



Bedfordshire & Luton

Adult Care & Support Services Directory **2019/20**

Information and advice about local care and support

Home support • Specialist care • Useful contacts • Care homes

In association with

Salvete

Care Home

Providing outstanding short & long term residential, respite, and day care

15 - 17 Rothsay Place, Bedford MK40 3PX
www.salvetecarehome.co.uk

Salvete is a reputable care home ideally located close to Bedford riverside and town centre.

The home provides individualised care in a friendly and supportive environment and is equipped with the latest facilities, offering a combination of en-suite, single and double rooms.

Our staff are experienced, knowledgeable and committed to providing high quality care with dignity, respect and kindness.

Fresh, healthy and well-balanced meals are served daily. We have an excellent activities and entertainment programme throughout the year.

We offer person centred care for:

- Older people
- People with dementia
- People with physical frailty

...in peaceful and pleasant surroundings.

Salvete Care Home has a CQC rating of 'Good' overall and in all areas of inspection.

Viewings are highly recommended



For further details and to arrange a visit
please contact us on:

Tel: 01234 261 991

Email: admin@salvetecarehome.co.uk

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To obtain extra copies of this Directory, free of charge, call **Bedford Borough Council** on **01234 276064**, **Central Bedfordshire Council** on **0300 300 8303** or **Care Choices** on **01223 207770**.

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Alternative formats

This Directory is available electronically at www.carechoices.co.uk. The e-book is also Recite Me compatible for those requiring information in the spoken word.



Welcome

Welcome to the 2019/20 edition of the Bedfordshire and Luton Directory for Adult Care and Support Services. Bedford Borough, Central Bedfordshire and Luton Borough Councils have worked jointly with publisher, Care Choices to develop this Directory.

Making a decision about how best to receive the care and support to meet your individual needs is very important. We hope that this Directory will help by giving you some ideas on the range and variety of services that are available across Bedfordshire and Luton.

We are committed to helping you retain as much independence as possible, helping you to live in your own home for longer and continuing to live close to your family and friends.

We hope you will find the information you need about what support or care is available for yourself, or for a relative or friend. Regardless of whether you pay for your care and support, or whether your local council contributes towards it, we will do our best to help you find the care and support that meets your needs.

As three councils are responsible for delivering Adult Social Care services across Bedfordshire and Luton, we will refer to all services as coming from 'Adult Social Care' throughout this Directory. More information about the services delivered by each of the councils is available at:

Bedford Borough Council

Tel: **01234 267422**

Email:

SupportingPeopleGeneralEnquires@bedford.gov.uk

Web: **www.bedford.gov.uk**

Central Bedfordshire Council

Tel: **0300 300 8303**

Email: **customers@centralbedfordshire.gov.uk**

Web: **www.centralbedfordshire.gov.uk**

Luton Borough Council

Tel: **01582 547659**

Email: **accessandassessment@luton.gov.uk**

Web: **www.luton.gov.uk**



BEDFORD
BOROUGH COUNCIL



Central
Bedfordshire
Council

Luton

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Promoting your health and wellbeing

Adopting a healthier lifestyle can benefit everyone. By making a few small changes to the way you

live, you can make big changes to your health and wellbeing.

Keep moving

Regular physical activity can help reduce your risk of heart attack, stroke, high blood pressure, diabetes and osteoporosis, as well as raise your mood and self-esteem. It can also raise levels of 'feel good' hormones and reduce stress levels. Inactive people have nearly twice the risk of developing heart disease.

Adults should aim to be active daily. Over a week, activity should add up to at least 150 minutes (two and a half hours) of moderate activity in bouts of ten minutes or more – one way to approach this is to do 30 minutes on at least five days a week.

Simple ways to get more physically active include:

- walking the dog;
- digging the garden;
- using the stairs rather than taking the lift;
- getting off the bus one stop before your destination; or
- joining a dance group, jogging/walking/games club or the gym.

Sports Development – Bedford Borough

The team aims to provide quality opportunities at all levels of sport, promoting sport as an activity that enables individuals to develop their own performances to their maximum potential, whilst highlighting the personal and social benefits of a healthy lifestyle. Sports Development is concerned with increasing sporting opportunities for all members of the community.

Email: sport@bedford.gov.uk

Web: www.bedford.gov.uk/leisure-and-culture/sports-and-physical-activity

Leisure centres

To attend a free trial at your local leisure centre, visit www.fusion-lifestyle.com/offers/free-pass

and follow the instructions on the page. Terms and conditions apply.

Making changes to your lifestyle

Would you like some support to improve an element of your lifestyle? We all know that eating well and moving more contributes to reducing the risk of the onset of preventable diseases such as type 2 diabetes, cardio-vascular disease, stroke and some types of cancer. The Lifestyle Hub in Bedford Borough and the Active Lifestyle Team in Central Bedfordshire can connect you with other services to best support you with making the changes you would like and support you in making positive, healthier lifestyle choices.

Speak to your GP or practice nurse – they can refer you to the relevant lifestyle service. The service will then call you to book you in for an appointment with a lifestyle adviser at a time to suit you. Evening and Saturday appointments are now available in Bedford Borough.

You can also find a lifestyle adviser on the Wellbeing Walk every Friday at 11.00am, starting from the Higgins Museum, Castle Lane or every second Monday of the month at 2.00pm at the Mindful Sport Table Tennis Session in the Higgins museum.

The lifestyle adviser will not tell you what to do; they will work with you to agree a plan that covers what you want to achieve and what will work for you. The team may be able to connect you with different services that help you achieve your goals as well as supporting you whilst you engage with those services.

The service could help you to:

- get more active;
- stop smoking;
- reduce alcohol intake;

- • connect you with counselling and support services (in Bedford Borough);
- talk about healthy eating and swaps you could make;
- feel empowered about moving forward towards long-term, sustainable lifestyle changes;
- lose a little weight (if appropriate);
- set goals to work towards; and
- find other services that may be more appropriate to your needs whilst you begin to make these changes.

It can also offer support for carers.

For more information, please contact your local service.

Bedford Borough – Lifestyle Hub Co-ordinator

Tel: **01234 355122**, ext **5741**

Email: **lifestylehub@bedfordhospital.nhs.uk**

Web: **www.bedford.gov.uk/lifestylehub**

Twitter: **[@BedfordLH](https://twitter.com/BedfordLH)**

Central Bedfordshire – Active Lifestyles Team

Tel: **0300 300 8305**

Email:

active.lifestyles@centralbedfordshire.gov.uk

Web: **www.centralbedfordshire.gov.uk/leisure**

Active Lifestyles – Central Bedfordshire

The Active Lifestyles Team works closely with a number of local partners to provide high-quality community physical activity and active recreation opportunities across Central Bedfordshire.

It has over 1,000 hectares of countryside open space for public access and wildlife. Some of the sites are managed in partnership with the National Trust, Greensand Trust and the Wildlife Trust, the remainder are managed by the in-house Countryside Sites Team.

You can visit country parks to walk your dog, go for a walk or a run, take the family for a day out or simply get away from it all and enjoy nature.

The physical activity programme is open to all, activities are suitable for beginners and novices, so whether you are looking to re-engage in something you have tried before, or want to try something new,

the Active Lifestyle Team can help.

As well as helping you to improve your physical health, many activities include social groups and opportunities to volunteer.

The Active Lifestyles brochure provides information on healthy walks, community exercise and local sports programmes, many of which are low-cost or even free. You can also find out about local leisure centres, countryside sites and other public open spaces. Pick up a copy at your local library or download it from the website via the link below.

Tel: **0300 300 8305**

Email:

active.lifestyles@centralbedfordshire.gov.uk

Web: **www.centralbedfordshire.gov.uk/leisure**

Exercise on referral

If you would like to access local support to help you manage your weight or increase physical activity, speak with your GP or practice nurse.

Active Lifestyles Referral Programme – Central Bedfordshire

The Active Lifestyles Referral Programme can support you with your journey to becoming healthier and active. To join the scheme, you will need to be referred by your GP or health professional.

Once your referral has been received, you will be invited to a subsidised twelve-week exercise programme at a leisure centre, with further support available for up to 12 months. Email **active.lifestyles@centralbedfordshire.gov.uk** for more information.

Active Luton

Active Luton is a not-for-profit trust operating a variety of sports and leisure facilities in Luton. It is responsible for developing sport and has a key role in helping to improve the health and wellbeing of residents within the local community.

Active Luton operates seven leisure and activity centres, including Inspire: Luton Sports Village, Lewsey Sports Park, a golf course, an athletics centre and an outdoor education facility.

It also operates GP referral and supports carers through a Carers Card. The card gives discounted access for carers, with special offers for young carers, and free entry for carers accompanying the person they care for to any activity.

Tel: **01582 400272**
Email: **info@activeluton.co.uk**
Web: **www.activeluton.co.uk**

Total Wellbeing Luton

This is the town's free service promoting and supporting healthy lifestyles. It provides information on stopping smoking, health checks, losing weight

Healthy eating

A healthy balanced diet and having regular eating times will help you keep track of what you eat. Don't skip breakfast. Breakfast gives you the energy you need to face the day along with some of the vitamins and minerals needed for good health. You may also find it useful to:

- reduce your fat intake by choosing lean cuts of meat and trimming any visible fat, measuring oil rather than pouring it, and finding an alternative to frying and roasting foods;
- cut down on sugar by using the labelling system to check that you're not having too much sugar; and
- cut down on salt by trying to eat high-salt foods only occasionally, or in small amounts.

Reading the labels will make it easier to make healthy choices. The red, amber and green labelling system shows you where the fat, sugar or salt is too high (red). You can then make a choice to change to something which is lower (green/amber). A small change can make a big difference.

Aim to have five portions of fruit and vegetables every day:

- try fruit sliced over cereal for breakfast;
- snack on fruit mid-morning or mid-afternoon;
- put some extra vegetables, beans or lentils in your casseroles and stews (and less meat);
- stock up on frozen vegetables for easy cooking; and

and emotional health.

Tel: **0300 555 4152**
Email: **info@totalwellbeingluton.org**
Web: **www.totalwellbeingluton.org**

Useful websites

Change for Life

Web: **www.nhs.uk/change4life**

Walking for health

Web: **www.walkingforhealth.org.uk**

Walk4life

Web: **www.walk4life.info**

- remember – a third of your lunch and your dinner plate should be vegetables or salad.

Remember to drink enough fluid during the day. The average fluid intake for an adult is approximately 8-10 cups a day. This could be water, fruit juice, tea, coffee or milk.

Healthy eating

Web: **www.nhs.uk/livewell/healthy-eating**

Change4life

Web: **www.nhs.uk/change4life**

Beezee Bodies CIC

Weight management across Central Bedfordshire provides support to help people make healthy lifestyle changes with free programmes for men, women, families and groups and one-to-one web chats.

Tel: **01234 363774**
Email: **info@beezeebodies.co.uk**
Web: **www.beezeebodies.com**
Twitter: **@BeezeeBodies**
Facebook: **@beezeebodies1**



Stop smoking

There are over 4,000 chemicals in a cigarette and 69 of these are known to cause cancer. As soon as you quit smoking, your body begins to repair itself. The longer you stop for, the more repair work your body can do. Every year thousands of people successfully quit smoking. If you want to stop smoking, help is available from the NHS Stop Smoking Service which exists to support people.

For free help, advice and support to give up smoking, contact your local NHS Stop Smoking Service using the details here.

Bedfordshire Stop Smoking Service

Tel: **0800 013 0553**

Web: **www.smokefreebedfordshire.co.uk**

Luton Stop Smoking Service

Tel: **0800 013 0845**



Alcohol harm reduction

Drinking more than the recommended daily allowance of alcohol can increase your risk of developing a drinking-related illness, and approximately ten million people in England drink above the recommended guidelines every year.

Men and women are advised not to regularly drink more than 14 units a week. Spread your drinking over three days or more if you drink as much as 14 units a week.

There are about two to three units of alcohol in a standard 175ml glass of wine (ABV 13%), and three to four units in a pint of strong lager, beer or cider (ABV 5.2%). ABV is the percentage of alcohol in the drink.

Drinking less reduces the longer-term risk of serious diseases, such as liver disease and stroke, and will improve the condition of your skin, have a positive effect on sleep and will give you more energy and money. Drinking less also means you'll be less likely to develop high blood pressure and put on weight. If you want to cut down how much you're drinking, a good way to help achieve this is to have several drink-free days each week.

If you have any concerns about whether you, or someone close to you, might be drinking harmful or hazardous amounts of alcohol, visit

www.nhs.uk/oneyou/drinking and see a range of helpful resources and information.

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: **enquiries@al-anon.org.uk**

Web: **www.al-anonuk.org.uk**

Bedford Borough and Central Bedfordshire Path to Recovery (P2R)

P2R is a one-stop service which provides advice, treatment and support to people whose lives are affected by drug or alcohol use. It provides an integrated service with a range of expertise available in one place.

The staff will not judge you; they will treat you with respect and will support you to make the life changes that you want to make. The service is open Monday to Friday from 9.00am to 5.00pm and is open later on Thursdays, until 8.00pm.

Upon arrival, staff will welcome you and arrange for someone to talk to you in private about your issues and how they affect you. They will find out what steps you want to take, what your immediate goals are and what your more long-term hopes are.

Following this assessment, the service will start to plan the next steps with you. It will work with you to try to address any immediate issues straightaway.

Central Bedfordshire

67 High Street North, Dunstable LU6 1JF
Tel: **01582 501780**

Bedford Borough

21 The Crescent, Bedford MK40 2RT
Tel: **01234 352220**

Luton

If you have concerns about alcohol or drugs, please contact Resolutions on **0800 054 6603**. Resolutions offers advice and information for adults and young people who are experiencing issues with alcohol and drugs, including local people and their families. Services include health and wellbeing interventions, assessment, recovery planning and counselling. Visit **www.resolutions4luton.org** for further information.

Community involvement

Good neighbour and village care schemes

Care schemes are 'good neighbour' schemes run by residents with support from the Bedfordshire Rural Communities Charity (BRCC), providing access to help and support and acting as a safety net for local people, regardless of age.

The schemes can help to lessen the impact caused by a decline in community services and facilities such as public transport, shops, Post Offices, doctors' surgeries and pubs. The schemes can also help to reduce feelings of isolation and exclusion experienced by some when families and friends have moved away.

Accessing the scheme can help people to remain

living independently at home for longer. Each local scheme is unique, run by local residents who offer a wide range of support, from one-off practical jobs or transport through to befriending or regular social events.

For information about where the schemes operate in Bedford Borough and Central Bedfordshire, or how you can get involved, contact Justine Hunt at the **BRCC**.

Tel: **01234 832648**

Email: **justineh@bedsrcc.org.uk** • Web:

www.bedsrcc.org.uk/good-neighbour-scheme

Just Ask! Village Agents and Local Community Co-ordinators (Bedford Borough only)

BRCC employs five Village Agents and five Local Community Co-ordinators that help bridge the gap between local people and the statutory and voluntary organisations able to offer help and support. They provide free, high-quality information, promote access to local services and can work with individual residents or groups to help resolve issues or identify unmet needs in the community.

Your Village Agent or Local Community Co-ordinator can make home visits, providing face-to-face information and support to enable you to make informed choices. They are DBS checked and

operate in the strictest confidence.

BRCC Local Community Co-ordinators work in the urban wards of Cauldwell and Kingsbrook, Goldington and Putnoe, Kempston, Queens Park, and Harpur and De Parys.

Cauldwell and Kingsbrook: Simon

Tel: **07948 417085** • Email: **simong@bedsrcc.org.uk**

Goldington and Putnoe: Kate

Tel: **07948 417042**

Email: **katee@bedsrcc.org.uk** →

→ **Kempston:** Wendy
Tel: **07415 387894**
Email: **wendyj@bedsrcc.org.uk**

Queens Park: Fsella
Tel: **07415 389322**
Email: **fsella@bedsrcc.org.uk**

Harpur and De Parys: Saleha
Tel: **07950 962373**
Email: **salehak@bedsrcc.org.uk**

BRCC Village Agents cover all the rural parts of Bedford Borough.

Tel: **0800 039 1234** (leave a clear message giving your name, telephone number and the name of your village. The Agent covering your village will ring you back).

There is more info on Village Agents and Local Community Co-ordinators on the **BRCC** website: **<http://bedsrcc.org.uk>**

BRCC Community Agents (Central Bedfordshire only)

BRCC employs four Community Agents operating in selected parts of Central Bedfordshire to help bridge the gap between local people and the statutory and voluntary organisations able to offer help and support. They provide free, high-quality information, promote access to local services and can work with individual residents or groups to help resolve issues or identify unmet needs in the community.

Your Community Agent can make home visits, providing face-to-face information and support to enable you to make informed choices. They are DBS checked and operate in the strictest confidence.

Biggleswade: Gill
Tel: **07534 484750**

Eversholt: Lizzie
Tel: **0800 039 1234** (this number is shared with Bedford Borough Agents so please state your village is Eversholt when leaving your message).

