Care Home, The</b> Places: 41 1a Knighton Rise, Oadby, Leicester LE2 2RF Tel: 0116 244 8864 Web: <a href="http://www.brighterkind.com">www.brighterkind.com</a></p>	<p><b>Willows Court</b> Places: 29 107 Leicester Road, Wigston, Leicester LE18 1NS Tel: 0116 288 0223</p>

## Oadby and Wigston care homes with nursing

<p><b>Cedar Court Residential and Nursing Home</b> 22-27 Long Street, Wigston, Leicester LE18 2BP Tel: 0116 257 1330 Places: 52 Web: <a href="http://www.hc-one.co.uk">www.hc-one.co.uk</a></p>	<p><b>Nightingales Nursing Home</b> Places: 38 35 Aylestone Lane, Wigston, Leicester LE18 1AB Tel: 0116 288 3443</p>
<p><b>Magna Nursing Home</b> Places: 36 27-29 Long Street, Wigston LE18 2BP Tel: 0116 288 3320 Web: <a href="http://www.hc-one.co.uk">www.hc-one.co.uk</a></p>	<p style="background-color: #006633; color: white; padding: 10px; text-align: center;"><b>See page 64 for more information on paying for care homes in Leicester, Leicestershire and Rutland.</b></p>

## Rutland care homes

See page 95 for the **Service User Bands** key

<p><b>Aberdeen House</b> Places: 18 20 Stockerston Road, Uppingham, Oakham LE15 9UD Tel: 01572 823308</p>	<p><b>Lodge, The</b> Places: 3 Main Street, Market Overton, Oakham LE15 7PL Tel: 01572 767234 Web: <a href="http://www.lodgetrust.org.uk">www.lodgetrust.org.uk</a></p>
<p><b>Belton House Retirement Home</b> Places: 30 2 Littleworth Lane, Belton In Rutland, Oakham LE15 9JZ Tel: 01572 717682</p>	<p><b>Manton Hall</b> Places: 34 Lyndon Road, Manton, Oakham LE15 8SR Tel: 01572 737212</p>
<p><b>Chater Lodge</b> Places: 45 High Street, Ketton, Stamford, Rutland PE9 3TJ Tel: 01780 778 194 <b>Advert page 56</b> Web: <a href="http://www.barchester.com">www.barchester.com</a></p>	<p><b>Rutland House Community Trust</b> Places: 10 Willowbrook, Willow Crescent, Oakham LE15 6EH Tel: 01572 771001 Web: <a href="http://www.rutlandhousecommunitytrust.co.uk">www.rutlandhousecommunitytrust.co.uk</a></p>
<p><b>Crown House Care Home</b> Places: 21 Crown Walk, High Street, Oakham LE15 6BZ Tel: 01572 770301</p>	<p><b>Wisteria House Residential Home – Rutland</b> Places: 16 9 Ayston Road, Uppingham, Oakham LE15 9RL Tel: 01572 822313</p>

**Aspen Manor Care Home** Places: 78  
 Barleythorpe Road, Oakham LE15 6GL  
 Tel: 01572 494770 **Advert page 58** **OP D PD SI YA**  
 Web: www.alysiacaring.co.uk

**Oakham Grange** Places: 60  
 Wheatfield Way, Barleythorpe,  
 Oakham LE15 7UD  
 Tel: 01572 332211 **OP D YA**  
 Web: www.ardale.co.uk

**Rutland Care Village** Places: 82  
 Huntsmans Drive, Barleythorpe Road,  
 Oakham LE15 6RP **Advert pages 60 & 61**  
 Tel: 01572 722350 **OP D PD**  
 Web: https://prime-life.co.uk

**Tixover House** Places: 48  
 Tixover Grange, Tixover, Stamford, Rutland PE9 3QN  
 Tel: 01780 778 177 **Advert page 56** **OP D PD YA**  
 Web: www.barchester.com

# Shaping adult social care in Leicestershire

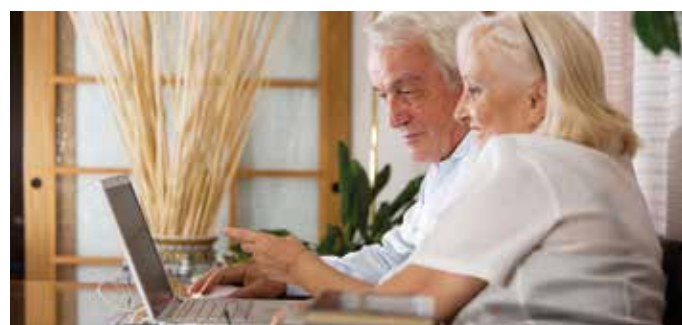
Leicestershire County Council is offering you the opportunity to:

- provide your thoughts and opinions;
- influence the way services are designed; and
- develop your skills and networks.

Leicestershire County Council is looking for people who live in Leicestershire and use social care services, care for someone who does or has a vested interest in the development of social care and support; to work with the council in the future. Your time, skills and experience are valued.

## Adults and Communities Engagement Panel

This panel plays a key role in Leicestershire County Council's engagement process with residents and service users. It provides advice on engagement plans and activities, approving final plans for delivery, reviewing and making recommendations on draft proposals around service design, policy and strategy development and supports the council to increase the extent to which it co-produces services. The panel is looking to expand its membership. For more information, call **0116 305 4886**, email **a&c-strategy@leics.gov.uk** or visit **www.leicestershirecommunities.org.uk/asc/engagement-advisory-panel**



To tell the council what you are happy to talk about and how you would like to do that, visit **surveys.leics.gov.uk/snapwebhost/s.asp?k=147394556714** and complete the contact questionnaire.

Alternatively, you can email **ascengage@leics.gov.uk** more information, or to ask for paper copy of the questionnaire.



## 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

# Useful local contacts

## Adult Social Care and Health Leicestershire County Council

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

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

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

## Adult Social Care Leicester City Council

Tel: **0116 454 1004** (Monday to Thursday, 8.30am to 5.00pm; and Friday, 8.30am to 4.30pm).

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

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

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

## Adult Social Care Rutland County Council

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

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

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

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

## Age UK Leicester Shire & Rutland

Use the following contact details for a complete list of services currently offered by Age UK Leicester Shire & Rutland.

