NORTH YORKSHIRE

CARERS SUPPORT & GOOD CARE GUIDE

Helping you get the best out of your health and social care services

Covers services in
Craven | Hambleton | Harrogate
Richmondshire | Ryedale | Scarborough | Selby
Do you need a break from caring for a loved one?

Crossroads Care places carers and the people they support at the heart of everything we do. Our aim is to reduce the everyday stresses carers face by allowing them to take a break on a regular or occasional basis.

Our care is person centred and can be provided to people of all ages, disabilities and health conditions.

Whether you are self-funding, are in receipt of a personal budget or direct payment, we are happy to help arrange the best possible care package for your needs.

Being a not for profit organisation, we care about people not profit, allowing us to keep our hourly rates low.

We offer ...

- Individually tailored packages and a client centred approach.
- Continuity - the same carer support worker will visit you at the same time each week.
- Flexibility - timed visits to suit your need

If you would like further information please contact us and we will be happy to discuss our services in detail.

Alternatively, if you prefer, we can arrange to visit you at home for a no obligation, informal chat.

T. 01423 522371
Email: admin@crossroadsnorthyorks.org
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Disclaimer

This Directory has been compiled to signpost primary health and social care providers throughout North Yorkshire.

Whilst we have taken every care in compiling this publication, the publishers and promoters cannot accept responsibility for any inaccuracies. All listings are supplied via the Care Quality Commission (CQC) and NHS Choices.

All signposting services are up to date as of May 2017.

This Directory contains advertising from businesses who are offered the opportunity to reach potential customers through inclusion. However, any information provided by a company or organisation does not carry endorsement or approval of any product or service.
If someone relies on you because they are ill, disabled, have issues with their mental health, drugs or alcohol or are just slowing down with age, you should recognise yourself as a carer.

Call the Carers Direct helpline if you need help with your caring role and want to talk to someone about what options are available to you.

A FREE confidential service for Carers.
Call: 0300 123 1053

Help and support for Carers is available
- Information and advice
- Assessments, benefits, direct payments, individual budgets advice
- Practical help leaving or going back to work or education

Visit www.nhs.uk for more details
Information given by the Carers Direct helpline

If you are a carer, the helpline advisers can give you information to help make decisions about your personal support needs and the needs of the person you're looking after. The advisers can put you in touch with specialist national or local sources of help, including social care, healthcare and self-help networks and resources. The helpline staff will tell you how to complain if anything goes wrong with any of the services you use, or put you in touch with your local authority or NHS services.

What areas does Carers Direct not cover?
The Carers Direct helpline doesn't provide personal financial, medical or legal advice and doesn't provide casework, advocacy, representation or counselling.

The Carers Direct helpline is open seven days a week

The helpline is open from 9.00am-8.00pm Monday to Friday, and from 11.00am-4.00pm at weekends. The helpline is closed on bank holidays.

Local carers' support services

Carers’ Centres and Carers’ Resources are organisations whose purpose is to give practical and emotional support to carers locally.

There are five Carers’ Centres and Carers’ Resources in North Yorkshire:

**Craven and Airedale Carers’ Resource**
Griffen House, Broughton Hall, Business Park, Skipton BD23 3AN
Tel: 01756 700888
Email: info@carersresource.org
www.carersresource.org

**Harrogate Carers’ Resource**
11 North Park Road, Harrogate HG1 5PD
Tel: 01423 500555
Email: info@carersresource.org
www.carersresource.org

**Hambleton & Richmondshire Carers’ Resource Centre**
32 High Street, Northallerton DL7 8EE
Tel: 01609 780872
Email: info@hrcarers.org.uk
www.hrcarers.org.uk

**Scarborough & Ryedale Carers’ Resource Centre**
96 High Street, Snainton, Scarborough YO13 9AJ
Tel: 01723 850155 (24-hour answer phone)
Email: staff@carersresource.net
www.carersresource.net