Potton: Andrea
Tel: **0300 555 5949**

Shefford: Michelle
Tel: **07534 484764**

BRCC Social Prescribing (Bedford Borough and Central Bedfordshire)

BRCC delivers a Social Prescribing service across Bedfordshire, taking referrals from participating GP surgeries. At present, this service is not open to wider referrals.

More information is available from Sara Murphy at **BRCC**.

Tel: **01234 832612**
Email: **saram@bedsrcc.org.uk**

Timebanks (Central Bedfordshire)

Timebanks are one way for local groups of people to give and receive help using their time. A range of skills and services are shared by members with no cost attached to the time exchanged. In Central Bedfordshire, the development of timebanks is supported as another way of involving people and organisations in their local communities. Community Action Bedfordshire is supporting local communities in setting up local timebanks. In partnership with Timebanking UK, Community Action is setting up

local timebanks with residents, offering information and guidance to those wishing to be involved in helping run a timebank as well as those interested in becoming a member.

For more details, contact **Gina Croxford**.
Tel: **01525 850559**
Email: **timebanking@cabeds.org.uk**
Web: **www.cabeds.org.uk/timebanking/what-is-timebanking**

Day opportunities

It's not easy when you are at home all day. Getting out, taking part in leisure activities and socialising with friends can make all the difference.

If you want to get out and about during the day to meet other people and get involved in leisure activities or education, you can do this at a number of leisure centres, libraries, housing schemes, day centres and clubs. There are services and clubs for older people, people with learning disabilities, and those with mental health conditions.

Lunch clubs offer a chance to get a hot meal and to socialise. They can also make life easier if it is hard for you to prepare your own meals at home. Transport is sometimes available to help you get to the club or centre. You may have to pay towards

the cost of using these day services. There is also a small charge for meals.

Contact your local council to find out what is available near you.



Adult learning

Central Bedfordshire and Bedford Borough

The Bedfordshire Employment and Skills Service provides opportunities for residents in Central Bedfordshire and Bedford Borough to learn in the community.

Courses provide learning focused on employability and job skills to help and support residents to get into work, to support career progression or to progress to further learning.

Courses also provide learning and skills focused on supporting residents with specific needs related to disabilities, health conditions, mental ill-health or those affected by homelessness.

Programmes on offer include:

- English and maths;
- employability courses which help people move closer to and into work;
- ICT;
- ESOL (English for speakers of other languages);
- wellbeing;
- job skills courses;
- career-specific courses, e.g. business administration, retail, leisure, health and social

care, retail, hospitality and working with children;

- volunteering; and
- apprenticeships.

The service provides support and encouragement to ensure learners enrol onto the most appropriate course and offers confidential and impartial one-to-one support via its National Careers Service team with the following:

- writing or updating CVs;
- searching for jobs;
- making job applications;
- preparing for interviews;
- considering voluntary work;
- considering job applications; and
- exploring training options.

The service's Café Connect local peer support programme offers a relaxed, safe environment to:

- make connections in the community;
- share experiences and learn from others;
- find mutual support and friendship;
- connect with community activities, services and support; and

- be active and live life to the full.

For more information about adult learning courses and support into work details please:

- visit www.centralbedfordshire.gov.uk/adultlearning;
- call a member of the team on **0300 300 8110**; or
- email adult.learning@centralbedfordshire.gov.uk for more information.

Alternatively please scan the QR code below:



Luton

Luton Adult Learning provides a quality, community-based, accessible service which meets the learning,

development and training needs of employers and the local community.

Luton Adult Learning has a wide and varied offer which includes:

- Business and Skills – apprenticeships and a range of qualifications, including English, maths and English for speakers of other languages (ESOL), childcare, support work in schools (teaching assistants), GCSEs (English, maths and science) and teacher training.
- Community Learning – community information workshops (free, short workshops designed to raise awareness and help you get the most out of life), and Family Learning in partnership with local schools and children’s centres.
- Leisure Learning – exciting courses to inspire and motivate you to learn.

For more information, call **01582 490033**, email info@lutonacl.ac.uk or visit www.lutonacl.ac.uk

Libraries

Libraries play an important role in helping people to improve the quality of their lives and gain access to services.

Libraries provide access to reading, learning, information and IT, where people can read and borrow books and other stock, use a computer or Wi-Fi, discover information, get help from knowledgeable staff and make use of the safe, welcoming community space which they provide. The library service is free to join, with no age limits and is available to all members of the community who live, work or study in the area.

Learning opportunities are available in libraries which enable older people to develop new skills and self-confidence. These include one-to-one IT taster sessions in how to use a computer or trace family history. Libraries may also offer ‘Virtual Libraries’ where you can download e-audiobooks, e-books, e-magazines, music and more.

If you are unable to leave your home, ask your library if they offer a Home Library Service.

Bedford

Bedford Borough’s library service is provided through five libraries (Bedford, Putnoe, Kempston, Bromham and Wootton), the Mobile Library and the Library Link service for those who cannot visit the library themselves.

Libraries in Bedford Borough offer a range of activities and events, including some specifically for older people such as Knit and Natter. Other activities and advice sessions are delivered in libraries by partner organisations such as Sports Development. Some libraries also offer Tablet Help sessions where a customer can bring in their tablet and staff will show them how to use it.

The Virtual Library, the library service website, provides access to a wide range of resources and information, including downloadable e-books, e-audiobooks, e-magazines, Freegal music download service, online reference books and newspapers.

For more information, visit www.bedford.gov.uk/libraries

Central Bedfordshire

In Central Bedfordshire, there is a network of twelve libraries, a Library Access Point, a Virtual Library and a Home Library Service that is available to people unable to visit a library.

As well as being a local meeting place, libraries in Central Bedfordshire offer a range of events and activities – some specifically for older people, such as coffee mornings and Knit and Natter. Other activities and advice sessions are delivered in libraries by partner organisations and cover topics such as health, rights and benefits. The Library Service welcomes volunteers and is currently piloting Library Friends Groups.

The Home Library Service provides a library service to people who are unable to reach their local library due to ill-health, mobility limitations, visual impairment or other reasons. It is delivered by library staff supported by volunteers.

The Virtual Library provides a wide range of services online, including e-books, e-audio books, e-magazines and full-text newspapers. There is also a Bedfordshire-wide database of local community organisations that can be searched by place, keyword or subject.

For more information, visit
<http://virtual-library.culturalservices.net>

Luton

There are six libraries in Luton, offering a wide range of books, CDs, DVDs, large print and audio books, as well as magazines and newspapers. There are also PCs with fast internet access and you can

access one-to-one support in getting started with computers, the internet and setting up emails.

If you struggle to get out to a library, there are various online services, including e-books, online learning courses, encyclopaedia and music.

The Home Library service visits people who are unable to reach their local library due to ill-health, disability or mobility issues. Trained staff and volunteers bring books and other items to your home so that you can borrow anything that libraries stock.

Libraries regularly run advice sessions, reading groups and events to help people get more out of life. Volunteers are always needed for a range of different services, so if you have a few hours to spare, volunteering can be a great way of meeting new people and boosting your self-confidence.

For more information on services, including opening times, go to www.lutonlibraries.co.uk



Volunteering

Volunteering is a positive way to spend time and be involved in the local community. Research shows that the benefits of volunteering can include:

- **A longer life**
Being a volunteer extends your life expectancy when compared with non-volunteers.
- **Ability to cope with ill-health**
Volunteering can help people come to terms with their own illness and help take their mind off their

own problems.

- **Meeting new people**
Volunteering is a good way to meet people. This can be vital for older volunteers and people who might be isolated or not particularly integrated into society.
- **Improved family relationships**
A study comparing older volunteers with older non-volunteers showed that the volunteers had

better relationships with their family.

- **Improved self-esteem and sense of purpose**
Volunteering can bring back your self-esteem and motivate you. Improved self-esteem can have an effect on other areas of your health and life.
- **Making a difference to your local community**
Volunteering is a form of social action that can also benefit your wider local communities.

There are several agencies co-ordinating opportunities to volunteer, including:

Community and Voluntary Service Bedfordshire (CVS) • Web: www.cvsbeds.org.uk

Community Action Bedfordshire (CA)
Web: www.cabeds.org.uk

CVS and CA can help create your volunteer profile and help you search for volunteer opportunities.

For more information, visit:

Web: www.centralbedfordshire.gov.uk/council/stronger-communities/volunteering.aspx

Web: www.voluntaryworks.org.uk

Web: www.luton.gov.uk/Community_and_living/scs/volunteering/Pages/default.aspx

The Cheering Volunteering annual Awards and Celebration event is Central Bedfordshire Council's way of saying thank you to all volunteers in Central Bedfordshire. For more information about the awards, visit www.centralbedfordshire.gov.uk/council/stronger-communities/awards-event.aspx

Blue badges

The Blue Badge scheme provides a national range of parking concessions for disabled people with severe mobility problems.

It is designed to help severely disabled people to

travel independently, as either a driver or passenger, by allowing them to park close to their destination.

For further information, contact your local council; details are on page 4.

Staying independent and living safely at home

Keeping warm at home

- Try to keep the temperature of your living room at 70°F/21°C and the rest of the house heated to at least 64°F/18°C.
- Make sure that you have some warm slippers or shoes that have a good grip. Try to keep your feet up as the air is cooler at ground level.
- Put on several warm, light layers of clothing which will keep you warmer than one thick layer. Have hot drinks, use a hot water bottle and, if you're sitting down, put a blanket over you.
- Keep moving – avoid sitting down for long periods as muscles become stiff and slow when they are cold. Even housework will generate body heat and help to keep you warm.

Bedford Borough

To find out what help you may be entitled to that can improve the warmth and insulation in your home, please contact Bedford Borough Council (see page 4 for details).

Central Bedfordshire

If you live in Central Bedfordshire, please contact Central Bedfordshire Council's Private Sector Housing Team which can provide assistance for eligible households. The Private Sector Housing Team provides assistance for eligible residents who are in fuel poverty or living in poor housing conditions.

For more information about Central Bedfordshire Council's discretionary assistance schemes,

please visit www.centralbedfordshire.gov.uk/housing/keeping/warm.aspx or email PSH@centralbedfordshire.gov.uk

If you don't have access to the internet, please call **0300 300 8767**.

Luton

Please contact the Luton Energy Doctor scheme,

which offers healthy heating grants. For example, you may be eligible for a new heating system. The scheme can signpost you to information about income maximisation, warmth intervention and health and safety at home.

If you are interested in the **Luton Energy Doctor scheme**, please call **01582 546789**, or email energydoctor@luton.gov.uk

Priority Services Register

If you are a pensioner, have long-term ill-health, are registered disabled or have a hearing or visual impairment, you may be eligible for extra help offered by energy suppliers.

One service is the Priority Services Register. To ensure you receive additional services, you need to sign up to your energy supplier's Priority Services Register.

If you have different suppliers of electricity and gas, you will need to register with each. If you have a carer, they can register on your behalf. There is no charge and you can register for all or some of the services available.

For more information, contact the **Citizens Advice consumer helpline** on **0345 404 0506**.

Social care alarms

Community alarm and monitoring services enable you to call for help any time of night or day using a pendant, a wristband or a pull cord. The system will put you in touch with an operator who can hear your voice and speak to you. These are available across the whole of the area and you can also pay for someone to respond to a call in an emergency if you don't have any friends or relatives nearby.

For more information, please contact:

Central Bedfordshire Lifeline • Tel: **0300 300 8146**
Web: www.centralbedfordshire.gov.uk/health-

[social-care/adults-older-people/help/lifeline-alarm-service.aspx](http://www.centralbedfordshire.gov.uk/social-care/adults-older-people/help/lifeline-alarm-service.aspx)

Bedford Borough

The Telecare Service • Tel: **01234 228328**
Web: www.bedford.gov.uk/social-care-health-and-community/help-for-adults/information-and-advice/directory-of-services/telecare

Luton

Telelink

Tel: **01582 720703** if you only want the personal alarm, or Luton Council on **01582 547659** if you feel you need additional or different sensors.

Telecare systems

Telecare uses the social care alarm system to alert the control centre if you fall, or if there is a fire for example. Telecare can help you live independently in your own home by giving peace of mind to you and your relatives. The equipment is simple to use and can be tailored to meet your own circumstances.

Telehealth services are used by the NHS to involve patients in monitoring their own health conditions,

using home-based equipment linked with health professionals. The system detects problems early so you can receive help quickly and avoid hospital.

Adult Social Care works with local agencies to provide Telecare across the area and can help you decide which system is best for you. There are also a number of independent providers who offer Telecare which you can purchase yourself.

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

You can download and print this checklist at www.carechoices.co.uk/checklists

Suitability

Does the equipment support your specific needs?

Are you willing to use it?

Will it fit into your everyday life and routine?

Have you tried a demo of the equipment?

Do you understand what the equipment is for?

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

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

Will it work alongside any assistive technology you already have?

Usability

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

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

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

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

Is it portable?

Notes

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Will it need to be installed by a professional?

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

Reliability

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

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

Can you speak to someone who already uses it?

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

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

Cost

Do you know how much it costs?

Will you need to pay a monthly charge?

Are there alternative solutions that might be free?

Is there a cost associated with servicing the equipment?

Safety and security at home

Bedfordshire Fire and Rescue Service – keeping you safe

Bedfordshire Fire and Rescue Service provides a free messaging service – Beds Fire Alert – which you can sign up to receive free messages via email or text message. You will receive safety messages and information about local events and campaigns such as Fire Station Open Days. To register for the service, please visit www.bedsfirealert.co.uk

Here are some useful fire safety tips. Easy as one, two, three:

1. Stay safe in the kitchen!

- Cooking accidents are the main cause of fire in the home.
- Don't get distracted and make sure to turn off the hobs and oven when you have finished cooking.
- Keep your cooking area clean and clear of flammable items.

2. Conduct a bedtime check!

- Unplug any electrical appliances that are not being used.
- Check that the cooker is turned off.
- Close all internal doors.

3. Have an escape plan!

- Know how to escape quickly from your home in the event of a fire.
- Have a plan and share it with all who live with you.
- Keep your door and window keys in an

accessible place.

Web: www.bedsfire.gov.uk

Facebook: www.facebook.com/bedsfire

Twitter: [@BedsFire](https://twitter.com/BedsFire)

Instagram: [@bedsfire](https://www.instagram.com/bedsfire)

Home security

Advice and help from the Bobby Van team

People aged over 65 can get a free security check from the Bobby Van team, supported by the Bedfordshire Police Partnership Trust, a registered charity. The Bobby Van team can carry out a survey of your house to identify any vulnerable areas and, where appropriate, improve the security with locks, door chains and viewers etc. It is also working in partnership with Bedfordshire and Luton Fire and Rescue Service and will fit smoke detectors.

The service is generally free, but as the Bobby Van team is part of a wider charity, donations of any amount are always welcome.

The chances of an elderly person becoming a repeat victim of crime in the first six months after an incident drop from 14% to just 1% if they have had a visit from the service.

The Bobby Van service is for those people over the age of 65 and some vulnerable or disabled people.

If you would like a visit from the **Bobby Van team**, or would like more information about the scheme, please phone **01234 842619** or visit www.bedspolicepartnership.org

Adapting your home

Leading an independent and active life with choice and control is important to us all and helps to contribute to our health and wellbeing.

An assessment with an Occupational Therapist and the use of adaptive equipment can help to achieve this.

An Occupational Therapist can meet with you within your home and, through an assessment,

can identify hazards, discuss equipment or adaptations and provide information and advice which may assist with retaining your independence, such as an additional banister or equipment to assist with access.

Major adaptations, such as a bathroom adaptation or stair lift, can also be discussed. These may be funded through a Disabled Facilities Grant if you are eligible, but this will require a financial assessment

and, in some cases, it may be necessary for you to make a financial contribution towards the required adaptation.

An Occupational Therapist may prescribe and order simple pieces of equipment for use within your home. They will complete any demonstrations of equipment and ensure that you are happy and safe

with their use. They are also able to advise carers on moving and handling techniques within the home.

If you have any queries regarding your circumstances, contact Adult Social Care and discuss your situation. An assessment of needs will help determine what support you require to retain your independence.

Support in your own home

To enable people to live in their own homes for as long as possible, a range of community support services is available. These include help with day-to-day tasks, such as cleaning, shopping, community meals, gardening, and handyman services. You would be expected to pay for these services. There is also a wide range of help available through local voluntary and community groups.

Domiciliary or home care

Home care covers help with personal care like dressing, bathing, toileting and prompting the taking of medication. Care workers need to be properly trained, particularly in moving and handling and the use of hoists for some tasks.

Care workers can call in on a daily basis to assist with any of the tasks described above. Depending on the level of help required, their visits can be very short or up to several hours. Generally, visits are available from 7.00am until 10.00pm. Some people will need multiple visits per day. The hourly rate for these types of services depends on the services required, the time of day and the location.