Tel: **0116 299 2233**

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

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

## Advocacy

Independent Care Act Advocacy to support and empower individuals living in Leicester, Leicestershire and Rutland, who have substantial difficulty in being involved in local authority care and support processes and have no appropriate person to support them.

Tel: **0116 204 5110**

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

## Leicester Carers' Support Service

Support and information to all carers over the age of 18 in Leicester, either at the Carers' Hub based at the Bradbury Centre or at other locations throughout the city. • Tel: **0116 222 0538**

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

## Day clubs

Support people with a wide range of needs including physical disability, reduced mobility, mental health and learning disabilities. Accessible transport provided (subject to availability). Free taster days available. • Tel: **0116 222 0558**

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

## Dementia support

Provides a range of one-to-one and group support for people living with dementia and informal/family carers. See page 24 for more information.

Tel: **0116 223 7363** (Leicester and Leicestershire) or **01572 823942** (Rutland).

Mob: **07738 820910** (Rutland).

Email: **[dementia.support@ageukleics.org.uk](mailto:dementia.support@ageukleics.org.uk)** (Leicester and Leicestershire) or

**[yvonne.rawlings@ageukleics.org.uk](mailto:yvonne.rawlings@ageukleics.org.uk)** (Rutland).

## Domiciliary care

CQC registered. Provides personal care, domestic support and Personal Assistants.

Tel: **0116 299 2266**

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

## Footcare

Professional toenail and fingernail cutting service at venues across Leicester, Leicestershire and Rutland. Home appointments now available.

Tel: **0116 299 2266**

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

## Handyperson and gardening

DBS-checked staff provide a professional service. Available to owners, occupiers and tenants (where repairs are not the responsibility of the landlord).

Tel: **0116 299 2266**

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

## Information and advice

Provides free, independent and confidential information and advice for people over the age of 50. Includes welfare benefits, housing and property, money matters, health and care and local services.

Contact the information and advice helpline, Monday to Friday, 9.00am to 1.00pm. You can also get in touch via email. • Tel: **0116 299 2278**

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

### → **Better Care Together**

A partnership of local organisations working together to create and improve the quality of sustainable health and social care services in Leicester, Leicestershire and Rutland.

Tel: **0116 295 0750**

Email: **beinvolved@LeicesterCityCCG.nhs.uk**

Web: **www.bettercareleicester.nhs.uk/better-care-together-home**

### **Carers Centre Leicestershire and Rutland, The**

A local charity committed to helping carers of people with differing needs across Leicester, Leicestershire and Rutland. CLASP has been supporting carers for over 25 years, helping them to feel valued, supported and empowered.

Tel: **0116 251 0999**

Email: **enquiries@thecarerscentre.org.uk**

Web: **www.claspthecarerscentre.org.uk**

### **Citizens Advice LeicesterShire**

A registered charity offering free, confidential and independent advice on a wide range of topics including claiming benefits, completing forms, paying for care and debt advice. Since 23rd March 2020, all Citizens Advice services have been delivered over the phone, via email or online. Use the contact details provided or visit the website of your local branch to complete an online contact form.

Tel: **0808 278 7970** (Leicester City, Monday to Friday, 9.00am to 4.30pm).

Tel: **0808 278 7854** (Leicestershire, Monday to Friday, 9.00am to 4.30pm).

Web: **www.citizensadviceleicestershire.org**

### **Blaby**

Web: **www.citizensadviceleicestershire.org/get-advice/blaby**

### **Hinckley and Bosworth**

Web: **www.citizensadviceleicestershire.org/get-advice/hinckley-bosworth**

### **Leicester City**

Web: **www.citizensadviceleicestershire.org/get-advice/leicester-city**

### **Loughborough, Shepshed and Syston**

Tel: **01509 649605** (local enquiry line – open Monday, Tuesday and Thursday, 9.30am to 3.00pm).

Tel: **0800 144 8848** (general advice line – open

Monday to Friday, 9.00am to 5.00pm).

Textphone: **18001 0800 144 8884**

Web: **www.charnwoodcab.org.uk**

### **Market Harborough**

Web: **www.citizensadviceleicestershire.org/get-advice/harborough**

### **Melton Mowbray**

Web: **www.citizensadviceleicestershire.org/get-advice/melton**

### **Oadby and Wigston**

Web: **www.citizensadviceleicestershire.org/get-advice/oadby-wigston**

### **Citizens Advice – Rutland**

A registered charity offering free, confidential and independent legal advice on a wide range of topics including welfare benefits, debt and housing. The service offers specialist advice for people and their carers living with long- term health conditions which includes disability and carer benefits, employment and paying for care.

Tel: **01572 723494** (call to arrange an appointment, Monday to Friday, 9.00am to 5.00pm).

Web: **www.citizensadvicrutland.org.uk** (online contact form provided).

### **Community Advice and Law Service (CALS)**

A not-for-profit organisation providing free information and advice on debt, housing and welfare benefits in Leicester and Leicestershire.

Tel: **0116 242 1120** • Email: **enquiries@cals.uk.net**

Web: **www.cals.uk.net**

### **First Contact Plus**

An online tool designed to make it easier for adults in Leicestershire to access local services. You can search for information and resources about housing, health, living independently and more. Complete the online referral form and you will be contacted within a few days.

Email: **firstcontact@leics.gov.uk**

Web: **www.firstcontactplus.org.uk**

### **Healthwatch**

Helps you get the best out of your local health and social care services. Healthwatch is an opportunity for the public to influence how social care services are developed locally. If you have something to

share about your experience of health or social care services in Leicester, Leicestershire or Rutland, get in touch.

### **Leicester and Leicestershire**

Tel: **0116 251 8313**

Email: **enquiries@healthwatchll.com**

Web: **www.healthwatchll.com**

### **Rutland**

Tel: **01572 720381**

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

Web: **www.healthwatchrutland.co.uk**

### **Leicester, Leicestershire and Rutland Dementia Friendly Community**

The Leicester, Leicestershire and Rutland Dementia Friendly Community is made up of various organisations and individuals from across the area, all with the same aim – to improve the lives of people living with dementia and their carers.

Email: **dfcllr@gmail.com**

Web: **www.dementiaaction.org.uk** (search 'Leicester, Leicestershire and Rutland Dementia Action Alliance').