**Selby Carers’ Centre**
Community House, Portholme Road, Selby Y08 4QQ
Tel: 0300 012 0415 (local call rate)
Email: selbydistrict@carerscount.org.uk
www.carerscountselbydistrict.org.uk
## Useful numbers for support in your area

### North Yorkshire County Council
Council services in North Yorkshire including social care, health, transport, education, waste, libraries, archives, registrars and planning.
Tel: 01609 780780
www.northyorks.gov.uk

### Healthwatch North Yorkshire
Have your say on health and social care in North Yorkshire.
Tel: 01904 683802
www.healthwatchnorthyorkshire.co.uk

### Dementia Forward
Support for people living with dementia, their carers and family.
Tel: 01765 645904
www.dementiaforward.org.uk

### Citizens Advice Bureau
Free, confidential, impartial advice.
Telephone Advice line: 0300 330 1153
www.citizensadvice.org.uk

### North Yorkshire Advocacy
Enabling people to speak up for themselves.
Tel: 01609 778652
www.nyadvocacy.org

### Yorkshire Housing
Yorkshire Housing provides affordable homes, and care and support services throughout the Yorkshire region.
Tel: 0345 366 4404
www.yorkshirehousing.co.uk

### Age UK North Yorkshire
One of the area’s most significant, dynamic and highly regarded charities working with and for older people.
Tel: 01423 502253
www.ageuk.org.uk/northyorkshire

### Yorkshire Housing
Enabling people to speak up for themselves.
Tel: 01609 771089
www.makingspace.co.uk

### Money Advice Service
Helping people tackle their debts and manage their money wisely.
Tel: 0800 138 7777
www.moneyadviceorganisations.org.uk

### Alzheimer’s Society
Support for people living with any terminal illness, their carers and families.
Tel: 0800 090 2309
www.mariecurie.org.uk

### Macmillan Cancer Support
We’re here for people living with any terminal illness, and their families.
Tel: 0808 808 00 00
www.macmillan.org.uk

### North Yorkshire
Have your say on health and social care in North Yorkshire.
Tel: 01609 780780
www.northyorks.gov.uk

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Tel: 0345 366 4404
www.yorkshirehousing.co.uk

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Tel: 0808 808 00 00
www.macmillan.org.uk
Support and advice for people experiencing feelings of distress or despair.
Tel: 116 123 (24-hour free helpline)
www.samaritans.org

Free counselling service for children & young people until their 19th birthday.
Tel: 0800 1111
www.childline.org.uk

The UK’s largest disability campaigning organisation.
Office Number: 020 7250 8181
www.radar.org.uk

Provides a range of services for people with a hearing impairment.
Telephone: 0808 808 0123 (freephone)
Textphone: 0808 808 9000 (freephone)
www.rnid.org.uk

For impartial, confidential advice and support on autism for anyone affected by, or researching autism.
Tel: 0808 800 4104
www.autism.org.uk

Epilepsy Action aims to improve the lives and promote the interests of people living with Epilepsy.
Tel: 0808 800 5050
www.epilepsy.org.uk

Information on child and adolescent mental health.
Services for parents and professionals.
Tel: Parents' helpline: 0808 802 5544
(Mon-Fri, 9.30am-4pm)
www.youngminds.org.uk

Support and advice for people living with mental illness.
Tel: 0300 5000 927 (Mon-Fri, 9.30am-4pm)
www.rethink.org

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Tel: 0808 800 5050
www.epilepsy.org.uk

Mencap is a UK charity for people with a learning disability.
We support their families and carers.
Tel: 0808 808 1111
www.mencap.org.uk

Helping People with Down's Syndrome to live a full and rewarding life.
Tel: 0333 1212 300
www.downs-syndrome.org.uk

Childline

Disability Rights UK

PARKINSON’S UK

RNI

The National Autistic Society

Down’s Syndrome Association

Formerly called the RNID

Mencap

Epilepsy Action

Supporting people with sight loss
Tel: 0303 123 9999
www.rnib.org.uk

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The Accident and Emergency (A&E) department or Emergency Department at hospital is for major, life-threatening illnesses and injuries. Major A&E departments offer access 24 hours a day, 365 days a year, although not every hospital has an A&E department.