Live-in care

In some cases, it's preferable and more economical to have a care worker actually living in the

home. This is called 24-hour live-in care and can accommodate people with a very high dependency on a permanent basis. It can also provide respite breaks for regular carers and short-term support following hospital discharge.

Live-in care can be arranged for a short period, for example, a week, or on an ongoing basis. Typical charges for this service depend on the amount of care and the particular skills required. Live-in care is also available to people with permanent physical or mental health difficulties who require long-term ongoing care.



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

www.myfamilyourneeds.co.uk

✉ hello@myfamilyourneeds.co.uk

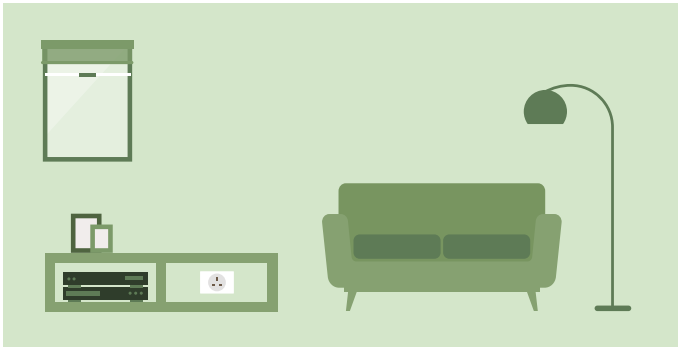
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- Birth to adulthood
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- Directory
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Subscribe today

Making life easier at home

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



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

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

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 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

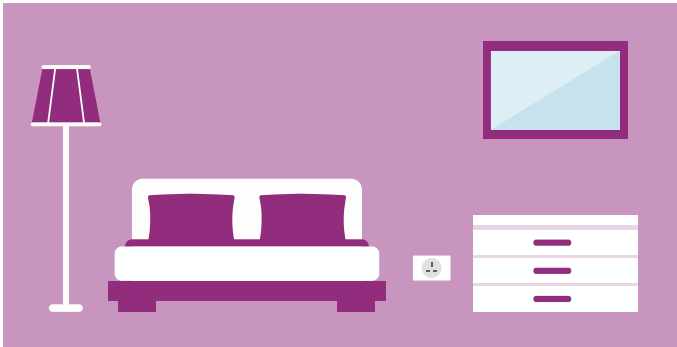


Level indicator



Teapot tipper

More information on staying independent and ideas to help you live at home can be found online at www.carechoices.co.uk/helping-you-to-stay-independent/ 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 18.

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.

To find out more about using adaptations to help you in the home, call: **Bedford Borough Council** on **01234 267422**; **Central Bedfordshire Council** on **0300 300 8303**; **Luton Borough Council** on **01582 547659**; or **One Call for Community Occupational Therapy** on **0345 602 4064** for an initial Occupational Therapy assessment for equipment and minor works, or on **0300 300 8050** for an Occupational Therapy assessment for major works.



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

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

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 52.

All home care providers are regulated and inspected by the Care Quality Commission, which publishes inspection reports on its website, www.cqc.org.uk/ When considering a service, it's always a good idea to check its report.

Before you make any decisions regarding the

provision of care, be sure to contact several providers and ask for a 'Service User's Guide' and their charges and a draft contract between you and the care provider. Adult Social Care also audits the quality of the services that are being used locally on an annual basis, and further information is available through their websites.

Bedford Borough home care providers

Advertisers are highlighted

APT Care Ltd

Bedford

Tel: 01234 930130

OP D PD SI YA

Assessment and Enablement Team

Bedford

Tel: 01234 718333

OP D PD SI YA

Bedford Supported Living Service

Bedford

Tel: 01234 910554

OP PD LDA SI YA

Better Healthcare Services

Bedford

Tel: 01234 352000

OP D PD LDA MH SI YA AD

Bionicare

Bedford

Tel: 01234 214636

Advert page 29

OP D PD LDA MH SI YA AD

Bloom & Care Ltd

Bedford

Tel: 01234 331331

OP D PD SI YA

Bluebird Care (Bedford)

Bedford

Tel: 01234 211481

Advert page 31

OP D PD SI YA

Caemac Investments Ltd

Bedford

Tel: 01234 924928

OP D PD LDA MH SI YA

Care-Away Ltd

– Care Support Bedford Branch

Bedford

Tel: 01234 211676

OP PD LDA MH SI YA

CareStop Shop

Bedford

Tel: 01604 636980

OP D PD SI YA

CareVille

Bedford

Tel: 0333 577 3351

Advert page 35

OP D PD LDA MH SI YA

Christchurch Court Ltd

– Park House

Bedford

Tel: 01234 261993

PD MH YA

Destiny Intergrated

Care Ltd

Bedford

Tel: 01234 331238

OP D PD MH SI YA

Dial House Home Care

Bedford

Tel: 01234 402444

Advert inside back cover

OP D PD SI YA

Dial4Care

Bedford

Tel: 01234 261366

Advert page 35

OP D PD LDA MH YA

Elite Care Services Ltd

Bedford

Tel: 01234 856979

OP D LDA MH SI YA

Everycare Bedford

Bedford

Tel: 01234 339184

OP D PD LDA MH SI YA

First to Care Service Ltd

Bedford

Tel: 01234 930024

OP D PD LDA SI 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

Firstpoint Homecare Bedford

Bedford
Tel: 01234 866722 **OP D LDA MH**

Francis House Home Care

Bedford **Advert page 41**
Tel: 01234 954415 **PD LDA MH YA AD**

Gravitas Healthcare Ltd

Bedford
Tel: 07880 665679 **OP D PD LDA MH YA**

Hands on Healthcare Solutions Ltd

Bedford
Tel: 01234 309671 **OP D PD LDA MH SI YA**

Home Instead Senior Care – Bedford

Wootton **Advert page 36**
Tel: 01234 868820 **OP D PD LDA MH SI YA**

K4 Care Bedford Ltd

Bedford
Tel: 01234 272800 **OP D PD MH SI YA**

Kingdom Healthcare Services Ltd

Bedford
Tel: 01234 325948 **OP D PD LDA MH SI YA**

Kitec Supported Living

Bedford
Tel: 01234 910846 **OP D PD LDA MH SI YA**

KS Care Ltd

Bedford
Tel: 01234 854728 **OP D PD LDA MH YA**

Ladyslaude Court

Bedford
Tel: 01332 221924 **OP D PD SI**

Lillibet Court

Bedford
Tel: 01234 212282 **OP D PD MH SI YA AD**

Lillibet Manor

Bedford
Tel: 01234 342917 **OP D PD MH SI YA AD**

Lomack Healthcare

Bedford
Tel: 01234 844034 **OP D PD LDA MH SI YA AD**

Loyal Companion Care Ltd

Bedford
Tel: 01234 266690 **OP D PD LDA MH**

Mega Resources Nursing and Care – Bedford

Bedford
Tel: 01234 353157 **OP D PD LDA MH YA**

Orchid Homecare Ltd

Bedford
Tel: 01234 482483 **D PD MH YA**

People’s Choice UK

Bedford
Tel: 0844 854 9445 **OP D PD LDA MH YA**

Princeton Court

Bedford
Tel: 07789 925287 **OP D PD LDA MH SI YA AD**

Quality Support Solutions Ltd

Bedford
Tel: 01234 834660 **OP PD LDA SI YA**

Samorem Health Care

Bedford
Tel: 01234 266444 **OP D PD MH SI YA**

**Social Care Solutions Ltd
(Bedford and Northampton)**

Bedford
Tel: 01234 262650 **OP D PD LDA MH SI YA**

Telopea MSL

Bedford **Advert page 35**
Tel: 01234 248969 **OP D LDA MH YA**

Turning Point

– Bedford Supported Living Service
Bedford
Tel: 01234 219817 **D PD LDA MH SI**



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

1st Homecare

Leighton Buzzard
Tel: 01525 376677

Advert page 33
OP D PD YA

A Caring Company Ltd

Dunstable
Tel: 01525 630608

OP D PD LDA MH SI YA AD

Active Homecare Ltd

Dunstable
Tel: 01582 314070

OP D PD SI YA

Advanced Personnel

Dunstable
Tel: 01582 671876

OP D PD SI YA

Allied Healthcare – Ampthill

Ampthill
Tel: 01525 408003

OP D PD LDA MH SI YA AD

Blue Sapphire Care Ltd

Leighton Buzzard
Tel: 01525 853481

OP

Bluebird Care (Central Bedfordshire)

Flitwick
Tel: 01525 713389

OP D PD SI YA

Care Forum (MK) Ltd

Milton Keynes
Tel: 01908 584136

PD LDA SI

Care4you

Westoning
Tel: 01525 719823

OP D PD MH SI YA

Caring Hands, The

Flitwick
Tel: 07702 007657

OP D PD SI

Chalk Hills Healthcare Ltd

Dunstable
Tel: 01582 532236

OP D PD LDA MH SI YA

Civicare (Beds, Herts & Bucks) Ltd

Dunstable
Tel: 01582 501701

OP D PD LDA MH SI YA AD

Creative Support – Bedfordshire Service

Houghton Regis
Tel: 01582 865002

MH YA

Dimensions (UK) Ltd

Luton
Tel: 0300 303 9004

OP PD LDA YA

Firstpoint Homecare – Harpenden

Harpenden
Tel: 01582 482405

OP D PD MH SI YA AD

Friends Care Agency Ltd

Sandy
Tel: 01767 449741

OP D PD LDA MH SI YA

Frogmore Road – Central Bedfordshire Council Supported Living for Learning Disabilities

Houghton Regis
Tel: 07756 175206

YA

HF Trust – Bedfordshire DCA

Biggleswade
Tel: 01767 600717

OP LDA YA

HF Trust – Clifton Court DCA

Shefford
Tel: 01462 850022

OP LDA YA

High Street Sandy – Central Bedfordshire Council Supported Living for Learning Disabilities

Sandy
Tel: 01767 680325

YA

Knightingles Healthcare Bedfordshire Ltd

Biggleswade
Tel: 07717 064436

OP D PD LDA MH SI YA AD

Lima Homecare Ltd

Sandy
Tel: 0843 557 7775

OP D PD YA

MacIntyre Ampthill Support

Ampthill
Tel: 01525 406501

LDA

Manorcourt Homecare

Biggleswade
Tel: 01767 686250

OP D PD MH SI

Mayfair Homecare – Biggleswade

Biggleswade
Tel: 01767 682564

OP D PD 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

Mobelle Home Care Ltd

Sandy
Tel: 01767 699514

OP D PD LDA SI

**Official Care
– Bedfordshire**

Leighton Buzzard
Tel: 07881 272955

OP D PD LDA MH SI YA AD

Paladins Care Ltd

Leighton Buzzard
Tel: 07771 727981

OP D PD MH YA

Precious Homes Bedfordshire

Houghton Regis
Tel: 01582 863229

OP PD LDA MH SI YA

Prime Care Support Ltd

Dunstable
Tel: 01582 601501

OP D PD LDA MH SI YA

Purple Professional Services

Dunstable
Tel: 01582 476002

LDA

**Radis Community Care
(Quince Court)**

Sandy
Tel: 01525 630608

OP D PD YA

**Reablement – Urgent Homecare and Falls
Response Service**

Bedford
Tel: 0300 300 8164

OP D PD SI YA

Redwood House

Bedford
Tel: 01582 881325

PD LDA MH SI

Sagecare (Biggleswade)

Biggleswade
Tel: 01767 317311

OP D PD LDA MH SI YA AD

Valley House

Bedford
Tel: 01525 840785

PD LDA MH YA

Violets Homecare Services Ltd

Dunstable
Tel: 01582 476044

OP D PD LDA MH SI

**Walkers Close – Central Bedfordshire Council
Supported Living for Learning Disabilities**

Shefford
Tel: 01462 819112

LDA

Woburn Care Company

Dunstable
Tel: 01582 670055

Advert page 33

OP D PD YA



Luton home care providers

A&A Homecare Ltd

Luton
Tel: 0800 689 4219

OP D PD LDA MH YA

Abigail Court (Domiciliary Care)

Luton
Tel: 01582 721427

OP D PD SI

**Affinity Trust – Domiciliary Care Agency
– Central & Bedfordshire**

Luton
Tel: 01582 584575

OP LDA YA

Ahmed & Gul Ltd

Luton
Tel: 01582 380122

OP D PD LDA SI

Allied Healthcare Luton

Luton
Tel: 01582 720871

OP D PD LDA MH SI YA AD

AmberGreen Health & Social Care

Luton
Tel: 01582 283093

Advert page 31

OP D PD MH SI YA

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

**Applegrove
(Domiciliary Care)**

Luton
Tel: 01582 548400

OP D PD SI

APT Care Ltd

Luton
Tel: 01582 451745

OP D PD LDA MH SI YA

Beige Healthcare Services

Luton
Tel: 07412 646066

OP D PD MH YA

Better Healthcare Services (Luton)

Luton
Tel: 01582 422777

OP D PD LDA MH SI YA AD

Bushmead Court Management Ltd

Luton
Tel: 01582 481455

OP D PD MH SI

Care 4 All Ltd

Luton
Tel: 01582 457740

OP D PD LDA YA

Care As You Like It Ltd

Luton
Tel: 01582 511057

OP D PD LDA MH SI YA

**Care Direct & Support Solutions
(Luton) Office**

Luton
Tel: 07932 659527

OP D PD LDA MH SI YA

Care with Pride Luton

Luton
Tel: 01582 380158

OP D PD SI YA

**Colwell Court
(Domiciliary Care)**

Luton
Tel: 01582 547798

OP D PD SI

Comfort Zone Care Services Ltd

Luton
Tel: 01582 933363

OP D PD LDA YA

Courage Ltd

Luton
Tel: 07506 762274

OP D PD LDA SI

Devoted to Care Ltd

Luton
Tel: 0203 910 9392

OP D PD LDA MH SI YA

DT Careplus

Luton
Tel: 07506 076710

OP D PD LDA SI YA

First Class Care Services Ltd

Luton
Tel: 01582 969393

OP D PD LDA SI YA

Generixcare Luton

Luton
Tel: 01582 433754

OP D PD LDA YA

Giant Care

Luton
Tel: 01582 966259

Advert page 33

OP D PD LDA MH SI YA

Heaven Scent Care Services Ltd

Luton
Tel: 01582 522355

OP D PD LDA YA

**Home Instead Senior Care
– Luton**

Luton
Tel: 01582 742275

Advert page 36

OP PD LDA MH SI YA

J & S Divine Care Ltd

Luton
Tel: 01582 968586

OP D PD MH YA

JHN Healthcare Ltd

Luton
Tel: 01582 966565

OP D PD YA

Joelma Ltd

Luton
Tel: 07944 297048

Advert page 35

OP D PD LDA SI YA

Judah Healthcare Services Ltd

Luton
Tel: 07735 624044

OP D PD LDA MH YA AD

**Luton and Bedfordshire Supported Living and
Community and Home Support**

Luton
Tel: 01582 564780

OP 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

Luton Borough Council Reablement Service

Luton
Tel: 01582 547649 **OP D PD SI YA**

Luton Friendship Homecarers Ltd

Luton **Advert page 31**
Tel: 01582 736157 **OP PD MH YA**

MIC Healthcare Solutions

Luton
Tel: 07903 804846 **OP D PD LDA MH SI YA**

PCHCS

Luton
Tel: 01582 591672 **OP D PD LDA MH SI YA**

Peach Nursing Ltd

Luton
Tel: 01582 459227 **OP PD SI YA**

Redwood Home Care Ltd

Luton
Tel: 01582 433764 **OP D PD LDA MH SI YA AD**

Roses Homecare Ltd

Luton
Tel: 01582 453800 **OP D PD LDA MH SI YA AD**

**Royal Mencap Society
– Unit 7 Sundon Business Park (Luton DC)**

Luton
Tel: 07983 589359 **LDA**

Rysvil Care Services Ltd

Luton
Tel: 01582 450772 **OP D PD LDA MH SI YA AD**

Sahara Community Care Services – Luton

Luton
Tel: 07855 472965 **OP D PD LDA MH SI YA**

Shekhinah Care Ltd

Luton
Tel: 01582 635004 **OP D PD MH SI YA**

Supported Living Service

Luton
Tel: 01582 548234 **PD LDA SI YA**

Surround Care

Luton
Tel: 01582 483400 **OP D PD LDA MH SI YA**

Teonfa Care Services

Luton
Tel: 01582 730591 **OP PD LDA MH YA**

UR Hands Care

Luton
Tel: 01582 380166 **OP D PD**

Westendhealthcare Ltd

Luton
Tel: 01582 733712 **OP D PD YA**

Westminster Homecare Ltd (Luton)

Luton
Tel: 01582 733102 **OP D PD LDA MH SI YA AD**

Woburn House

Luton
Tel: 01582 480052 **OP D PD LDA MH YA**

For information on home care and how it could help you, see page 18.