### **Leicestershire Partnership NHS Trust – Patient Advice and Liaison Service (PALS)**

Patient Advice and Liaison Services are one stop shops for patients and their families seeking advice and support on all aspects of healthcare.

Tel: **0116 295 0830**

Email: **lpt.pals@nhs.net**

Web: **www.leicspart.nhs.uk/contact/patient-advice-and-liaison-service-pals**

### **Local Area Co-ordinators (LACs)**

LACs aim to improve the health and wellbeing of individuals and communities. This helps to reduce demand on public services (mainly health and social care), preventing people from reaching crisis, and requiring costly care and support services.

Tel: **0116 305 9646**

Email: **anna.christie@leics.gov.uk**

Web: **www.leicestershirecommunities.org.uk/csi/local-area-coordination.html**

### **Local district and borough councils in Leicestershire**

If you live in Leicestershire but outside of the city, your local council will be one of the following.

### **Blaby District Council**

Tel: **0116 275 0555**

Web: **www.blaby.gov.uk**

### **Charnwood Borough Council**

Tel: **01509 263151**

Web: **www.charnwood.gov.uk**

### **Harborough District Council**

Tel: **01858 828282**

Web: **www.harborough.gov.uk**

### **Hinckley and Bosworth Borough Council**

Tel: **01455 238141**

Web: **www.hinckley-bosworth.gov.uk**

### **Melton Borough Council**

Tel: **01664 502502**

Web: **www.melton.gov.uk**

### **North West Leicestershire District Council**

Tel: **01530 454545**

Web: **www.nwleics.gov.uk**

### **Oadby and Wigston Borough Council**

Tel: **0116 288 8961**

Web: **www.oadby-wigston.gov.uk**

### **Local Energy Advice Programme (LEAP)**

LEAP is a free service that is helping people keep warm and reduce their energy bills. LEAP offers a free of charge in-home advice visit and is designed to target households that either are already in or are at risk of falling into fuel poverty. LEAP's Home Energy Advisors can install free, simple energy saving measures in your home, check if you're on the best energy tariff and arrange a free money advice consultation.

Tel: **0800 060 7567**

Email: **support@applyforleap.org.uk**

Web: **www.applyforleap.org.uk**

### **Medequip – returning equipment**

If your equipment is on loan to you, it must not be sold or disposed of. When you no longer require it, please contact Medequip to request free collection. Alternatively, you may return it to your local drop off point, visit the website below. If you purchased your equipment and are looking to dispose of it, visit the Equipment Recycling page via the website below.

Web: **www.medequip-uk.com/returning-equipment**



### → Monday Club, The

A specialist group for people aged 18 to 65 who have Autism Spectrum Disorder or Asperger Syndrome. The club is available to self-refer to and members meet on Monday evenings from 7.00pm to 9.00pm.

Leicestershire Centre for Integrated Living, West End Neighbourhood Centre, Andrewes Street, Leicester LE3 5PA

Tel: **07873 311610**

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

Web: **www.themondayclub.co.uk**

### POhWER

Provide independent mental capacity advocacy, independent mental health advocacy and NHS complaints advocacy services in Leicester, Leicestershire and Rutland. • Tel: **0300 456 2370**  
Text: send the word 'pohwer' with your name and number to **81025**.

Minicom: **0300 456 2364**

Email: **pohwer@pohwer.net**

Web: **www.pohwer.net/east-midlands**

### RISE Social Prescribing (Rutland)

The RISE Social Prescribing service focuses on what matters to you, helping you to find practical and positive ways to improve your health and wellbeing and get back to living your best life. Ask at your Rutland GP practice, scan the QR code below or use the following contact details.

Email: **RISE@rutland.gov.uk**

Web: **www.rutland.gov.uk/joy**



### Royal Voluntary Service (RVS)

RVS volunteers can help you to get back on your feet and feel confident to remain independent, should you need more support than usual after returning home from a hospital stay in Leicester, Leicestershire and Rutland.

Tel: **0116 266 7706**

Email:

**leicsrutlandhub@royalvoluntaryservice.org.uk**

Web: **www.royalvoluntaryservice.org.uk/our-services/hospital-support**

### Rutland Community Wellbeing Service

Based at the Citizens Advice office in Oakham, this is a free, impartial and confidential information, advice and assistance service for Rutland residents who need support to improve their health and wellbeing. Services include money management, healthy lifestyles, housing advice, sensory impairment advice and support to reduce social isolation.

Tel: **01572 725805**

### TuVida

A local organisation supporting carers in Leicestershire. It supports both adult and young carers and has various support groups and services to help carers in their role. • Tel: **0115 824 8824**

Email: **eastmidlands@tuvida.org**

Web: **www.tuvida.org/eastmidlands**

### Voluntary Action Leicestershire

A charity working to better the lives of local residents through helping them into work, training and volunteering opportunities.

Tel: **0116 257 5050**

Web: **www.valonline.org.uk**

If you've not managed to find exactly what you're looking for, visit your local council's online information and services directory.

### Leicester City Council

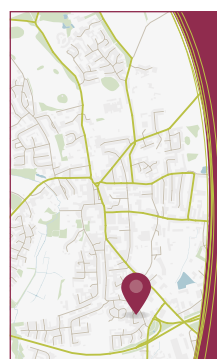
Web: **mychoice.leicester.gov.uk**

### Leicestershire County Council

Web: **www.leicestershire.gov.uk/lisd**

### Rutland County Council

Web: **ris.rutland.gov.uk**



## Search for care in your area

CareChoices

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



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

- Find care providers quickly and easily
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- Links to inspection reports
- Additional information, photos and web links
- Brochure requests



Public Health  
England

**NHS**

# Do you have?

- heart disease
- kidney disease
- liver disease
- diabetes
- COPD (e.g. bronchitis or emphysema)

Flu can be serious and lead to hospitalisation.

Speak to your GP surgery or pharmacy today about getting a flu jab. It's free because you need it.

**HELP US  
HELP YOU**

STAY WELL THIS WINTER

[nhs.uk/flu vaccine](https://nhs.uk/flu vaccine)

This is not a full list of conditions. If you have a long-term health condition, talk to your GP surgery or local pharmacist to see if you are eligible for a flu jab.