Helping Hands
Care and Nursing at Home
Est. 1989

Do you need a helping hand?

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

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

Looking for care? 0808 274 2935

For more information www.helpinghands.co.uk

UKHCA
Great British Life Award Winner
3rd NATIONAL DEMENTIA CARE AWARDS WINNER

sia
CORPORATE PARTNER
SINCE 2014

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

Care is best when it's at home



Trusted live-in homecare

Live-in care is an increasingly popular alternative to a care home, enabling your loved one to stay independent in their own home.

Saga Care at Home is created and run by nurses and professional carers, it's care that's built around individual needs.




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or visit care.saga.co.uk

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Live-in Care Specialist

**Bionicare know how you feel
We are here to help**

We Provide Live-in Care

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- Specialist Care
- Supported Living with Accommodation
- and lots more!!!

*Bionicare provides Support for all!! Adults and Children
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People with Mental Illness.*

Bionicare also provide Supported Living Accommodations.

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PLEASE CONTACT US TO DISCUSS YOUR REQUIREMENTS OF CARE

tel:
0800 612 2560 / 01234 214 636

fax:
01234 252 366

email:
care@bionicare.co.uk

online:
www.bionicare.co.uk



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Goodwills Legal Services is a regulated law firm based in Bedford. We provide Wills, Lasting Powers of Attorney, Trust and Probate services.



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If you wish to find out more, please get in touch on **01234 802 391**, email us at info@goodwills.net or visit our website, www.goodwills.net

Anjulita Court, North Brickhill, Bedford

Residential, nursing and residential dementia care home

Putting care at the heart of your decision

- Purpose built home, opened in 2012
- Large bedrooms with en suite bathrooms
- Compassionate, highly-trained staff who care for everyone as an individual
- Rated 'Good' by the CQC
- Hair salon and coffee shop
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- Activities coordinators and chaplain



Find out more: www.mha.org.uk/anjulitacourt  Tel: 01234 273642  AnjulitaCourt@mha.org.uk

Apex

Care Homes 

Devoted to Person Centred Care



Quality Residential, Nursing and Day Care.

“The quality of care which our inspectors found here was exceptional” *-Andrea Sutcliffe, Chief Inspector of Adult Social Care – 2017*

Apex Care Homes was the first group in Bedfordshire to have achieved an **OUTSTANDING rating** which was awarded to Crescent Nursing Home by CQC in 2017.

The quality of care we provide is absolutely central to our family owned and run company which in 2018 celebrated 35 years of providing care to the community.

We seek to care for our own residents and staff as we would our own family in surroundings where passion, care and support are paramount.

www.apexcare.co.uk



Crescent Nursing Home and Day Centre – **OUTSTANDING**
Nursing and Residential Service Users under 65 with **mental health needs, dementia and learning disabilities.**
Bedford – 01234 266933

Peter's Place – **GOOD**
Nursing and Residential Service Users under 65 with **learning disabilities, physical disabilities and dementia.**
Bedford – 01234 266933

Bunyan Lodge – **GOOD**
Residential Service Users under 65 with **mental health needs.**
Bedford – 01234 346146

Alicia Nursing Home and Day Centre – **GOOD**
Nursing and Residential Service users under and over 65 with **physical disabilities, dementia, including Korsakoff's and mental health needs.**
Luton – 01582 560500

Atwell House – **GOOD**
Nursing and Residential Service Users under 65 with **learning disabilities and physical disabilities, and learning disabilities with dementia.**
Luton – 01582 584500



AmberGreen Health and Social Care is a home care service for adults that recognizes the value of independence, dignity and comfort. We aim to provide services catered to specific needs and wishes of our clients giving them the support they need while allowing them the freedom they desire.



OUR NURSES AND CARERS ARE OUR REPUTATION

Our clients have a dedicated Client Relations Manager who ensures we maintain open lines of communication and information sharing.

For more information about how we can help, please contact us

01582 283093

info@ambergreencare.co.uk

www.ambergreencare.co.uk



Luton Friendship Homecarers - Working for the community

A registered charity providing personal and domestic care to the elderly and house bound within Luton and its surrounding areas.

Our service delivery includes, but is not limited to:

- Personal care & administration of medication
- Personal services - washing, bathing, grooming (personal hygiene)
- PA services - collecting pensions, benefits, prescriptions
- Domestic services - Laundry and shopping

Luton Friendship Homecarers, 92 Hastings Street, Luton, Bedfordshire LU1 5BH

Tel: **(01582) 736157** Fax: (01582) 727312; email: **info@lutonfhc.org.uk**

Please visit our website: **www.lutonfhc.org.uk**



Care visits at home

We care passionately

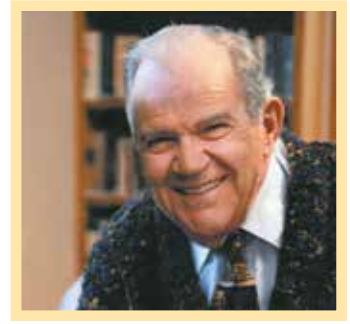
Call and talk to one of our friendly professionals today:

01234 211481

bedford@bluebirdcare.co.uk

bluebirdcare.co.uk/bedford





Lansglade Homes Limited

COMFORT AND CARE

Raising the standard of care for elderly people in Bedford

Our five Bedfordshire care homes provide a positive and comfortable lifestyle for our residents by enabling and encouraging them to make the most of their individual capabilities within a residential setting. In all our homes, residents are enabled and encouraged to retain their dignity, independence and individuality.



- *Safe, relaxed and homely environment*
- *Range of accommodation options, en-suite single, companion and garden view rooms*
- *Wide range of social, cultural and spiritual activities*
- *Wholesome meals prepared from fresh ingredients in all our homes*
- *Committed, experienced and supportive management teams*
- *Qualified, experienced and caring staff*

If you would like to visit any of our homes, or for further information please contact us on the details listed below.

Henrietta House

3 Dynevor Road,
Bedford MK40 2DB
Tel: 01234 359194

The Mallards

5 Dynevor Road,
Bedford MK40 2DB
Tel: 01234 365563

Lansglade House

14 Lansdowne Road,
Bedford MK40 2BU
Tel: 01234 356988

Beacon House Nursing Home

12 Linden Road,
Bedford MK40 2DA
Tel: 01234 328166

Annandale Lodge Nursing Home

8 Linden Road,
Bedford MK40 2DA
Tel: 01234 218400

Email: lansgladehomes@btconnect.com • Website: www.lansgladehomes.co.uk



Woburn Care Company is a privately owned domiciliary company that provides high quality Personal Care and support at your own home. We actively promote independence and understand the importance of detail when it comes to assessing your needs and wishes. Your Care Plan will be tailored to your needs and is personal to you as an individual. All our Staff are DBS checked and undergo mandatory training and an induction course, further development is through education and training.

For more information please call us on **01582 670055** or email us at **homecare@woburncarecompany.com**
www.woburncarecompany.com
 22B Albion St, Dunstable, LU6 1SA



We are **NOW RECRUITING**
 Contact us for more info

Our Services

- Medicine management
- Dressing, washing, bathing
- Assistance with moving
- Shopping and cooking
- Visits to shops / outings
- Respite care for carers
- Light domestic duties
- Companionship



Supporting you with first class care

Responsive and independent Care Provider providing individual tailor-made packages to meet all of your care needs in the home.

- Personal Care
- Dementia Care
- Physical Disabilities
- Palliative Care
- Mental Health
- Elderly Care

For more information please contact us:
 Tel **01525 376 677** Web **www.1st-homecare.com**



Giant Care supports individuals who require care and support which enables a fulfilling life, promotes your dignity, respect and independence.

Services include:

- All Personal Care needs
- End of Life Care / Live-in care
- Respite / Sitting Service
- Enablement Services
- Wake Night / sleep in

Care for:

- Frailty
- Illness
- Dementia
- Sensory impairment
- Mental health
- Physical and Learning disabilities



01582 966 259
info@giantcare.agency
www.giantcare.agency

Unit 31,
 Futures House
 The Moakes, Luton,
 Bedfordshire LU3 3QB

Crossways Nursing Home

Our Nursing Home provides a friendly environment caring for older people and adults with physical disabilities. We strive to promote independent living, preserve dignity and maintain privacy at all times. We provide:

- Person-centred nursing
- Palliative care
- Respite and re-ablement
- Dementia care
- Fully vetted and trained staff



Contemplation Homes



86 Hookhams Lane, Renhold, Bedford MK41 0JX

01234 771694

www.thecontemplationgroup.co.uk

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AMPTHILL ROAD
FLITWICK
BEDFORDSHIRE
MK45 1BE



BAYCROFT FAIRFIELD



HITCHIN ROAD
FAIRFIELD
HITCHIN
SG5 4SW

This Summer, Baycroft will be opening three homes in the area. Our care homes are being built around the lifestyle and care requirements of each individual. As much thought has been invested into the elegant surroundings, innovative technologies, restaurant standard dining experience and the engaging social activities as the exemplary standards of care.

These elements combined create the comfortable and fulfilling lifestyle you or your loved one deserve; and one that we are committed to deliver.

We are dedicated to making a better day every day for you and aligning our care and services to your individual needs.

OPENING SUMMER 2019

 RESIDENTIAL CARE

 NURSING CARE

 DEMENTIA CARE

Smarta Healthcare is an award winning independent pharmacy dispensing hub. We make sure patients get the best out of their prescribed medicines for a healthier life at home. Our services:

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- Healthcare Advice and Support
- Dosette Box and Compliance Aids
- Free Home Delivery For Your Medications

FOR MORE INFORMATION CONTACT

www.smartahealthcare.co.uk

01234 831 768



Joelma Healthcare is a specialist domiciliary care provider which aims to allow individuals to live independently in the comfort of their own homes.



We offer Personal Care to:

- The Elderly • Dementia and Alzheimers clients • Disabled adults at home
- Palliative clients • Those needing companionship or help with everyday tasks • Discharged patients from hospital • and much more...

01582 513 467 / 0794 429 7048 / Providing Beyond Care

Thelma.oba@joelma.co.uk / Making a Difference



Stay happy, healthy and independent with **individually tailored support** in your own home from Careville

Our services include:

- ✦ Personal care and support
- ✦ Sitting services
- ✦ Respite care
- ✦ Live-in-Care
- ✦ Housekeeping and laundry
- ✦ Companionship

Specialist care for customers with physical disabilities, learning disabilities, long term conditions, mental health and palliative care needs

0333 577 3351

www.careville.co.uk

100A Queens Drive, Bedford MK41 9BS



WE DELIVER THE **HIGHEST QUALITY CARE** IN THE MARKET



At **Dial4Care**, our highly-experienced and **thoughtful care service** allows our clients to continue to live **completely independently** within the comfort of their own homes, while being professionally looked after by a carer who fully complements and **understands their needs**.

01234 261366

www.dial4care-recruitment.com



We Listen, We Manage, We Deliver



Telo pea MSL is an NHS Partner where Nursing and Care at Home can continue in safety. In addition to our domiciliary care provision, our nurses operate on a shift basis based in your own home offering one to one specialised nursing care, in some cases you could say we bring the hospital to you in the private set up of your own home maintaining continuing support of your GP and any awarded community health care provision.

For more information please email us at services@telo peamsl.com or call 01234 248969. We are on call 24/7

Victoria House, 70a Tavistock Street, Bedford MK40 2RP



For care homes. For Living

St Mary's, your local Bupa care home.

If you're considering care for an elderly loved one, a warm, welcoming place close to family and friends means a lot. That's why St Mary's, in Luton could be something for you to think about, whether you've got our insurance or not.

Call us for advice or to arrange a visit

01582 807 957

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.



Q117366 FEB19 CS 01087



Live well, your way
with care at home

Your home is where you feel the most comfortable and the happiest.

It's the place you know the best. Why would you move away from the place you love if you are faced with needing some extra care and support when you age? If you want to stay living comfortably at home, we can help you make that choice an informed one.



Our care

- ✓ Home help
- ✓ Companionship
- ✓ Personal care
- ✓ Dementia care

Contact us for more **information**

Home Instead Senior Care Bedford
Suite 2, 106A Bedford Rd, Wootton,
Bedford MK43 9JB

Telephone: **01234 868820**
Email: **info@homeinstead.co.uk**

www.homeinstead.co.uk/bedford

Home Instead Senior Care Luton
Suite 1B, Jansel House, Hitchin Road,
Luton LU2 7XH

Telephone: **01582 742275**
Email: **info@homeinstead.co.uk**

www.homeinstead.co.uk/luton



Quantum Care is an award winning, not-for-profit, care provider which delivers quality care services for over 3,000 people. The range of high-quality services on offer means that whether you are looking for long-term care, a short break, or just a bit of extra support, our staff have the expertise to provide a service tailored to your individual needs, or those of your loved ones.

Trefoil House

Birdsfoot Lane, Luton LU3 2DN

T: 01582 494158

E: trefoil@quantumcare.co.uk

Trefoil House is a modern home consisting of 70 fully furnished bedrooms all with en-suite shower facilities. Within the home you will find 'Bella Casa', an Italian themed café for residents, family and friends to spend quality time together, 'Morecambe's of Luton Hair and Beauty Salon', a small shop 'Hatters Corner' and residents who enjoy a tippie, can visit O'Brian's Bar on the first floor which hosts live entertainment.



Trefoil House winner of 'Best Dementia Garden' category at the Dementia Care Awards in 2016.

Dukeminster Court

Dukeminster Road, Dunstable LU5 4FF

T: 01582 474700 E: dukeminster@quantumcare.co.uk

Dukeminster Court is a modern home consisting of 75 fully furnished bedrooms all with en-suite shower facilities. The Home can accommodate residents with a wide range of needs, including those seeking residential and dementia care. Dukeminster Court features a Best Friends Café where residents can sit and chat with friends and family over tea, coffee and cakes. There is also a hair and beauty salon for residents to enjoy a spot of pampering.

All Quantum Care homes' have dedicated Activity Care Workers that get to know residents' hobbies and interests. There is always a busy schedule of activities and events to choose from - residents can get involved in as much or as little as they like.



Rated Top 5 Residential Care Providers in England
by Which? and Laing Buisson 2018



Quantum Care manages homes and day centres across Bedfordshire, Hertfordshire and Essex. For more information call 01707 393293



PENROSE
COURT
CARE HOME



CARE THAT'S TAILORED TO **YOUR** NEEDS

Penrose Court is a private, luxury care home for the elderly situated in the market town of Biggleswade.

We offer **premier accommodation** and the **highest levels of Residential, Dementia, Respite Care and Nursing support** for up to 65 residents from our dedicated team.

Penrose Court is built on the philosophy that each individual should have a fulfilled life by enjoying a lifestyle that they deserve, enabled by our caring and supportive environment.

There is something for everyone, residents and visiting family and friends, to do around Biggleswade; whether it is out shopping at big outlet shops and farmers markets or visiting the multitude of beautiful gardens and parks, you'll certainly always have an exciting day ahead.

Facilities

- En-Suite Bedrooms
- Nurse Call Facilities
- Spacious, Open Plan Lounge Areas
 - Cinema Room • On-Site Chef
- Private & Communal Dining Areas
 - Hairdressing & Beauty Salon
- Pub/Bar • Cafe • Snooker Table

CONTACT US TO ARRANGE A TOUR OF PENROSE COURT

01767 777 000

info@penrosecourt.com • www.penrosecourt.com





BC&G Homes LIMITED

www.bcgcarehomes.co.uk

With three Care Homes in Luton, BC&G Homes Ltd is a small, privately-owned company dedicated to providing high quality, long term, respite and day care for the elderly, frail and those suffering with dementia. Our emphasis is all about the quality of life our residents enjoy while in our care.

Our residents are very much encouraged to take the lead in choosing how they spend their time. We offer a varied and flexible programme of activities. Regular events include church services, musical entertainment, crafts and gardening. Our dedicated activity coordinators are on hand to suggest ideas and inspire people to try new things. We are always willing to assist a resident to pursue any activity in which they are interested.

All our homes have single rooms, some with ensuite facilities. We have a few rooms that would be suitable for married couples, subject to CQC permission. All rooms have nurse call systems and TV aerials. Access to telephone/computer points are available. All our homes have passenger lifts for ease of access to each floor. Residents are encouraged to bring personal items to help make them feel comfortable

and more at home. We have large spacious lounge areas with conservatories and dining areas. All our homes have private gardens, allowing residents to enjoy the good weather as they wish.

We have qualified managers who work closely with their deputies, senior care staff and others who are all trained or working towards a National Vocational Qualification. All staff have specialist dementia training. We have excellent relationships with our external stakeholders such as GPs, district nurses, local authorities, the Care Quality Commission and the local community. When you need the support of others to care for yourself or a relative, it is important to feel you are in safe hands. We listen closely to what our residents and their family and friends tell us about their personal needs.




*Ambassador
House*
CARE HOME

31 Lansdowne Rd
Luton, LU3 1EE

01582 486244


Rosedale
CARE HOME

36 Lansdowne Rd
Luton, LU3 1EE

01582 481188


Rowles House
CARE HOME

30 Barton Rd
Luton, LU3 2BB

01582 505692



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CQC RATING
GOOD

NURSING, RESIDENTIAL AND RESPITE CARE FOR THE ELDERLY

KIMBOLTON

— LODGE —

Established for more than 25 years, we specialise in providing exceptional care and nursing services in a safe, homely environment.

We are happy to support and guide you through the process of finding the best possible home for your loved one, with no obligation to use our services.

We are proud to offer:

- Care which is delivered by a team of fully qualified nurses and carers
- Excellent staffing ratios
- Comfortable, en-suite rooms, which can be personalised with the individual's own furniture and treasured items
- Home cooked meals using locally sourced fresh produce served in a spacious and light dining room
- A range of activities tailored to the individual's interests, both in the home and local community
- Several lounge areas, hair salon and a safe, pretty walled garden
- We do not have set visiting hours and welcome family involvement in the care of their relatives





Francis House Home Care



Francis House Home Care Service is registered with the CQC as a specialist domiciliary care agency providing care to people with a wide range of needs. We support people with generalised needs such as personal care and care and support to enable them to live well at home. We also specialise in supporting people with serious and enduring mental health problems including psychosis and dementia. This includes those who may also have a history of non-engagement with services or who pose an increased risk to themselves or others. We also provide a service to people with learning difficulties and physical health needs and those who may have substance misuse problems.

Example of services

- For people with complex needs including challenging behaviour we can provide 24 hour support to enable them to live in their own home.
- Support with medication management and specialist medication administration such as PEG.
- Assistance with personal care such as dressing, bathing and eating.
- Support with social activities and companionship such as attending clubs and meetings.
- Support with accessing community resources and services such as a G.P.
- Support with practical activities including paying bills and preparing and cooking meals.
- Support to move back home from hospital.
- We look after anyone from the age of 18 upwards including the elderly.



**Do you want to work with us?
If so please call 01234 954415**

**For more information visit our website
www.francishousehomecare.com**



Tel: 01234 954415

www.bedssupportedhousing.co.uk

THREE VERY UNIQUE CARE HOMES IN BEDFORDSHIRE

“ We encourage independence for our residents, provide high levels of care and offer a home to suit all needs. ”

Friars Lodge

18 Priory Road,
Dunstable,
Bedfordshire
LU5 4HR
Tel: **01582 668494**



Friars Lodge is easily accessible and located near Dunstable town centre. This home provides all the facilities you need for a safe 'home away from home' experience where your choices and wishes are of paramount importance.

Tudor House

76 West Street,
Dunstable,
Bedfordshire
LU6 1NX
Tel: **01582 663700**



Tudor House offers everything you need for a secure, relaxed and happy atmosphere. At Tudor House it is all about you, your happiness and well-being.

The White House

High Street,
Eggington,
Nr Leighton Buzzard,
Bedfordshire
LU7 9PQ
Tel: **01525 210322**



The White House is a spacious care home is based in the rural and affluent village of Eggington, near Leighton Buzzard, offering lots of communal spaces and private areas for peace and quiet. The computer room enables residents to skype family members and keep in touch via email.

All of the care homes are maintained to a high standard and each property aims to give a 'Home from Home' feel. The company will always make people welcome, whether it is a family member visiting a resident or a friend who can only visit at a particular time.

We actively encourage independence within our properties and want all of our residents to feel secure, comfortable and supported, whatever their needs are.

For more
information
contact us on
01582 660480



Tel: **01582 660480**
Email: care@janescarehomes.co.uk



JANES CARE GROUP
A HOME FROM HOME

www.janescarehomes.co.uk

Leaving hospital and staying independent

Adult Social Care and the NHS work very closely together to ensure that hospital patients are discharged safely and are able to return to home life as quickly as possible. Social care staff are available to help with information and advice when you are ready to leave hospital.

No matter which hospital you are in, you can request an assessment of your needs to help you stay independent and regain confidence when you return home. The assessment involves asking you about your needs and what is required to help you live safely and independently at home.

There will also be an explanation of any charges that may be made. A relative, carer, or a member of the

hospital staff may also approach the hospital social care team and ask them to carry out an assessment, but this will not go ahead unless you agree.

If you already have a social care service in place, Adult Social Care will make an assessment of any other needs you may have after your stay in hospital, see page 44. Adult Social Care can also introduce you to local voluntary organisations who can help, short-term, with a variety of services such as laundry and domestic cleaning, or sitting services.

Carers should also be offered an assessment and may need advice and support. The hospital social care team is available to discuss any issues with them and can give them details of carers' support groups.

Sensory services for people with an impairment

If you have a hearing impairment or are deaf, have poor sight or are blind and are having difficulties with everyday living tasks, such as preparing meals, using a telephone or getting out and about, then Adult Social Care may be able to arrange a number of services to help you.

Adult Social Care will carry out an assessment of your needs and will let you know if you are eligible for help such as information, advice, or pieces of minor equipment to help you to manage in your home. Contact Adult Social Care to request an assessment, contact details are on page 4.

You're in charge

How do I get help and support?

Adult Social Care aims to help you remain independent for as long as possible. Adult Social Care will help you access advice and information so that you know what is available to you. This might include connecting you to local resources or community services. If you feel that you have an ongoing care and support need and require assistance, or that you care for someone with care and support needs, Adult Social Care will work with you to assess your needs and agree what outcomes you would like to achieve.

Advocacy

If needed, you have the right to an advocate when contacting Adult Social Care for care and support. Advocates help people to express their wishes and understand the information they are given. They are

there to listen and help people feel valued in their own community. Support is available for people of any age, whatever their disability, religion, culture or gender.

POhWER provides independent and confidential advocacy services for clients of Adult Social Care in Central Bedfordshire and Bedford Borough.

You can talk to POhWER advocates in the strictest confidence, either by asking for a referral from your care manager or contacting them directly. Contact details are on page 61. Support is also available for carers, see page 45.

Adult Social Care can also put you in touch with local organisations offering help and support.

Assessments

When you contact Adult Social Care, they will discuss your needs with you and make an assessment of what is important to you.

The assessment will:

- clarify what support you could or do receive from natural support networks such as your family or neighbours;
- determine what local services are available to help you meet your needs;
- help you identify what will support you to maintain your independence;
- ascertain what is important to you to help your wellbeing; and
- establish whether you are eligible to receive services that Adult Social Care contributes towards or whether you will need to pay for some, or all, of the services yourself.

Do I have a say in what services I get?

If you are assessed as having eligible care and support needs, Adult Social Care will work with you to understand how you would like these needs

to be met. Adult Social Care works to enable your potential and you will be at the centre of all conversations. Adult Social Care will listen to what is important to you, identify your strengths and understand your ambitions and aspirations. They will also work with you to identify how you would like your support delivered, whether there are friends and family that you would like to be involved and what is available to support you in your local community.



Reablement

Increasingly, people who are seeking more support than information and advice, particularly older people and people with a physical disability, will be offered reablement. This is short-term support designed to help people become as independent as possible. It is tailored to individual needs to help

you learn (or re-learn) the important tasks you need for everyday life, and gives you the best opportunity to regain skills and independence so that you need not rely on longer-term support. The duration of the service is up to six weeks. There is currently no charge for reablement services.

Self-Directed Support

Adult Social Care wants to support you to have as much choice and control over your care as possible. This can be achieved through developing a support plan which enables you to identify how and when your needs will be met. If you are eligible, Adult Social Care can offer Direct Payments (through pre-paid cards) which enable you to purchase your own support (if required) directly from local services and independently of Adult Social Care. This means that you can make real-time decisions about how your

needs are met.

Personal Budgets

A Personal Budget is the amount of money agreed by Adult Social Care to meet the cost of the eligible needs of adults who are assessed as needing support and who are eligible for financial support from the local council. Some of this money might be provided by the council for these. Your Personal Budget can be:

- managed by Adult Social Care, who will arrange the services for you to meet your assessed needs; or
- taken as a Direct Payment so that you can choose who provides the care and support Adult Social Care has agreed you need; or
- part managed by Adult Social Care and part Direct Payment.

Your Personal Budget can, with the agreement of Adult Social Care, also be managed by someone you nominate to act on your behalf.

Direct Payments

If you are assessed as eligible for support, Adult Social Care will let you know how much money it should cost to meet your eligible needs. This is called your 'Personal Budget'. If you wish to arrange part or all of your own care and support and your local council is contributing towards the cost of your support, you can receive its contribution through a

Direct Payment. However, Direct Payments cannot currently be used to pay for residential or nursing care.

With your Direct Payment, you can:

- employ a care worker or personal assistant(s);
- pay the care agency you choose to provide your care worker or personal assistant;
- pay people in your family who care for you – but this cannot be a person who lives with you, for example, your husband or wife; or
- buy equipment or pay for activities agreed in your support plan.

Direct Payments are available to all eligible adults, including people with a physical or sensory disability, older people, people with a learning disability and people with mental health needs.

For more information on paying for care, see page 52.

Support for carers – do you look after someone who could not manage without you?

If you look after someone on a regular basis, i.e. a parent, child, friend, neighbour or partner, in an unpaid capacity, you are a carer. You may not describe yourself as such, it's just what you do, but without your support, the person would not be able to manage their daily life.

Looking after someone can be a positive experience but it can also be an isolating, challenging and exhausting role, both physically and mentally. Carers may find they have little or no time for themselves or to look after their own health and wellbeing.

All carers are entitled to an assessment of their needs by the local council's Adult Social Care department, which will help to identify support they can access. This assessment will provide an opportunity for the carer to discuss their role and

identify services which they may qualify for. It may be possible for the person being cared for to have a short stay in an alternate setting – this is called respite care and will enable the carer to take a break from their responsibilities. It may also be possible for the person being cared for to access day opportunities outside the home, again offering the carer a short break during the day; or the carer might just need someone to stay whilst they go out, having peace of mind that the person being cared for is safe. The assessment is free but there may be a charge for some of the services which are available.

If a carer is eligible for support after the assessment, a support plan will be drafted. The support plan will take into account the carer's financial means, and any help available to meet the

costs of the support will be identified.

Bedford Borough

If you care for someone living in Bedford Borough, you can contact **Adult Social Care** on **01234 267422** or visit **www.bedford.gov.uk/social-care-health-and-community/carers**

Central Bedfordshire

If you care for someone living in Central Bedfordshire, you can contact the **Central Bedfordshire Carers Helpline** on **0300 300 8036** or email **customers@centralbedfordshire.gov.uk**

Luton

If you care for someone living in Luton, you can contact **Adult Social Care** on **01582 547659** or email **accessandassessment@luton.gov.uk**



Carers' Lounges

The Carers' Lounge is run by Carers in Bedfordshire, who help family carers and former carers of all ages cope with the emotional and physical stresses arising from their caring role. If you look after someone with dementia, a disability, mental health issue, or who is ill, frail, or misuses drugs or alcohol, the Carers' Lounge is here for you.

The Carers Lounge provides help, information and support to carers of all ages, including:

- a confidential place for carers to come to gain information for themselves and the person they care for;
- access to a range of services provided by Carers in Bedfordshire and other local organisations;

- support with hospital admission and discharge; and
- weekly drop-in sessions offered by local services providing a wide range of support.

Carers in Bedfordshire runs a Carers' Lounge within the Luton & Dunstable Hospital as well as the Bedford Hospital. For more information, please contact Carers in Bedfordshire using the following details.

Tel: **0300 111 1919**

Email: **contact@carersinbeds.org.uk**

Web: **www.carersinbeds.org.uk/how-we-can-help/hospital-lounges**

Resource for those supporting children with additional needs



practitioners supporting children from birth to 25

My Family, Our Needs is an online resource providing impartial information for parents, carers and

years with additional needs. As well as guidance, policy and signposting, there is a lifestyle section for parents covering topics such as health and wellbeing, work, family and relationships. Visit **www.myfamilyourneeds.co.uk**

Housing with care and support

Independent Living (with support)

Sheltered or supported housing is a practical step if you would like more security and companionship but don't need to move into a care home. In a

sheltered or supported housing scheme, you would live independently in a flat or bungalow within a larger complex, sometimes around a garden

or communal facility, linked to a central control centre for security. Some schemes have access to a resident or non-resident manager who provides housing support, advice and a link to services.

These schemes are usually provided by councils and housing associations. Your local council can give you information about schemes in your area and the criteria to access them.

Independent Living (with extra care and support)

In an Extra Care housing scheme, instead of low-level support traditionally provided by managers in sheltered schemes, higher levels of care and support are provided on-site for people with assessed needs by a designated team of housing managers and care workers, who can be available 24 hours a day. Extra Care housing can provide an alternative to residential care for people with higher levels of care needs.

Extra Care housing allows people to retain their own tenancy and have care services delivered, ensuring that they are able to remain safely in their own self-contained accommodation.

Independent Living Schemes offer a wide range of on-site facilities, including restaurants and other communal areas where residents can pursue their interests, remaining active and independent. Apartments are available both for rental and shared ownership. Independent Living Schemes have flexible care services available on site which give residents and their families peace of mind that their new homes will strike the right balance of privacy, independence and support. There is also a real focus on social activity with lots of shared space for both residents and the community. Contact your local council for details.

Living with dementia

Being diagnosed with dementia does not mean that you will be unable to lead a positive and full life. With the right support, you can live well with the condition and continue to do the things you enjoy for a number of years following diagnosis.

Dementia is a progressive brain disease affecting individuals differently – this means that the symptoms will get worse over time. Dementia usually manifests itself initially in memory issues but goes on to affect other functions of the brain, meaning a person could:

- have difficulty with organising daily activities, prioritising tasks and communicating with others;
- experience changes in their mood, judgement or personality;
- have trouble making decisions;
- start making excuses for their forgetfulness; or
- have difficulties with short-term memory while distant memory remains good.

Although there is no cure, treatments can slow

the progression of the disease, and, with support, there are ways to make it manageable. As the illness progresses, you will need to rely on others more. Dementia is much more common in older people but can be found in people as young as 30.

It is important to seek advice from your GP if you are concerned about memory difficulties. They will be able to carry out simple tests and, where necessary, refer you to a memory clinic which will complete a further, more detailed examination.

There are various types of support available to people with dementia and their carers through the NHS, Adult Social Care and voluntary agencies. Some examples of these services include:

- specialist day centres;
- respite care or short breaks;
- assistive technology and social care alarms;
- home care;
- meals at home;
- community equipment;

- • extra care/sheltered housing; and
- carers' support groups, including lunch clubs and cognitive stimulation groups.

There are also some simple practical steps which you can take to help yourself with memory issues:

- keep your mind active by reading or completing

crosswords, Sudoku and other mind exercises;

- take regular exercise;
- eat a healthy balanced diet; and
- use a diary and make lists or use prompts to support you with remembering appointments or medication for example.

Messages specifically for carers/families

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

The more support you are able to give to someone, the better their life will be, especially in the early years. Attending a 'Dementia Friends' session for an hour can help carers understand dementia and how it affects people. These sessions are led by local volunteers with Alzheimer's Society; details can be found at www.dementiafriends.org.uk

Focus on what the person can do, not what they cannot do. Support them where necessary with little errands or cooking, listen to the person with dementia and find out more about the condition.

When someone is living with dementia, they need:

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

You may find that dementia changes a person's

personality or behaviour, which you may find out of character, but it is vital to remember that a person with dementia is not being deliberately difficult; often their behaviour is an attempt to communicate something. If you are able to establish what this is, you can resolve their concerns more effectively.

Try to put yourself in their place and understand what they are trying to express and how they may be feeling. For information on dementia services available in Bedford Borough and Central Bedfordshire go to www.memoryinbeds.org.uk or phone **0300 111 9090**.



**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

Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

We suggest that you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 51. You can download and print this checklist at www.carechoices.co.uk/checklists

Design

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

Choices

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

Activities

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

Health

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

Staff

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

Approach to care

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

*See page 52.

Residential care homes

All care providers in the country must be registered with the Care Quality Commission (CQC). All services are inspected and rated by the CQC, which reports on its findings.

These inspection reports and ratings are available from the care service or the CQC (visit www.cqc.org.uk). Further information about the CQC can be found on page 52.

Types of care home

Care homes offering personal care only

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

Care homes with nursing

If you require support 24 hours a day which may also include nursing care, you will need to be visited by a social worker or a care manager to discuss and assess the support you will need. This visit might be in your own home, or in hospital if you've been ill, or in a residential care home. You will be fully involved in planning for your care needs.

If a care home providing nursing care is the best solution for you, your social worker will give you information to help you find a home which meets your care requirements. The cost of the nursing care part of your fees is paid by the NHS to the home directly; the current amount is £165.56 per week.