**Cheril Sowell,  
Registered Nurse**



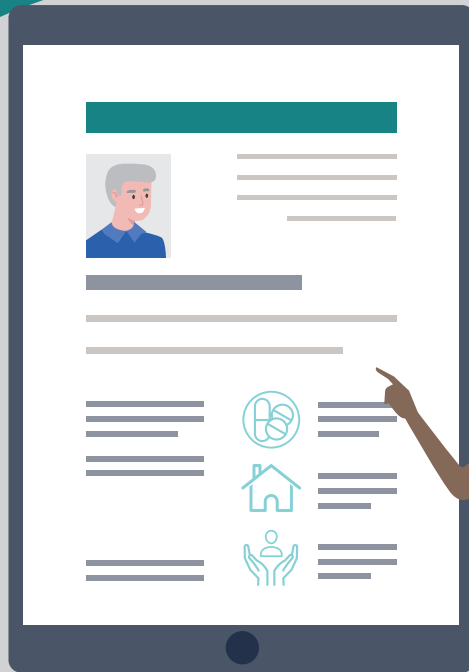
LLR Care Record

# Working together to improve your care

The Leicester, Leicestershire and Rutland Care Record joins up your health and care records, whether you have used services provided by your GP, local hospital, community health care, mental health care or social care.



Scan for further information



## Having all this information in one secure place means:

- Joined-up and safer care
- More time to spend on your care
- Less paperwork
- Your information in one place
- You do not have to repeat details to different clinical and care staff.

Joining up health and social care in Leicester, Leicestershire and Rutland





# Useful national contacts

## Age UK

Tel: **0800 055 6112** • Web: [www.ageuk.org.uk](http://www.ageuk.org.uk)

## Al-Anon Family Groups

Worried about someone's drinking? Help and hope for families and friends of alcoholics.

Helpline: **0800 008 6811** (10.00am to 10.00pm).

Email: [helpline@al-anonuk.org.uk](mailto:helpline@al-anonuk.org.uk)

Web: [www.al-anonuk.org.uk](http://www.al-anonuk.org.uk)

## Alzheimer's Society

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

(Monday to Wednesday, 9.00am to 8.00pm;

Thursday and Friday, 9.00am to 5.00pm; and

Saturday and Sunday, 10.00am to 4.00pm).

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

## Association of Charitable Organisations

A national umbrella body for benevolent charities.

Tel: **0207 255 4480** • Email: [info@aco.uk.net](mailto:info@aco.uk.net)

Web: [www.aco.uk.net](http://www.aco.uk.net)

## Association of Independent Care Advisers (AICA)

AICA represents organisations based in the UK dedicated to helping people identify the most appropriate type of care service and care provider for their individual needs.

Tel: **01483 203066** • Web: [www.aica.org.uk](http://www.aica.org.uk)

## British Institute of Learning Disabilities (BILD)

Committed to improving the quality of life for people with a learning disability.

Tel: **0121 415 6960** • Email: [enquiries@bild.org.uk](mailto:enquiries@bild.org.uk)

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

## Care Choices

Searchable website providing comprehensive details of care providers as well as essential information on finding appropriate care and support.

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

## Care Funding Guidance

Helping self-funders make the right choices about paying for their own care and support.

Tel: **01978 513317**

Email: [info@carefundingguidance.org](mailto:info@carefundingguidance.org)

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

## Care Quality Commission

Independent regulator of care services in England.

Tel: **0300 061 6161** • Web: [www.cqc.org.uk](http://www.cqc.org.uk)

## Carers Trust

Works to improve support, services and recognition for anyone living with the challenges of caring, unpaid, for a family member or friend who is ill, frail, disabled or has mental health or addiction issues.

Tel: **0300 772 9600** • Email: [info@carers.org](mailto:info@carers.org)

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

## Carers UK

The voice of carers.

Tel: **0808 808 7777** (Monday to Friday, 9.00am to 6.00pm).

Email: [advice@carersuk.org](mailto:advice@carersuk.org)

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

## Citizens Advice

Practical, reliable, up-to-date information on a wide range of topics. • Tel: **0800 144 8848**

Textphone: **18001 0800 144 8884**

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

## CHS Healthcare

Bringing together the NHS, social care, providers and families to arrange care for people in their homes or in the community across the UK.

Tel: **0121 362 8840**

Email: [enquiries@chshealthcare.co.uk](mailto:enquiries@chshealthcare.co.uk)

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

## Dementia Adventure

Provides supported holidays for people with dementia as an alternative to traditional respite where partners, family, friends, or carers can enjoy an outdoor break together. Holidays are usually five days long, can be bespoke, are subsidised and are available to anyone across the UK.

Tel: **01245 237548**

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

Web: [dementiaadventure.org](http://dementiaadventure.org)

## Elderly Accommodation Counsel

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

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



### → Free Wills Month

A national scheme organised every year allowing people aged 55 and over to have their simple wills written or updated free of charge. The service is offered by a group of charities using participating solicitors in selected locations across England, Wales and Northern Ireland.

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

### Friends of the Elderly

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

Tel: **0207 730 8263** • Email: [enquiries@fote.org.uk](mailto:enquiries@fote.org.uk)

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

### Herbert Protocol

A national scheme introduced by the police in partnership with other agencies which encourages carers to compile useful information which could be used in the event of a vulnerable person going missing.

Web: [www.leics.police.uk/notices/af/herbert-protocol](http://www.leics.police.uk/notices/af/herbert-protocol)

### Homecare Association

Professional association of home care providers from the independent, voluntary, not-for-profit and statutory sectors. • Tel: **0208 661 8188**

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

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

### Hourglass

Works to protect, and prevent the abuse of, vulnerable older adults.

Helpline: **0808 808 8141**

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

### Independent Age

Produces a wide range of guides and factsheets for older people, their families and carers, covering topics such as staying independent and planning for the future.

Tel: **0800 319 6789** (Monday to Friday, 8.30am to 6.30pm).

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

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

### Message in a Bottle

Organised by Lions Clubs British Isles, the Message in a Bottle Scheme allows for an individual's personal and medical information to be easily accessible to emergency services in the case of an accident.

Tel: **0121 441 4544**

Email: [enquiries@lionsclubs.co](mailto:enquiries@lionsclubs.co)

Web:

[www.lionsclubs.co/Public/message-in-a-bottle](http://www.lionsclubs.co/Public/message-in-a-bottle)

### My Care My Home

A national organisation providing care, support and advice for elderly and vulnerable adults across England and Wales. My Care My Home offers a range of products, services and choices with a focus on maintaining people's independence in their own homes through domiciliary and live-in care.