The figures mentioned above may change, check with your local Adult Social Care department. See page 52 for more information on paying for your care.

If your needs assessment shows that a residential

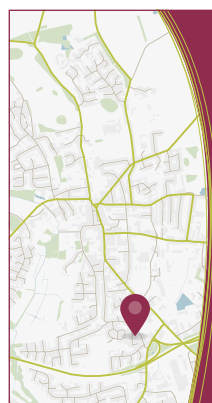
care home is the best option, Adult Social Care can give you information about the range of homes available to help you decide which care home will suit your needs. Comprehensive lists of care homes and care homes with nursing begin on page 63.

You need to choose a home you can continue to afford. Some people choose an expensive home and then use up all their savings; this may result in a new financial and care assessment and a move to a different care home. For assistance with finding a provider, please visit this Directory's website at www.carechoices.co.uk

Out of county care

You have the right to choose to live in any care home in England. You may choose to live near to where you are living now, or move to a different area to be closer to your family, or in a specialist home such as one run by a religious organisation. There are special arrangements if you want to live in Wales, Scotland or Northern Ireland and you should ask your social worker for advice on this.

Details of care homes across England can be found on the [Care Quality Commission](http://www.cqc.org.uk) website, www.cqc.org.uk or on the [Care Choices](http://www.carechoices.co.uk) website at www.carechoices.co.uk



Search for care in your area

 CareChoices

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

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

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 tastes?
- 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 52.

Inspecting and regulating care services



Health and social care services must be registered to show that

they meet a set of standards.

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

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

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

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

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

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

Tel: **03000 616161** • Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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

Paying for your care

Will I have to pay for services?

In line with national law and guidance, you will usually have to pay something towards the cost of your care. The amount you have to pay will be determined by an assessment. There is no charge for this assessment. Adult Social Care will discuss with you any costs relating to the service(s) you need and will look at your financial circumstances. Adult Social Care can also assess and advise you if there are any benefits that you are entitled to.

If you have capital and savings of more than £23,250, not including your home, you will usually have to pay the full cost of any care you receive within your home or the community.

If you have capital and savings of more than £23,250, including your home, you will usually have to pay the full cost of your care if you move permanently into a care home or care home with nursing.

If you have capital and savings of less than £14,250, your contribution will be assessed only on your

income and the local authority may meet the shortfall, subject to local funding limits. If you have between £14,250 and £23,250 in capital and savings, a sliding scale operates whereby the local authority will include £1 per week for each £250 you have above the lower figure in addition to your income.

Assuming you have been assessed as eligible for care, you may be entitled to some of the following financial assistance and support.

What will you have to pay for residential care?

If you are assessed as needing care in a care home, the value of your home is included when assessing capital unless: your partner or a relative who is over 60 or incapacitated, or a child under 16 who you or a former partner maintain still lives there.

If apart from your property, your savings are less than £23,250, and your income is not enough to meet your care home fees, Adult Social Care might be able to help with your care costs for the first twelve weeks. This is called the twelve-week

property disregard period. After this time, you will need to apply for a Deferred Payment Agreement, where any money from your local council is regarded as a loan and will need to be repaid once your house is sold, see Deferred Payment Agreements on page 54.

To work out how much Adult Social Care might pay, you must ask for a needs assessment and a financial assessment. This will define your eligible care needs and how they will be best met and will determine your financial situation. If you are assessed as eligible for residential care, the homes you consider must be able to meet your assessed needs.

If the local authority is contributing towards your care costs, your choice of care home will usually be limited to those that accept your local authority's funding level. If you choose a more expensive home, you will need to arrange a third party to 'top-up' the difference. You are not allowed to do this yourself if your capital is below £23,250.

Top-ups

If the home you have chosen charges more than any contribution offered by Adult Social Care, you must find someone to help pay the difference – a 'top-up' payment. Whoever does this, whether family or a benevolent charity, they should realise that they may have to pay this for some time. Alternatively, you would have to find a cheaper home.

Understanding your rights before arranging care is essential. There are various financial products and specialist companies who may be able to help. It is important to seek advice before committing yourself.

Whatever your circumstances

Remember:

- If your partner still lives at home, they will not be means-tested.
- If you have a private pension, only half will be considered when you are assessed, providing you are paying half to your partner.
- Your assessment will be made up of two elements, a care part and a financial one.
- A nursing home will generally be more expensive

than a care home offering personal care only.

Consider claiming:

- Universal Credit.
- Income support.
- Pension Credit.

Definitely claim:

- Attendance Allowance, if you're aged 65 or over, worth either £58.70 or £87.65 per week depending on your care needs, though you will lose this after 28 days if you receive financial help from Adult Social Care.
- Personal Independence Payment, if you're under the age of 65, a non-means tested, non-taxable benefit from the Department for Work and Pensions.

Up-to-date figures of payments for eligible people can be found at www.gov.uk

Always seek advice

Independent help is available to guide you through your financial options. There may be a number of solutions to retaining your capital whilst paying for care.

Society of Later Life Advisers (SOLLA) provides a database of financial advisers who specialise in giving advice on finances in later life, enabling you to plan ahead or to make the most of your money once you reach retirement and older age. Visit www.societyoflaterlifeadvisers.co.uk

All advisers on the database have to prove that they meet appropriate criteria and have the right qualifications before they are accredited by SOLLA.

Money Advice Service is an independent service, set up by central government. It helps people manage their money by giving free and impartial advice on all money matters. Visit www.moneyadvice.org.uk

The Pensions Advisory Service offers free and impartial advice on all aspects of state and private pensions. Call **0800 011 3797** or visit www.pensionsadvisoryservice.org.uk →

→ **Saga** provides free financial advice and the option to pay for personalised financial advice. It is regulated by the FCA. Visit www.saga.co.uk/money/financial-planning

Tax Help for Older People advises older people about tax problems across the UK. It uses fully-trained volunteers who are completely independent of HMRC and provide a confidential service. Visit www.taxvol.org.uk

Your local **Citizens Advice** can offer free and impartial advice on a wide range of financial issues and will point you towards more specialist advice when appropriate. Visit www.citizensadvice.org.uk

Please contact your local authority for information on its contribution to care fees. Some of the figures mentioned here may change over the life of this Directory.

Deferred Payment Agreements

If you are eligible, you may be able to set up a Deferred Payment Agreement. If set up, this means that, after the twelve-week property disregard period (mentioned on page 52), any financial help from Adult Social Care will be charged against the value of your home and recovered once your house has been sold. However, Adult Social Care may limit how much it will pay and it may affect your entitlement to Pension Credit if your property is not seen to be on the market and becomes treated as capital by the Department for Work and Pensions (DWP).

Attendance Allowance

This is a non-means tested, non-taxable benefit from the DWP paid at the lower rate of £58.70 per week for those needing care by day or night, and at the higher rate of £87.65 per week for those needing care both during the day and night. If you are paying for your own care in full you can continue to receive Attendance Allowance but if you receive financial help from Adult Social Care, Attendance Allowance is not payable after 28 days.

NHS Funded Nursing Care Contribution

Whether you are a temporary or permanent resident, if you live in a care home that provides nursing care and you have been assessed as having nursing

needs, you may be entitled to NHS Funded Nursing Care Contribution (currently £165.56 per week) towards the cost of your nursing care, following an assessment on admission to determine your nursing needs.

This is paid directly to the home. The remainder of the funding will be provided by you as a self-funder or via Adult Social Care following an assessment.

NHS Continuing Healthcare funding

NHS Continuing Healthcare (NHS CHC) is fully-funded care and support, provided and paid for by the NHS. Getting NHS CHC can be difficult as the criteria you must meet are strict. If you are eligible, you are likely to have severe issues surrounding your health.

The term 'primary healthcare need' can be misleading – you won't be automatically entitled to this funding just because you are living with dementia, or have an ongoing illness. Eligibility for NHS CHC depends on an assessment of the nature, intensity, complexity and unpredictability of the actual care that is required to manage your needs.

If you are eligible for NHS CHC, you can receive the services in any setting, including your own home or a care home. The NHS will pay if you need healthcare from a community nurse or a therapist as well as personal care to help at home. For more information, visit Bedfordshire Clinical Commissioning Group's website at www.bedfordshireccg.nhs.uk

Running out of money

If your capital is likely to reduce to £23,250, you must let Adult Social Care know well in advance, as it may step in to help with your care fees. It must conduct an assessment of your situation and may make a contribution.



Essential information

Finding care in your area

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

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

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

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

The website includes detailed information for each care provider, including the address, phone number and the service's latest CQC inspection report and rating (see page 52), 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**

Healthwatch

Healthwatch is the independent consumer champion created to gather and represent the views of the public. It plays a vital role at both a local and national level to make sure that your experiences of health and social care are taken into account by service providers.

Healthwatch enables people to share their views and concerns about health and social care services and helps to build a picture of where services are doing well and where they can be improved. Information received from the public about local services is shared with the organisations responsible for commissioning or delivering local health and social care services. Healthwatch will also work with the providers and commissioners to help make sure that services are designed to meet local people's needs.

Healthwatch can make a difference by:

- providing information about the care choices you have;
- talking and listening to people from every part of your community;
- holding services to account for the care they provide;
- being a part of your community and answerable

to you; and

- improving local health and social care through your feedback.

You can contact Healthwatch to find out more about local health and care services, to raise any issues you have experienced, to comment on services you have received or to find out how to volunteer with Healthwatch.

Healthwatch is about helping you get the best out of your local health and social care services.

Healthwatch Bedford Borough

21-23 Gadsby Street, Bedford MK40 3HP

Tel: **01234 718018**

Email:

enquiries@healthwatchbedfordborough.co.uk

Web: **www.healthwatchbedfordborough.co.uk**

Healthwatch Central Bedfordshire

Capability House, Wrest Park, Silsoe MK45 4HR

Tel: **0300 303 8554**

Email:

info@healthwatch-centralbedfordshire.org.uk

Web:

www.healthwatch-centralbedfordshire.org.uk →

→ Healthwatch Luton

102 Hitchin Road, Luton LU2 0ES

Tel: **01582 817060**

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

Web: **www.healthwatchluton.co.uk**



How solicitors can help

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

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

The Court of Protection can issue Orders directing the management of a person's property and financial affairs if they are incapable of managing their own affairs and should they not have an LPA. The Court procedure is presently very slow and the fees are quite expensive so preparing an LPA is always advisable, providing you have somebody sufficiently trustworthy to appoint as your attorney. An 'advance directive' allows you to communicate your wishes in respect of future medical treatment but it is not legally binding. You may instead wish to make a living will, properly known as an 'advance

decision', setting out treatment that you do not want to receive in specified circumstances, which would legally have to be followed, even if you die as a result.

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

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



Safeguarding adults

What is adult safeguarding?

Adult safeguarding means protecting a person's right to live in safety, free from abuse and neglect. Safeguarding adults applies to any person aged 18 or over who is at risk of abuse or neglect because of their needs for care and support.

What is abuse?

Abuse is a violation of an individual's human and civil rights by any other person or persons. It can consist of a single act or repeated acts and can take the

following forms:

Physical abuse – including hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

Sexual abuse – including rape and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.

Domestic abuse – including psychological, sexual,

financial, emotional abuse, so-called ‘honour’ based violence, coercive or controlling behaviour.

Psychological abuse – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or unreasonable and unjustified withdrawal of services or supportive networks.

Self-neglect – including neglect of self; neglect of the domestic environment including hoarding; and risky lifestyle behaviour. This may also pose a risk to others. Self-neglect may arise from inability or unwillingness to care for oneself, or both in complex interaction with each other.

Exploitation – either opportunistically or premeditated, unfairly manipulating someone for profit or personal gain.

Modern day slavery – including slavery, human trafficking (which includes recruiting, transporting, transferring, harbouring or receiving a person through the use of force, coercion or other means for the purpose of exploiting them); forced labour; and domestic servitude.

Financial or material abuse – including theft, fraud, exploitation, coercion in relation to an adult’s financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Neglect and acts of omission – including ignoring medical or physical care needs, failure to provide access to appropriate healthcare and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Discriminatory abuse – including discrimination on grounds of race, gender and gender identity, disability, sexual orientation, religion, and other forms of harassment, slurs or similar treatment.

Organisational abuse – including neglect and poor care practice within an institution or specific care

setting like a hospital or care home. This may range from isolated incidents to continuing ill-treatment.

Who commits abuse?

Vulnerable adults may be abused by a wide range of people, including:

- relatives and family members;
- professional staff;
- paid care workers;
- volunteers;
- other service users;
- neighbours;
- friends and associates; or
- people who deliberately exploit vulnerable people and strangers.

Where does abuse happen?

Abuse can happen anywhere, for example:

- in the street;
- at home;
- at a friend’s house;
- where you work;
- at a day centre, residential home or college; or
- somewhere you spend your free time.

What are the signs of abuse?

Possible signs of abuse could include:

- injuries – bruises, broken bones and burns;
- lack of personal care;
- bills not being paid;
- sudden loss of assets, friends or family threatening an individual to gain access to money etc;
- not getting to medical appointments;
- changes in behaviour or mood; or
- unexplained withdrawal from normal activities and friends, family or community.

How can I report my suspicions of abuse?

Initially, you should tell someone you can trust. This

could be a:

- family member;
- friend;
- member of staff;
- social worker or nurse; or
- an advocate.

If you or the individual are in immediate danger, need medical attention or if a crime has been committed, call the emergency services on **999**.

If you or an adult you know may be at risk of abuse, you should contact your local council's Safeguarding Team:

Bedford Borough Council

Tel: **01234 276222**

Email: **adult.protection@bedford.gov.uk**

Central Bedfordshire Council

Tel: **0300 300 8122**

Email:

adult.protection@centralbedfordshire.gov.uk

Luton Borough Council

Tel: **01582 547730/547563**

Email: **adultsafeguarding@luton.gov.uk**



Making a complaint

Complaints about care homes and social care services

If you have a complaint about a care home, care home with nursing or any other social care service, the first thing you should do is tell the home or service. This applies whether you pay for your care or your local council funds it.

By law, every care home and social care service must have an efficient procedure for dealing with complaints. Ask for a copy of the service's complaints procedure so that you know what you must do and how they will deal with your complaint.

Care funded by your local council

If you are not happy with the reply you receive from a care service when you complain, you can take your complaint to your local Adult Social Care department. You will need to follow their complaints procedure – your social worker, care manager or the department itself will explain what to do.

Central Bedfordshire Council

Go to **www.centralbedfordshire.gov.uk** and search 'adult social care complaints'. Or contact the Customer Relations Team, email

customer.relations@centralbedfordshire.gov.uk or call **0300 300 4995**.

Bedford Borough Council

Go to **www.bedford.gov.uk/council-and-democracy/have-your-say/complaints-and-other-feedback**

The care service or the Adult Social Care department should try to sort out your complaint themselves and put things right to prevent the same thing happening again.

If you are not satisfied with the final reply from the care service or your local Adult Social Care department, you can speak to the Local Government and Social Care Ombudsman (LGSCO).

The Local Government and Social Care Ombudsman, PO Box 4771, Coventry CV4 0EH
Tel: **0300 061 0614**
Web: **www.lgo.org.uk/making-a-complaint**

Complaints about care that you pay for yourself

You can ask the Local Government and Social Care

Ombudsman to take up your case if you are not happy about how a care home or service dealt

with your complaint about care that you pay for yourself.

End of life care

'End of life' care (also known as palliative care) refers to the care of people who are in the last year and final stages of their life, services are in place to allow them to live in as comfortable and dignified a way as possible until they die. It is about providing support that meets the needs of both the person who is at the end stage of life, rather than dying, and the people close to them. People should be treated with dignity and respect, and where possible, in the place of their choosing to ensure their wishes are met, and to ensure that they receive high standards of care accessed through the appropriate pathways at the end of their life.

Online/local support for end of life includes:

- **The NHS website** – provides information on all aspects of end of life care, visit www.nhs.uk/conditions/end-of-life-care
- **The Bedfordshire Clinical Commissioning Group (CCG)** – provides advice on palliative and end of life care, visit www.bedfordshireccg.nhs.uk/page/?id=5155
- **Hospice UK** – supports the work of palliative care providers nationwide, as well as patients and their families, visit www.hospiceuk.org

- **Dying Matters** – provides advice on what to do if you are concerned about the quality of the end of life care being received by someone you know, visit www.dyingmatters.org/page/concerns-about-end-life-care
- **Palliative Care Hub (PCH)** – people wanting to use Bedfordshire Palliative Care Hub will need to be registered with a Bedfordshire GP. The Bedfordshire PCH is a first point of contact for patients, families, carers and health and social care professionals. The PCH also provides face-to-face planned visits, crisis visits and night sits. Visit www.gpref.bedfordshire.nhs.uk/referrals/speciality/palliative-care/partnership-for-excellence-in-palliative-support-coordination-centre-%28peps%29.aspx

A new service has been implemented to improve the quality of care to patients and their families who are eligible for Fast Track Continuing Healthcare in their homes. Fast Track Continuing Healthcare provision for people who are rapidly deteriorating is traditionally purchased through domiciliary care providers. This service is delivered by the PCH which is integrated within the Bedfordshire system delivering specialist end of life services.

Advanced care planning

It is never too early to think about the consequence of becoming ill or frail and to talk through with your loved ones and professional carers:

- What kind of care would you want if you became unable to speak for yourself.
- What else would be important to you.

Wishes and plans for your future or end of life care can be recorded in an Advance Care Plan which others can refer to if they need to make decisions on your behalf.

- Well laid plans can give you and your loved ones peace of mind.

- If you record your wishes, you are more likely to get the care you want.

An Advance Care Plan is very personal. You can write about anything that would make your care more comfortable, such as where you would prefer to be looked after and by whom. You can also make more formal plans, which might include:

- appointing someone to make decisions for you (Lasting Power of Attorney);
- specifying treatment you would not want (Advance Decision to Refuse Treatment);
- funeral planning; and

- donating your organs.

If you want to make an Advance Care Plan, talk to your doctor, nurse or other professional looking after you.

For more information, visit www.dyingmatters.org

The Bedfordshire booklet 'Advance Care Plan' can be downloaded from

www.bedfordshireccg.nhs.uk



Useful local contacts

Age Concern Luton

Luton's largest charity working with older people.

Bradbury House, 39 King Street, Luton LU1 2DW

Tel: **01582 456812**

Email: admin@ageconcernluton.org.uk

Web: www.ageconcernluton.org.uk

Age UK Bedfordshire

Supports older people in Bedfordshire with services, advice and volunteers.

78-82 Bromham Road, Bedford MK40 2QH

Tel: **01234 360510**

Email: enquiries@ageukbedfordshire.org.uk

Web: www.ageuk.org.uk/bedfordshire

Alzheimer's Society

Provides information to people living with all types of dementia, their carers, family members, health professionals, and anyone else with concerns about memory.

Bedford

Emerald Court, Pilgrim Centre, Brickhill Drive, Bedford MK41 7PZ

Tel: **01234 327380**

Email: bedfordshireandluton@alzheimers.org.uk

Luton

The Disability Resource Centre, Poynters House, Poynters Road, Dunstable LU5 4TP

Tel: **01582 470910**

Email: bedfordshireandluton@alzheimers.org.uk

Autism Bedfordshire

Helps with information, advice, emotional and

practical support to individuals with autistic spectrum conditions, their parents/carers, families and associated professionals throughout Bedfordshire and Luton.

1 Hammond Road, Bedford MK41 0UD

Helpline: **01234 350704**

Email: enquiries@autismbeds.org

Web: www.autismbedfordshire.net

Bedfordshire Rural Communities Charity

The leading community development agency working across Bedfordshire.

The Old School, Cardington, Bedford MK44 3SX

Tel: **01234 838771**

Web: <http://bedsrcc.org.uk>

Carers in Bedfordshire

A registered charity existing to help family carers and former carers cope with the mental and physical stress arising from their role. Also provides a Memory Navigation service for people with dementia and their carers.

Suite K, Sandland Court, Pilgrim Centre, Brickhill Drive, Bedford MK41 7PZ

Tel: **0300 111 1919**

Email: contact@carersinbeds.org.uk

Web: www.carersinbeds.org.uk

Centre for All Families Positive Health

Support for people living with HIV/AIDS.

11-15 Park Street West, Luton LU1 3BE or

19 Kingsway, Bedford MK42 9BJ

Tel: **01582 726061**

Email: info@cafph.org

Web: www.cafph.org

Disability Resource Centre, The

Gives information and advice to people of any age and with any disability, their families, carers, friends and associated professionals. Includes a large display area of aids, adaptations and equipment. Poynters House, Poynters Road, Dunstable LU5 4TP
Tel: **01582 470900** • Web: **www.drcbeds.org**

Mind BLMK

Provides a wide range of projects, groups and training.
The Rufus Centre, Steppingley Road, Flitwick MK45 1AH
Tel: **0300 330 0648** • Email: **hq@mind-blmk.org.uk**
Web: **www.mind-blmk.org.uk**

POhWER Advocacy Services

Provides a range of free, confidential and independent advocacy services to help people make choices about their lives, to understand their rights, to be treated as equals and to be heard.
Tel: **0300 456 2370**
Email: **pohwer@pohwer.net**

Bedford Borough

Web: **www.pohwer.net/bedford-borough**

Central Bedfordshire

Web: **www.pohwer.net/central-bedfordshire**

Luton

Web: **www.pohwer.net/luton**

Sight Concern Bedfordshire

Helps and supports people with a sight impairment and their families.
116 Bromham Road, Bedford MK40 2QN
Tel: **01234 311555**

Email: **office@sightconcern.org.uk**
Web: **www.sightconcern.org.uk**

Stroke Association

Information, advice and support service.
National Helpline: **0303 303 3100**

Bedford

43 Bromham Road, Bedford MK40 2AA
Tel: **07940 481817**
Email: **lucia.festa@stroke.org.uk**

Central Bedfordshire

90 Tomlinson Avenue, Luton LU4 0QQ
Tel: **01582 690984**
Email: **hilary.wood@stroke.org.uk**

Luton

90 Tomlinson Avenue, Luton LU4 0QQ
Tel: **07984 344329**
Email: **kim.baker@stroke.org.uk**

Tibbs Dementia Foundation

Providing a range of support services for people with dementia and their carers in Bedford and surrounding areas.
5 Lansdowne Road, Bedford MK40 2BY
Tel: **01234 210993**
Email: **contact@tibbsdementia.co.uk**
Web: **www.tibbsdementia.co.uk**

For more details of local services please visit the website for your local council:

- **www.bedford.gov.uk**
- **www.centralbedfordshire.gov.uk**
- **www.luton.gov.uk**

Useful national contacts

Action on Hearing Loss

Supporting people living with hearing loss.
Tel: **0808 808 0123** • Textphone: **0808 808 9000**
Email: **information@hearingloss.org.uk**

Age UK

Inspiring, supporting and enabling people to love

later life.

Tel: **0800 055 6112** • Web: **www.ageuk.org.uk**

Al-Anon Family Groups

Worried about someone's drinking? Help and hope for families and friends of alcoholics.
Helpline: **0800 008 6811** (10.00am to 10.00pm) →

→ Email: enquiries@al-anon.org.uk

Web: www.al-anonuk.org.uk

Association of Charitable Organisations

The national umbrella body for benevolent charities who provide aid and advice to individuals in need.

Tel: **0207 255 4480**

Email: info@aco.uk.net

Web: www.aco.uk.net

Carers Trust

The largest provider of comprehensive carers' support services in the UK through its 116 Network Partners.

Email: info@carers.org

Web: www.carers.org

Carers UK

The voice of carers and the only carer-led organisation working for all carers.

Tel: **0808 808 7777**

Web: www.carersuk.org

Elderly Accommodation Counsel

Aims to help older people make informed choices about meeting their housing and care needs.

Web: www.housingcare.org

FirstStop Advice

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

Email: info@firststopadvice.org.uk

Web: www.firststopadvice.org.uk

Friends of the Elderly

A charity supporting older people with a range of practical needs.

Tel: **0207 730 8263** • Email: enquiries@fote.org.uk

Web: www.fote.org.uk

Independent Age

Charity providing information, advice and support to thousands of older people across the UK.

Tel: **0800 319 6789**

Web: www.independentage.org

Mencap

The voice of learning disability with more than 500

affiliated groups.

Tel: **0808 808 1111**

Web: www.mencap.org.uk

My Family, Our Needs

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

Web: www.myfamilyourneeds.co.uk

National Activity Providers Association (NAPA)

Promotes the importance of activities for older people.

Tel: **0207 078 9375**

Web: www.napa-activities.co.uk

NHS website

The online 'front door' to the NHS and the country's biggest health website. Gives information about your health choices.

Web: www.nhs.uk

Silver Line, The

A helpline for older people which offers information, friendship and advice. It is free, confidential and open 24-hours.

Tel: **0800 470 8090**

Web: www.thesilverline.org.uk

United Kingdom Home Care Association Ltd (UKHCA)

The professional association of home care providers from the independent, voluntary, not-for-profit and statutory sectors.

Tel: **0208 661 8188**

Web: www.ukhca.co.uk



Care home/care home with nursing listings

Bedford Borough care homes

Advertisers are highlighted

Albert House

167 High Street, Clapham, Bedford MK41 6AH
Tel: 01234 346689

PD LDA

Aurora

7 Linden Road, Bedford MK40 2DD
Tel: 01234 340478

D PD LDA SI

Autism Care UK (Bedford)