Tel: **0800 731 8470**

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

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

### My Family, Our Needs

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

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

### National Activity Providers Association (NAPA)

Promotes the importance of activities for older persons. • Tel: **01494 590421**

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

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

### National Association of Funeral Directors

Represents funeral homes and has a searchable database of funeral firms.

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

### National Society of Allied and Independent Funeral Directors

Represents privately-owned, independent funeral homes. Has a searchable database of members.

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

### NHS 111

Free helpline for urgent medical concerns. You should call NHS **111** if you:

- need medical help fast, but it is not a 999 emergency;
- do not know who to call for medical help or you do not have a GP to call; or
- require health information or reassurance about what to do next.

For less urgent health needs, you should still contact

your GP in the usual way.

Tel: **111** • Typetalk: **18001 111**

Web: **www.111.nhs.uk**

### **NHS Find Services**

An online tool allowing you to search the NHS website and its service directories for local care opportunities. You can specify your search by service name, type and your condition, or you can browse services from A-Z.

Web: **www.nhs.uk/service-search**

### **Pension Wise – Money Helper**

Free and impartial Government guidance for the over 50's about your defined contribution pension options. Call the number below to book a free appointment.

Tel: **0800 011 3797**

Web: **www.moneyhelper.org.uk** (select 'Pensions & retirement').

### **Playlist for Life**

A music and dementia charity based in Glasgow and covering the whole of the United Kingdom. Its aim is to ensure everyone living with dementia has access to a personalised playlist and for everyone who meets them to be aware of it. The charity offers free advice and resources to anyone affected by dementia who could benefit from the power of music.

Tel: **0141 404 0683**

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

Web: **www.playlistforlife.org.uk**

### **Registered Nursing Home Association (RNHA)**

Campaigns for high standards in nursing home care.

Tel: **0121 451 1088** • Email: **info@rnha.co.uk**

Web: **www.rnha.co.uk**

### **Relatives and Residents Association, The**

Exists for older people needing, or living in, residential care and the families and friends left behind.

Tel: **0207 359 8136** (Monday to Friday, 9.30am to 1.00pm; and Thursdays, 6.00 to 8.00pm).

Email: **helpline@relres.org** • Web: **www.relres.org**

### **SANE**

Advice on mental health issues.

Tel: **0300 304 7000** (4.00pm to 10.00pm, 365 days a year).

Email: **support@sane.org.uk**

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

### **Silver Line, The**

A dedicated 24-hour helpline for older people across the UK to combat loneliness in the over 55s by providing friendship, information and advice.

Tel: **0800 470 8090**

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

### **SSAFA**

The UK's oldest national tri-service military charity, supporting the wellbeing of armed forces personnel, veterans and their families and ensuring their dignity and independence is upheld.

Tel: **0800 260 6767**

Web: **www.ssafa.org.uk**

### **Transforming Social Care**

For the latest information about the Government's proposed adult social care reforms, visit the following website.

Web:

**https://engage.dhsc.gov.uk/social-care-reform**

### **Veterans' Gateway**

The first point of contact for Armed Forces personnel, veterans and their families seeking information about employability, finances, personal relationships, befriending and more.

Tel: **0808 802 1212**

Web: **www.veteransgateway.org.uk**

### **Which?**

Free, independent and practical guidance about making care choices across the UK. Search for specific advice, browse featured content or find the cost of care in your area and your eligibility for financial support.

Web: **www.which.co.uk/later-life-care**

**Tell us what you think**

**Share your feedback**

Take our five minute survey

What have you found useful?

What could we do better?

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

## Home care providers

2M Health And Homecare Services Ltd Ross Walk Leicester	29	<b>Arona Support</b> Ashlands Mews	31	Business Box, Leicester (Paradise Hope Ltd)	33
3 Star Health Care Ltd – Leicester	29	Aspire UK	31	<b>C</b> Cairbairz Ltd – Leicester	33
21 Huntingdon Road	29	<b>Assured Community Care</b> Authentic Kare Company Ltd – 8 Wyndham Close	31	<b>Care 4 U – 466 Melton Road</b>	<b>33</b>
24/7 Flex Care Ltd	29	Ave Maria Care (Leicester)	31	<b>Care at Home (Midlands) Ltd</b>	<b>35</b>
24/7 Helping Hands Service Ltd	29	<b>B</b> B-Hope and Care Services Ltd	31	Care With Pride Leicester Ltd	35
39 Carnation Road	29	Bait'ul Care Ltd	31	Careline Healthcare Ltd	35
180 Surrey Street	29	Barclay Services	31	Carelink Healthcare Professionals Ltd	35
<b>A</b> A&R Guardian Services Ltd	29	Bateleur HC Ltd	31	Caremark – Charnwood	35
A&S Rescue Services Ltd	29	BCML Health Ltd	31	Caremark Hinckley Bosworth & Blaby	35
A2L Care Services	29	Beaumont Business Enterprise	33	Care Outlook (Leicester)	35
Abbey Support & Services Ltd	29	Best Deal Care Ltd	33	Carers Direct Homecare Ltd	35
<b>Absolute Care Agency (EM) Ltd</b> – Quorn	<b>29</b>	Bi Flexi Support Ltd	33	Carewatch (Harborough)	35
Abundant Life Care Ltd	29	Bleep 360 Care Midlands	33	Caring Companions Homecare Ltd	35
Accredo Support & Development Ltd	29	<b>Blue Arch Homecare</b>	<b>33</b>	Caring Company Rutland Ltd, The	35
Action Deafness	29	Bluebird Care (Leicester, Hinckley, Bosworth and Blaby)	33	Caring Hands (Domiciliary Care) Ltd	35
Active Care Group – Central Division Care in the Home	29	<b>Bluebird Care (Market Harborough and Oadby)</b>	<b>33</b>	Caring Hands Leicester Ltd	35
Actus Healthcare	29	Bluebird Care Ltd / Loughborough & Ashby-de-la-Zouch	33	Case Healthcare	35
ADA Homecare Ltd	29	Bluewood Healthcare	33	Choices Care Ltd	35
Adaptus Cares Ltd	29	Bluewood Recruitment Ltd – Loughborough	33	Community Careline NWL Ltd	35
Addi Care Services Ltd	29	Bonney Care Agency	33	Community Support Services	35
Affinity Trust – Domiciliary Care Agency – Central	31	Bosworth Homecare Administrative Offices	33	Community Support Services Micare	35
Alliance SC Ltd	31	Brand Care	33	Compassion Care Service Ltd	35
Allure Staffing Solutions	31	Bridgeway Home Care	33	Creative Care	35
Alpha-Imperial Private Ltd	31	Bright Almond Care Ltd	33	Creative Care (Leicester)	35
Always Take Care Ltd	31	Bright Intergrated Care Ltd	33	Creative Care Ltd	35
Amicare House	31	Brockshill Woodlands	33	Creative Support – Leicester Service	35
Anstey Healthcare Ltd	31	Burbage Homecare Ltd	33	Crewton Care	36
Anytime Care 2020 (Leicester)	31			Crystal Care Service (Leicester)	36
Apollo Care & Support Ltd	31			CT Care Ltd	36
Arch Domiciliary Care Services Ltd	31				

<b>D</b>		<b>G</b>		Home Straight Partnership Ltd	39
D & H Community Support Ltd	36	G&M Healthcare Services Ltd	37	Hunters Lodge	39
D R & C Private Home Care Ltd	36	Gleberry Support Hinckley	37	Huntsman's Lodge DCA	39
Daystar Care Services Ltd	36	Glee Care Ltd	37		
Delight Services Ltd	36	Gold Crown Care Services Ltd	37	<b>I</b>	
Direct Care Works Ltd	36	Goldfinch Care Agency Private Ltd	37	iCall Care	39
Diversity Social Care Ltd	36	Grace Care UK	37	Infinity Care Services Ltd	39
Divine Home Care Ltd	36			Inheritance Medical Ltd	39
Domiciliary Care Services (UK) Ltd		<b>H</b>		<b>Inspire Lives Care Services Ltd</b>	<b>39</b>
– Knighton Road	36	Halcyon Days Community Opportunities Ltd	37	Innovations24 Ltd	39
Dreisco Care Ltd	36	Hales Group Ltd – Leicester	37	Integrated Crisis Response Service	39
Dynamic Care Services Ltd	36	Hartington Road Care Home	37	Interpid Care & Support Services	39
		Heartwell House Residential Care Home	38		
<b>E</b>		Help at Home (Connaught House)	38	<b>J</b>	
Eaglesvale Care	36	Help at Home (Danbury Gardens)	38	JaMax Homecare	39
East Midlands Homecare Ltd	36	Help at Home Leicester	38	Jannat Homecare Services Ltd	39
Elliott Residential Care Home	36	Help at Home (Oak Court)	38	Jewel Home Care	39
Embraced Care	36	Help at Home (St Marys House)	38		
<b>Enable Inclusive Support Ltd</b>	<b>36</b>	Help at Home (Waterside Court)	38	<b>K</b>	
Enlightened Care Generation Ltd	36	Helpful Home Care Ltd	38	Kare Plus Loughborough	39
Enliven Social Care Ltd	36	Helping Hands Homecare Services	38	Karing Hands Care	39
<b>Eunha Healthcare Ltd</b>	<b>36</b>	<b>Helping Hands Leicester</b>	<b>38</b>	Key 2 Care Leicestershire	39
Evolving Care Ltd	37	<b>Helping Hands Market</b>		Kingfisher Care (Midlands) Ltd	39
Exceptional Home Care	37	<b>Harborough</b>	<b>38</b>	Kirby Care Ltd	39
		<b>Helping Hands Wigston</b>	<b>38</b>	Knights Manor Ltd	39
<b>F</b>		Heroic Care Ltd	38	Knights Road	39
F&N Care Services Ltd	37	HF Trust - Leicestershire DCA	38	Kris Carers Ltd	40
<b>Falcon Care Agency Ltd</b>	<b>37</b>	HK Care Consulting Ltd	38		
Family Care Agency	37	Hodman Care Ltd	38	<b>L</b>	
Fay Medical Ltd	37	Holmwood Gardens Domiciliary Care Services	38	Lansdowne House – Leicester	40
FDS Divine Care Ltd		Home Instead Central Nottingham and West Bridgford	38	Learning Support Centre, The	40
– 29 Glaisdale Close	37	Home Instead Senior Care	38, 39	Leicestershire Community Support Scheme	40
First Choice Care Agency Ltd	37	Homepeace Care	39	Life4ever H.C.S Ltd	40
Flawless Care PVT Ltd	37	Homecare Assessment and Reablement Team (HART) Leicestershire	39	Lifeways Community Care Ltd (Leicester)	40
Fosse Healthcare – Leicester	37			Luminary Care Ltd	40
Fouta Quality Care Ltd	37			Lustro Health	40
Freedom Support	37				
FTM Dance CIC, Pera Business Park	37				