16 St Andrews Road, Bedford MK40 2LJ
Tel: 01234 349798

PD LDA

Avon's House

10 Bure Close, Bedford MK41 7TX
Tel: 01525 873265

LDA

Azalea House 1

71 Winifred Road, Bedford MK40 4EP
Tel: 01234 342215

LDA MH

Azalea House 2

69 Winifred Road, Bedford MK40 4EP
Tel: 01234 342215

LDA MH

Bedford Charter House

1b Kimbolton Road, Bedford MK40 2PU
Tel: 01234 321400

OP D PD

Bromham Road, 182

Bedford MK40 4BP
Tel: 01234 357238

OP PD LDA SI YA

Brook House Residential Home

72 High Street, Riseley, Bedford MK44 1DT
Tel: 01234 708077

OP D YA

Brookside

99 High Street, Kempston, Bedford MK42 7BS
Tel: 01234 852324

OP PD LDA SI YA

Bunyan Lodge

66-68 Kimbolton Road,
Bedford MK40 2NZ
Tel: 01234 346146

Advert page 30
MH YA

Bushmead Court Residential Home

58-60 Bushmead Avenue, Bedford MK40 3QW
Tel: 01234 353884

OP D PD

Byron Court

55 Chaucer Road, Bedford MK40 2AL
Tel: 01234 216551

LDA

CareTech Community Services Ltd

– 82 Chaucer Road
Bedford MK40 2AP
Tel: 01234 216319

LDA

Cotswold

Graze Hill, Ravensden MK44 2TF
Tel: 01234 772196

LDA YA

Cranwell Court

The Lane, Wyboston, Bedford MK44 3AS
Tel: 01480 478113

LDA MH

Crown, The

Britannia Road, Bedford MK42 9ET
Tel: 01234 347400

LDA YA

Danecroft

3 Dane Lane, Wilstead, Bedford MK45 3HT
Tel: 01234 741573

OP D PD

De Parys Avenue, 22

Bedford MK40 2TW
Tel: 01234 355133

LDA MH YA

Dove Lane

7 Dove Lane, Harrold MK43 7DF
Tel: 01234 720019

D PD LDA SI

Elcombe House

61 De Parys Avenue, Bedford MK40 2TR
Tel: 01234 266010

OP D PD YA

Elstow Lodge

Wilstead Road, Elstow, Bedford MK42 9YD
Tel: 01234 405021

LDA

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

Evergreen House

59 Chantry Road, Kempston, Bedford MK42 7QU

Tel: 01234 854823 **LDA MH SI YA**

Florence House

11 Cranfield Road, Wootton, Bedford MK43 9EB

Tel: 0208 355 4666 **LDA MH YA**

Francis House

10 Gibbons Road, Bedford MK40 1DQ **Advert page 41**

Tel: 01234 954415 **PD LDA MH YA AD**

Fremantle Trust, The – 3 The Glade

Bromham, Bedford MK43 8HJ

Tel: 01234 828704 **LDA**

Fremantle Trust, The – High Street

4 High Street, Oakley MK43 7RG

Tel: 01234 828706 **LDA**

George Beal House

Off Williamson Road, Kempston, Bedford MK42 7HL

Tel: 01234 718226 **LDA YA**

Henrietta House

3 Dynevor Road, Bedford MK40 2DB **Advert page 32**

Tel: 01234 359194 **OP D PD**

Hepworth House

1 St Georges Road, Bedford MK40 2LS

Tel: 01234 262139 **OP D PD SI**

Highfield

Avon Drive, Brickhill, Bedford MK41 7AH

Tel: 01234 346482 **OP D PD**

Holly Tree Lodge

122 Spring Road, Kempston,

Bedford MK42 8NB

Tel: 01234 266391 **OP D PD LDA MH SI**

Houghtons

4 Sandy Road, Bedford MK41 9TH

Tel: 01234 351248 **D PD LDA SI**

Kelvin Grove

18 Rothsay Road, Bedford MK40 3PN

Tel: 01234 217287 **MH**

Kimbolton

7 Kimbolton Avenue, Bedford MK40 3AD

Tel: 01234 330890 **PD LDA**

Lansdowne Road, 1

Bedford MK40 2BY

Tel: 01234 357339 **OP PD LDA SI YA**

Lansglade House

14 Lansdowne Road, Bedford MK40 2BU

Tel: 01234 356988 **Advert page 32** **OP D PD YA**

Lavanda Villa

41 Halsey Road, Kempston, Bedford MK42 8AT

Tel: 01234 857793 **LDA MH SI YA**

Leys, The

Park Lane, Sharnbrook, Bedford MK44 1LX

Tel: 01234 781982 **OP PD LDA SI YA**

Lilibet House

Advert outside back cover

65 De Parys Avenue, Bedford MK40 2TR

Tel: 01234 272206 **OP D PD MH YA**

Lilibet Lodge

Advert outside back cover

6 Rothsay Road, Bedford MK40 3PW

Tel: 01234 340712 **OP D PD MH SI YA**

Lomack House

29-33 Elstow Road, Kempston, Bedford MK42 8HD

Tel: 01234 840671 **PD LDA SI YA**

Lomack Lodge

71 The Links, Kempston, Bedford MK42 7LR

Tel: 01234 290013 **OP PD LDA MH SI YA**

Lotus House

34 Lansdowne Road, Bedford MK40 2BU

Tel: 01234 350600 **LDA YA**

Loveys Lodge

14 Beresford Road, Bedford MK40 3SD

Tel: 01234 214942 **PD LDA**

Mallards, The

5 Dynevor Road, Bedford MK40 2DB **Advert page 32**

Tel: 01234 365563 **OP D PD**

Milton House

39-41 Spenser Road, Bedford MK40 2BE

Tel: 01234 602741 **OP LDA YA**

Oaklands

15 Oaklands Road, Bedford MK40 3AG

Tel: 01234 347822 **PD LDA**

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

Oasis House

20 Linden Road, Bedford MK40 2DA
Tel: 01234 346269

OP D

Old Ford End, 74

Queens Park, Bedford MK40 4LY
Tel: 01234 364022

LDA YA

Park House

28 St Andrews Road, Bedford MK40 2LW
Tel: 01234 261993

PD MH YA

Parkside

21 Bedford Road, Kempston, Bedford MK42 8AB
Tel: 01234 341164

OP D PD LDA

Pathway House

The Lane, Wyboston, Bedford MK44 3AS
Tel: 01480 478099

LDA MH YA

Peter's Place

8 The Crescent, Bedford MK40 2RU **Advert page 30**
Tel: 01234 266933

PD LDA YA

Puttenhoe

180 Putnoe Street, Putnoe, Bedford MK41 8HQ
Tel: 01234 214100

OP D PD

Reach Home Care – Arden House

19 Shakespeare Road, Bedford MK40 2DZ
Tel: 01234 339298

OP D MH YA

Renhold Community Home

Little Paddocks, 30 Hookhams Lane,
Renhold, Bedford MK41 0JT
Tel: 0207 261 4100

OP D PD LDA MH SI YA

Rivermead

Halsey Road, Kempston, Bedford MK42 8AU
Tel: 01234 841812

OP D PD

Rutland Road Care Home

37 Rutland Road, Bedford MK40 1DG
Tel: 01234 344729

OP LDA MH YA

Salvete Care Home

Advert inside front cover

15-17 Rothsay Place, Bedford MK40 3PX
Tel: 01234 261991

OP D PD

Sharnbrook House

High Street, Sharnbrook MK44 1PB
Tel: 01234 781294

OP D PD

Southway

290 London Road, Bedford MK42 OPX
Tel: 01234 267737

OP D PD

St Margaret's Residential Home

10 Rothsay Road, Bedford MK40 3PW
Tel: 01234 345964

OP D PD LDA

Victoria Cottage

37 St Andrews Road, Bedford MK40 2LW
Tel: 01234 272757

PD LDA YA

Waterloo House Care Home Ltd

36 Waterloo Road, Bedford MK40 3PQ
Tel: 01234 351608

OP D PD

Wyboston Lodge

123 The Lane, Wyboston,
Bedford MK44 3AS
Tel: 0333 444 0075

PD LDA MH YA

Bedford Borough care homes with nursing

Airedale Nursing Home, The

44 Park Avenue,
Bedford MK40 2NF
Tel: 01234 218571

OP D PD SI YA

Annandale Lodge Nursing Home

8 Linden Road,
Bedford MK40 2DA
Tel: 01234 218400

Advert page 32
OP PD

Anjulita Court

Bramley Way,
Bedford MK41 7GD
Tel: 01234 273642

Advert page 30
OP D

Beacon House Nursing Home

12 Linden Road,
Bedford MK40 2DA
Tel: 01234 328166

Advert page 32
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

Crescent Nursing Home and Day Centre

12 The Crescent,
Bedford MK40 2RU
Tel: 01234 266933 **Advert page 30**

D LDA MH YA

Crossways Nursing Home

86 Hookhams Lane,
Renhold, Bedford MK41 0JX
Tel: 01234 771694 **Advert page 33**

OP D PD

Dial House Nursing and Residential Home

9 Dynevor Road,
Bedford MK40 2DB
Tel: 01234 356555

Advert inside back cover

OP D PD MH SI YA

Kimbolton Lodge

1 Kimbolton Road, Bedford MK40 2NT
Tel: 01234 355918 **Advert page 40**

OP PD SI YA

Manton Heights Care Centre

Woodlands, off Manton Lane, Bedford MK41 7LW
Tel: 01234 267556

OP D PD SI YA

Marbrook Centre, The

Phoenix Park, Eaton Socon, St Neots PE19 8EP
Tel: 01480 273273

OP D PD LDA MH SI YA

Milton Ernest Hall Care Home

Milton Ernest, Bedford MK44 1RJ
Tel: 01234 825305

OP PD

Peter's Place

8 The Crescent, Bedford MK40 2RU
Tel: 01234 266933 **Advert page 30**

PD LDA YA

Willows Residential and Nursing Home, The

73 Shakespeare Road, Bedford MK40 2DW
Tel: 01234 268270

OP D PD YA

Central Bedfordshire care homes

Abbotsbury Residential Home

Mead End, Biggleswade SG18 8JU
Tel: 0300 300 8590

OP D PD

Allison House Residential Home

Swan Lane, Sandy SG19 1NE
Tel: 0300 300 8591

OP D PD LDA

Ashton Lodge

Ashton Road, Dunstable LU6 1NP
Tel: 01582 673331

OP D

Bullpond Lane, 60

Bullpond Lane, Dunstable LU6 3BJ
Tel: 01582 472580

LDA YA

Bungalow, The

Wood End, Tingrith,
Milton Keynes MK17 9ER
Tel: 01525 873265

LDA YA

Carrington House Ltd

143 Vandyke Road, Leighton Buzzard LU7 3HQ
Tel: 01525 853211

OP D PD YA

Chiltern View

198-200 West Street, Dunstable LU6 1NX
Tel: 01582 477794

D

Claremont House

Lovent Drive, Leighton Buzzard LU7 3LR
Tel: 01525 852628

OP

Dukeminster Court

Dukeminster Road, Dunstable LU5 4FF
Tel: 01582 474700 **Advert page 37**

OP D PD MH SI

Ferndale Residential Home

Easton Road, Flitwick MK45 1HB
Tel: 0300 300 8594

OP D PD

Franklin Avenue

18 Franklin Avenue, Barton-le-Clay, Bedford MK45 4HF
Tel: 01582 883465

LDA SI

Friars Lodge

18 Priory Road, Dunstable LU5 4HR
Tel: 01582 668494 **Advert page 42**

OP D

Grove, The – 2

2 The Grove, Westoning, Bedford MK45 5LX
Tel: 01525 717098

LDA

Grove, The – 4

4 The Grove, Westoning, Bedford MK45 5LX
Tel: 01525 718025

LDA

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

Grove, The – 6

6 The Grove, Westoning,
Bedford MK45 5LX
Tel: 01525 718063

LDA

HF Trust – 117a & b Hitchin Road

Shefford SG17 5JD
Tel: 01462 819199

LDA

HF Trust – Clifton View

72a Broad Street, Clifton, Shefford SG17 5RP
Tel: 01462 850022

OP LDA YA

HF Trust – Hollycroft

90 Church Street, Langford SG18 9QA
Tel: 01462 701273

LDA

Houghton Regis Community Care Scheme

Roman Court, Houghton Regis,
Dunstable LU5 5UB
Tel: 01582 861186

OP PD LDA SI YA

Hubbard Close

15 Hubbard Close, Flitwick MK45 1XL
Tel: 01525 717037

LDA

Knoll House

Studham Lane, Studham LU6 2QJ
Tel: 01582 873607

OP D PD MH SI

Lady Spencer House

52 High Street, Houghton Regis LU5 5BJ
Tel: 01582 868516

OP D

Limes, The

85 High Street, Henlow SG16 6AB
Tel: 01462 811028

OP D PD MH YA AD

Linsell House

Ridgeway Avenue, Dunstable LU5 4QT
Tel: 01582 699438

PD LDA SI

Oak Manor

Ivel Road, St Francis Park,
Shefford SG17 5UB
Tel: 01462 816170

D PD

Pemdale

26a Nursery Close, Pottton SG19 2QE
Tel: 01767 262515

PD LDA YA

Penniston Barn

Wadelow Grange, Wood End, Tingrith,
Milton Keynes MK17 9ER
Tel: 01525 873265

LDA YA

Redwood House

54 Sharpenhoe Road, Barton-le-Clay,
Bedford MK45 4SD
Tel: 01582 881325

LDA MH YA

Ridgeway Lodge Care Home

Brandreth Avenue, Dunstable LU5 4RE
Tel: 01582 667832

OP D PD YA

Saxon Close

2 Saxon Close, Flitwick MK45 1UT
Tel: 01525 720170

LDA

Sharnbrook Care Home Ltd

17a Park Road North, Houghton Regis,
Dunstable LU5 5LD
Tel: 01582 866708

OP D PD

Sheridan House

8 Bedford Road, Sandy SG19 1EL
Tel: 01767 691015

LDA

Tudor House

76 West Street, Dunstable LU6 1NX
Tel: 01582 663700 **Advert page 42**

OP D

West Drive

1 West Drive, Arlesey, Bedford SG15 6RW
Tel: 01462 835490

LDA YA

West Hill Place

12 Burrows Close, Woburn Sands,
Milton Keynes MK17 8SN
Tel: 07827 279614

LDA YA

Westlands Residential Home

Duncombe Drive,
Leighton Buzzard LU7 1SD
Tel: 0300 300 8596

OP D PD YA

White House, The

High Street, Eggington,
Leighton Buzzard LU7 9PQ
Tel: 01525 210322 **Advert page 42**

OP D 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

Woodland House

Wood End, Tingrith,
Milton Keynes MK17 9ER
Tel: 01525 873265

OP D PD LDA SI

Woodside Nursing and Residential Care Home

The Old Vicarage, Church Road, Slip End,
Luton LU1 4BJ
Tel: 01582 423646

LDA

Central Bedfordshire care home with nursing

Agate House

– Care Home with Nursing Physical Disabilities

Woburn Street, Ampthill, Bedford MK45 2HX
Tel: 01525 403247

OP PD

Beaumont Park Nursing and Residential Home

Shortmead Street, Biggleswade SG18 0AT
Tel: 01767 313131

OP D PD YA

Caddington Grove

175 London Road, Dunstable LU6 3DX
Tel: 01582 320750

OP D PD

Chase House Ltd

House Lane, Arlesey SG15 6YA
Tel: 01462 731276

OP D PD MH YA

Elm Lodge Nursing and Residential Home

18 Stoke Road, Leighton Buzzard LU7 2SW
Tel: 01525 371117

OP D PD

Knolls Care Centre, The

Plantation Road, Leighton Buzzard LU7 3JE
Tel: 01525 380600

OP D PD YA

New Meppershall Care Home

79 Shefford Road, Meppershall SG17 5LL
Tel: 01462 851876

OP D PD SI YA

Orchard Lodge Care Home

Stanbridge Road, Tilsworth,
Leighton Buzzard LU7 9PN
Tel: 01525 211059

OP PD YA

Orchid Lawns

Steppingley Hospital Grounds, Ampthill Road,
Steppingley MK45 1AB
Tel: 01525 713630

OP D MH

Park House Nursing Care Centre

Mill Lane, Sandy SG19 1NL
Tel: 01767 692186

OP

Penrose Court

Delius Road, Biggleswade SG18 8UA
Tel: 01767 777000 **Advert page 38**

OP D PD MH SI

Potton House

Potton Road, Biggleswade SG18 0EL
Tel: 01767 317289

OP D MH YA

Rosalyn House

King Street, Houghton Regis,
Dunstable LU5 5TT
Tel: 01582 896600

D MH YA

Swiss Cottage Care Home

Plantation Road, Leighton Buzzard LU7 3HU
Tel: 01525 377922

OP D PD YA

Taymer Nursing Home

Barton Road, Silsoe MK45 4QP
Tel: 01525 861833

OP D PD YA

Village Green Care Home

Bedford Road, Marston Moretaine,
Bedford MK43 0ND
Tel: 01234 768001

OP PD

Woodside Nursing and Residential Care Home

The Old Vicarage, Church Road,
Slip End, Luton LU1 4BJ
Tel: 01582 423646

OP D PD LDA SI

Wren Park Care Home

Hitchin Road, Shefford SG17 5JD
Tel: 01462 851548

OP D PD SI



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

Alicia Nursing Home and Day Centre

105-115 and 33-35 Marsh Road,
Luton LU3 2QG
Tel: 01582 560500

Advert page 30
OP D PD LDA MH YA

Ambassador House

31 Lansdowne Road, Luton LU3 1EE
Tel: 01582 486244

Advert page 39
OP D YA

Ashburnham Road, 95

Luton LU1 1JW
Tel: 01582 720678

MH

Beeches, The

7 Crescent Rise, Luton LU2 0AT
Tel: 01582 425792

MH

Belle Vue Care Home

123 New Bedford Road,
Luton LU3 1LF
Tel: 01582 734169

LDA SI

Brantwood Road, 8

Luton LU1 1JJ
Tel: 01582 431483

MH

Castletroy Residential Home

130 Cromer Way, Luton LU2 7GP
Tel: 01582 417995

OP D PD YA

Collinson Care Home

616-618 Dunstable Road, Luton LU4 8RT
Tel: 01582 594529

OP D PD YA

Crowley Care Homes Ltd

– St Annes Care Home

30 Lansdowne Road, Luton LU3 1EE
Tel: 01582 726265

OP D

Edwardian Care Home

168 Biscot Road, Luton LU3 1AX
Tel: 01582 705100

OP D LDA MH YA

EllenBrook House

10 Cutenhoe Road, Luton LU1 3ND
Tel: 01582 557755

YA

Georgiana Care Home

10 Compton Avenue, Luton LU4 9AZ
Tel: 01582 573745

OP D PD LDA MH YA

Georgina House

20 Malzeard Road, Luton LU3 1BD
Tel: 01582 456574

LDA YA

Hope Lodge Ltd

98 Farley Hill, Luton LU1 5NR
Tel: 07861 888644

LDA MH

**Little Bramingham Farm
Residential Care Home**

Leamington Road, Luton LU3 3XF
Tel: 01582 582433

OP D

**Luton Council Respite and
Shared Lives Service**

562 Hitchin Road, Stopsley,
Luton LU2 7UG
Tel: 01582 548561

OP PD LDA MH YA

Marlin Lodge

31 Marlborough Road, Luton LU3 1EF
Tel: 01582 723495

LDA

Milliner House

23-29 Marsh Road, Luton LU3 2QF
Tel: 01582 490080

OP D MH YA

Mulberry Court

105 Watermead Road, Luton LU3 2TF
Tel: 01582 491740

OP D PD SI

Mulberry House

120 Barton Road, Luton LU3 2BD
Tel: 01582 570569

LDA YA

Osborne House

18 Compton Avenue, Luton LU4 9AZ
Tel: 01582 967899

OP D PD

Ravenhill Way

240-242 Ravenhill Way, Luton LU4 0XZ
Tel: 01582 477145

MH

Rose Court

12 Bradgers Hill Road, Luton LU2 7EL
Tel: 01582 452258

PD LDA YA

Rosedale Care Home

36 Lansdowne Road, Luton LU3 1EE
Tel: 01582 481188

Advert page 39
OP D 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

Rowles House Care Home

30 Barton Road, Luton LU3 2BB
Tel: 01582 505692

Advert page 39
OP D YA

St Brendans Residential Home

175-177 Ashburnham Road, Luton LU1 1JW
Tel: 01582 728737

OP D PD MH YA

Stockwood House

1 Cutenhoe Road, Luton LU1 3NB
Tel: 01582 557755

MH YA

Tennyson Road, 83

Luton LU1 3RR
Tel: 01582 720186

LDA MH

Tennyson Road, 94

Luton LU1 3RR
Tel: 01582 725735

MH

Tennyson Road, 104

Luton LU1 3RP
Tel: 01582 418858

MH

Tennyson Road, 135

Luton LU1 3RP
Tel: 01582 391417

LDA

Trefoil House

45 Birdsfoot Lane,
Luton LU3 2DN
Tel: 01582 494158

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OP D PD

Vaughan House

21 Studley Road,
Luton LU3 1BB
Tel: 01582 734812

OP LDA MH YA

Victoriana Care Home

6 Lansdowne Road, Luton LU3 1EE
Tel: 01582 484177

OP D PD MH YA

Vine House, The

9 North Drift Way, Farley Hill,
Luton LU1 5JF
Tel: 01582 485744

LDA SI YA

Luton care homes with nursing

Alicia Nursing Home and Day Centre Advert page 30

105-115 and 33-35 Marsh Road, Luton LU3 2QG
Tel: 01582 560500

OP D PD LDA MH YA

Capwell Grange Care Home

Addington Way, Luton LU4 9GR
Tel: 01582 491874

OP D PD LDA MH YA

Moorland Gardens Care Home

Moorland Gardens Street, off Old Bedford Road,
Luton LU2 7NX
Tel: 01582 439420

OP D

Oakley Lodge Care Home (57)

57 Oakley Road, Luton LU4 9PX
Tel: 01582 613656

OP D LDA YA

Oakley Lodge Nursing Home

55 Oakley Road, Luton LU4 9PX
Tel: 01582 613656

OP D LDA YA

St Mary's Care Home

19 Dunstable Road, Luton LU1 1BE
Tel: 01582 807952

Advert page 35
OP YA

Widcombe Nursing Home

36 Grasmere Road, Luton LU3 2DT
Tel: 01582 505575

OP PD

If you are considering a care home for someone living with dementia, see the checklist on page 49.



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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Alicia Nursing Home		(Bedford)	22	Civicare	
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Milton House	64	Quality Support		Residential Home	65
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Parkside	65	– Unit 7 Sundon		Victoriana Care Home	70
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www.myfamilyourneeds.co.uk

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- Homely and friendly atmosphere
- R.G.N's on duty 24 hours day
- Single and double rooms – many ensuite
- Regular visits from clergy
- Individual activities and outings arranged
- Regular entertainment, large gardens and car parks
- Experienced staff with regular training
- Unrestricted visiting

Within the home we offer:

Respite care – a short break to enable relatives to have a rest from caring or for a holiday

24 hour residential care – permanent or on a trial basis

24 hour nursing care – permanent or on a trial basis

Day Care and Bathing Service – for a morning or all day, a variety of packages are available.

Home Care

Dial House home care was one of the first organisations in Bedford to offer care to clients in their own homes. All staff are thoroughly trained and police checked and care can be individually tailored to meet almost any need. We can offer care either privately funded or under contract through social services.

Practical care – Housework, shopping, companionship and outings etc.

Personal care – Washing, dressing, meal preparation etc.

Handyman service – Gardening, decorating, DIY tasks, plumbing and security services.

Dial House

9 Dynevor Road, Bedford MK40 2DB

Tel: 01234 356555 Fax: 01234 307979

Homecare: 01234 402444

Email: info@dialhousecare.com

Website: dialhousecare.com



Dial House is committed to the philosophy of ensuring that those who live in the home should do so with dignity and that they should have the respect of those who support them. They should live with no reduction of their rights as citizens and should be entitled to as full and active a life as their physical and mental conditions will allow.

Lilibet House & Lilibet Lodge

Bedford



*Specialist
Alzheimer & Dementia
care and support*

By ensuring dignity and choice while encouraging our residents to remain as independent as possible - for as long as possible - Lilibet Lodge & Lilibet House have built up excellent reputations, both locally and in surrounding counties, for providing highly professional Elderly Residential Care.



Lilibet House

Reg Provider Mrs Charlotte Chesyre

65 De Parys Avenue Bedford MK40 2TR

Tel: 01234 ~272206

Fax: 01234 ~345599

info@lilibetcare.co.uk

Lilibet Lodge

Reg Provider Lilibet Healthcare Ltd

6 Rothsay Road Bedford MK40 3PW

Tel: 01234 ~340712

Fax: 01234 ~344929

info@lilibethealthcare.co.uk