<b>M</b>		Pearson Anderson Ltd	41	<b>Right at Home Loughborough</b>	<b>43</b>
MacIntyre Leicester LifeLong Learning	40	Personalized Care	41	Rising Care Services Ltd	43
Medacs Healthcare – Leicester	40	Petrichor Healthcare Provisions Ltd	41	Roseleigh Day Care	43
MELM Care Solutions	40	<b>PR Accurate Care Ltd</b>	<b>41</b>	RT-Care Solution Ltd – Main Office	43
Melton Care Services	40	Practical Care Solutions Ltd	41	Rutland Cottages	43
Melton Care Services Ltd	40	Precious Hope and Home Care Ltd	41	Rutland House	43
Melton Mencap	40	Premium Home Care Services Ltd	41	Rutland House Community Trust	43
Melton Supported Living Service	40	Prestige Care 247 Ltd	41	<b>S</b>	
Mercie Grace Care	40	<b>Prestige Nursing – Leicester</b>	<b>42</b>	Saint Care Agency	43
Meridian Health and Social Care – Hinckle	40	Prestige Social Care Services Ltd – Leicester	42	Santo Healthcare Ltd	43
Meridian Health and Social Care – Leicester	40	Private Home Care UK Ltd (Leicester)	42	Select Care Services Ltd – 109 Coleman Road	43
Mi Life Care Services Ltd	40	Provision Care Ltd	42	Sensitive Care Solutions Ltd	43
Midlands Care Direct	40	Prudence Supported Living	42	Serenity Inmind	43
Mill Farm	40	Pure Favour Health Care Services Ltd	42	Seven Steps Healthcare Ltd – Leicester	43
Mosaic: Shaping Disability Services	41	Pure Homecare	42	Shalom Home Care Ltd	43
MTM Care Services Ltd – Leicester	41	Purple Care	42	<b>Shepshed Carers Ltd</b>	<b>43</b>
Murray Healthcare Services Ltd	41	Purple Heart Health Care	42	Smith Crescent Supported Living Service	43
My HomeCare HFW Ltd	41			Snowdrop Homecare Rutland Ltd	43
<b>My Homecare Leicester</b>	<b>41</b>	<b>Q</b>		Sova Healthcare – Leicester	43
		Qualitywatch Care Services Ltd	42	Spirit Home Care	43
<b>N</b>		<b>R</b>		Springfield	43
NAS Community Services (Leicester)	41	Raageh Care Ltd – 91 Crafton Street	42	Stibbe Lofts	44
NDH Care (Leicester)	41	Radfield Home Care Leicester East, Groby & Oadby	42	Storm Homecare Ltd	44
New Hope Care Leicester	41	Radfield Home Care Loughborough, Charnwood & Melton Mowbray	42	Support & Connections Office	44
New Hope Care Rutland	41	Radfield Home Care Stamford, Peterborough & Rutland	42	SureCare Charnwood and Rushcliffe	44
New Hope Housing and Support	41	React Homecare Ltd	42	SureCare Leicester	44
New Horizon Care	41	Reign Supreme Care Services Ltd – Leicester	42	Swan Care Group Ltd	44
Next Care Ltd	41	Reliance Community Care Ltd	42	Sycamore Court	44
NISE Nursing Ltd – Leicester	41	Revive Care Ltd	42	<b>T</b>	
No Place Like Home Midlands Ltd	41	RHS24 Care Registered Office	42	Tailormade Healthcare	44
		Richmore Care Services	42	TLR Health Care Services Ltd – 180 Surrey Street	44
<b>O</b>				TML Care Solutions Ltd	44
Onduty 24 Ltd	41			Treasured Cares Ltd	44
				Trinity Independent Care Ltd	44
<b>P</b>					
Passion Healthcare Ltd	41				
Pathfinders Community Support Ltd	41				

<b>U</b>		Village Homecare	44	WHM Work Connections	
Ubertas Care Homes Ltd	44	Vintage Social Care Ltd	45	Supported Living Office	45
UK Care Staffing	44	Vision Homecare Group	45	<b>Witlens Ltd</b>	<b>45</b>
UK Care Team Ltd	44	Voyage (DCA)		Woodleigh Healthcare	
UK Instant Services Ltd		Leicestershire	45	(Leicester Branch)	45
– Leicester	44	<b>W</b>		Wyville Home Care Services Ltd	45
UK Top Care Ltd	44	Waterlees Supported Living			
Universal Care Services		Service	45	<b>X</b>	
Hinckley	44	Welland Place	45	Xcel Homes Ltd	45
<b>V</b>		Wellbeing and Support Ltd	45	<b>Y</b>	
Vale Care Ltd	44	Wellbeing Homecare		Your Choice Care Ltd – Office	45
Valland Care and Support Ltd	44	Services Ltd	45	YourLife (Glen Parva)	45
Value Based Care	44	Westminster Homecare Ltd		Yourlife (Market Harborough)	45
Victory Care Ltd	44	(Leicester)	45	Yourlife (Oakham)	45

## Care homes/care homes with nursing

25 Percival Way	86	Ashton Care Home, The	86	Bosworth Court Care Home	86
<b>A</b>		Ashton Lodge Residential		Bow Lodge	87
A S Care	86	Home	86	<b>Bradley Hall</b>	<b>87</b>
Aaron Court	91	<b>Aspen Manor Care Home</b>	<b>98</b>	<b>Braunstone Firlands Nursing</b>	<b>91</b>
Aarons Specialist Unit	83	Asra House Residential Care		Home	
<b>Abberdale Ltd T/A Abberdale</b>		Home	86	Briars, The	84
<b>House</b>	<b>86</b>	Authentic Kare Company Ltd		Broadoak Grange	93
Abbey House	86	– 8 Wyndham Close	95	Broadoak Lodge	93
Aberdeen House	97	Ayeesha-Raj Care Home	78	<b>Brockshill Woodlands</b>	<b>95</b>
<b>Acorn Close</b>	<b>78</b>	<b>Aylesham Court Bupa</b>		Brook House Care Home	83
Agnes House	86	<b>Care Home</b>	<b>78</b>		
Aigburth	95	Aylestone Grange	87	<b>C</b>	
Alexandra House – Leicester	77	<b>B</b>		Carlton Drive Short Breaks	
Alston House	86	Barclay House	91	Service	95
Amberwood Care Home Ltd	95	Barclay Street	87	Castle Donington Nursing	
Amwell, The	93	<b>Barons Park Care</b>	<b>78</b>	Home	94
<b>Applegarth</b>	<b>77</b>	Beaumanor Nursing Home		Cedar Court Residential and	
Apple House	95	Belton House Retirement	83	Nursing Home	97
April Cottage Retirement Home	93	Home	97	Cedar House Care Home	78
Arbor House	86	Berrystead Nursing and		Cedar Mews	78
Ark Care Lodge Ltd, The	86	Residential Home Ltd	78	Chantry, The	87
Ash Tree	78	Bethel/Bethesda Residential		Charnwood Lodge	78
<b>Ashby Court Bupa Care Home</b>	<b>94</b>	Home	84	<b>Charnwood Oaks Nursing</b>	<b>83</b>
Ashford House	78	Big House, The	78	Home	
		Bodnant House	87	Charnwood Park Residential	
				Home	83

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Chataway Care Home	77	Freedom Care Ltd	93	Hérons Lodge	83
<b>Chater Lodge</b>	<b>97</b>	<b>G</b>		HF Trust – Cromwell Crescent	83
Cherrytree Residential Home	77	George Hythe House	88	Highbury Residential Home	79
Chestnuts, The	93	Geraint House Residential Care Home	88	<b>Hinckley House Care Home</b>	<b>85</b>
Church View	87	Gilburn	78	Hinckley Park Nursing Home	86
<b>Clarendon Beechlands</b>	<b>87</b>	Glebe Cottage	78	Hollywell Court Residential Home	88
Clarendon Mews Care Home	87	Glenfield Woodlands Care Home	88	<b>Holmes Court Care Home</b>	<b>95</b>
Coalville Nursing Home	95	Gokul-Vrandavan	88	<b>Holmes House Care Home</b>	<b>97</b>
Conifer Lodge Residential Home	95	Goodwood Orchard Care Home	88	Homefield College – Annex Building	79
Cooper House	87	Grange Nursing & Residential Home, The	83	Homefield College Ltd – 51 Greedon Rise	79
Coriander Road	87	Gratia Residential Care Ltd	88	Homefield College Ltd – 76 Cossington Road	79
Croft House	78	Graysford Hall	88	Homefield College Ltd – 139 Homefield Road	79
Crown House Care Home	97	Grey Ferrers	91	Honeysuckle Farm	85
Curtis Weston House	95	Groby Lodge	88	Hunters Lodge	84
<b>D</b>		Gwendolen Road Care Home	88	Hunter's Lodge	93
Damascus House	78	<b>H</b>		Huntingdon Court	79
Dane View Care Home with Nursing	91	Hadrian House	79	<b>I</b>	
<b>Devonshire Court</b>	<b>95</b>	Halifax Drive	88	<b>Island Place</b>	<b>89</b>
Diamond House	87	Hallaton Manor Ltd	83	<b>J</b>	
<b>Diwali Nivas</b>	<b>87</b>	Hall, The	83	Jasmine Court Nursing Home	83
<b>E</b>		Hambleton House	88	Jubilee Villa	85
Egerton Lodge Residential Home	93	Hamilton House	88	<b>K</b>	
Elliott Residential Care Home	87	Harley Grange Nursing Home	91	<b>Kathleen Rutland Home, The</b>	<b>77</b>
Enderby Grange	77	Harley House Care Home Ltd	91	Kibworth Court	84
<b>Everdale Grange</b>	<b>91</b>	Hartington Road Care Home	88	Kibworth Knoll	84
Evington Grange	88	Harvey House	84	King Street – Care Home Physical Disabilities	79
Evington Home – Pilgrims' Friend Society	88	Hayes Close	84	Kingly Croft	85
<b>F</b>		Hayes Park Nursing Home	91	Kingly House	85
Famille House	77	Heartwell House Residential Care Home	88	Kingly Lodge	85
Fernleigh Care Home	93	Heathcotes (Aylestone)	88	Kingsfield Court Care Home	85
Five Rivers Living	88	Heathcotes (Glenfield)	77	Kingswood Lodge Residential Care Home	97
Fosse Court	88	Heathcotes (Kirby Muxloe)	77	Kirby Grange Residential Home	85
Framland	93	Heathcotes Lutterworth View	88	Kirby House	77
Freedom Care Ltd – 68 Conway Drive	78	Heathcotes (Magna)	95	Knighton Manor Ltd	89
Freedom Care Ltd – 362 Park Road	78	Heathcotes (Oadby)	95		
		Heathcotes (Wigston)	95		



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<b>Lady Jane Court Care Home</b>	<b>89</b>	New Wycliffe Home, The	89	Rushey Mead Manor Care and Nursing Home	89
<b>Langdale House Ltd</b>	<b>78</b>	Nightingales Nursing Home	97	<b>Rutland Care Village</b>	<b>98</b>
Lansdowne Road (67-71)	89	Northfield House Residential Home	79	Rutland House Community Trust	97
Lawns Residential Care Home, The	97	<b>O</b>		Ryedale House	90
Lenthall House	84	Oak House	89	<b>S</b>	
Lester Court	79	<b>Oakdale Care Ltd</b>	<b>91</b>	Saffron House	85
Lester Hall Apartments	89	Oakham Grange	98	Scalford Court Care Home	93
Linford House	97	Oakleigh Residential Home Ltd	93	<b>Scraftoft Court Care Home</b>	<b>91</b>
Lingdale Lodge	79	Old School House, The	94	Silver Birches	90
Lodge Residential Home, The	84	<b>Old Station Close</b>	<b>79</b>	Silver Oaks Residential Care Home	94
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London Road Neurological & Specialist Care Unit	91	Orchard House	85	Skelton Court	90
Longcliffe Care Home	79	Orchard Lodge	85	<b>South Lodge Care Home</b>	<b>90</b>
Lonsdale Mews	83	<b>Orchard Manor View</b>	<b>89</b>	<b>Spencefield Grange</b>	<b>90</b>
<b>Lutterworth Country House Care Home</b>	<b>84</b>	<b>P</b>		Spinney Lodge	90
Lyndhurst Lodge Residential Home Ltd	93	ParkHouse Grange	85	St Bennett's Care Home	90
		Parkmanor Care Home	95	<b>St Georges</b>	<b>90</b>
<b>M</b>		<b>Peaker Park Care Village</b>	<b>84</b>	Stadon Road – Care Home Physical Disabilities	81
Magna Nursing Home	97	Pear Tree Grove	79	Stonesby House Ltd	90
Magnolia Care Home, The	89	Pendene House	89	Stonesby House	90
Manton Hall	97	Pine View Care Home	89	Stonesby Lodge	90
Maple House	85	Pinglenook Residential Home	79	<b>Stoneygate Ashlands</b>	<b>90</b>
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**Published by:** Care Choices Limited, Valley Court, Lower Road, Croydon, Nr Royston, Hertfordshire SG8 0HF. Tel: 01223 207770.

**Director of Policy and Communications:** Jo Dovey.

**Director of Sales:** David Werthmann.

**Director of Creative Operations:** Lisa Werthmann.

**Lead Editor:** Henry Thornton.

**Editors:** Olivia Hubbard, Angharad Burnham.

**Content Editor:** Aislinn Thompson.

**Sales Manager:** Paul O'Callaghan.

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**Studio Manager:** Jamie Harvey.

**Lead Designer:** Ruth Keating.

**Graphic Designers:** Rebecca Mendil, Patrycja Radzka, Tyler Smith.

**Distribution:** Gemma Seaber-Shinn.

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