Generally, you should visit A&E or call 999 for life-threatening emergencies, such as:

• Loss of consciousness
• Acute confused state and fits that are not stopping
• Persistent, severe chest pain
• Breathing difficulties
• Severe bleeding that cannot be stopped

If you require emergency treatment call 999 or visit the emergency department immediately at:

**Harrogate District Hospital**
Lancaster Park Road, Harrogate HG2 7SX
Tel: 01423 885959

**Scarborough Hospital**
Woodlands Drive, Scarborough YO12 6QL
Tel: 01723 368111

**Friarage Hospital**
Northallerton, North Yorkshire DL6 1JG
Tel: 01609 779911

**The York Hospital**
Wigginton Road, York YO31 8HE
Tel: 01904 631 313

**Local hospices**

**Herriot Hospice Homecare**
18 Omega Business Village, Thurston Road, Northallerton, DL6 2NJ
Tel: 01609 777413
www.herriothh.org.uk

**Saint Catherine’s Hospice**
Throbenby Lane, Scarborough YO12 5RE
Tel: 01723 351421
www.saintcatherines.org.uk

**Saint Michael’s Hospice**
Crimple Hse, Hornbeam Park Ave, Harrogate HG2 8QL
Tel: 01423 879 687
www.saintmichaels hospice.org

**St. Leonards Hospice**
185 Tadcaster Road, York YO24 1GL
Tel: 01904 708553
www.stleocardashospice.org.uk

**Patient Advice & Liaison Service (PALS)**
Offers confidential advice, support and information on health-related matters.

**The James Cook University Hospital**
Marton Road, Middlesbrough TS4 3BW
Tel: 0800 028 2451
www.southtees.nhs.uk/patients-visitors/pals
Domestic Violence
Domestic violence can happen to a man or a woman and can be physical, sexual, psychological or financial abuse. If you are in immediate danger, phone 999, or get someone else to phone. If the situation is not an emergency, but you still need the police, call 101.
Phone the National Domestic Violence Helpline
24 hours a day on 0808 2000 247
Childline - For children in trouble or danger.
Tel: 0800 1111 (24 hours)

IDAS
IDAS is a North Yorkshire charity who support people affected by domestic abuse and sexual violence.
Free 24 hour helpline: 03000 110 110
www.idas.org.uk

Safeguarding Adults
If you are concerned that an adult at risk is, or could be, being abused contact the local authority and tell them you have a safeguarding concern.
Customer Service Centre on: 01609 780780
www.northyorks.gov.uk/safeguarding

Safeguarding Children Board
The North Yorkshire Safeguarding Children Board is comprised of agencies and professionals responsible for promoting children’s welfare and helping to protect children from abuse and neglect.
Email: lscb@northyorks.gov.uk
www.safeguardingchildren.co.uk

Anti-social Behaviour
North Yorkshire Police
Anti-social behaviour is a broad term used to describe the day-to-day incidents of crime, nuisance and disorder that can make a person’s life a misery - from litter and vandalism, to public drunkenness or aggressive dogs, to noisy or abusive neighbours.
www.northyorkshire.police.uk

Bullying & Harassment
If you wish to make a complaint about a child being bullied at school, you should contact the headteacher at the school concerned.
North Yorkshire Parental Advice Line
Tel: 01609 780780
www.northyorks.gov.uk

Citizens Advice
Free, confidential impartial advice.
Tel: 0344 411 1444
www.citizensadvice.org.uk

Healthwatch
Making sure your views on local health and social care services are heard.
Tel: 01904 683802
Email: healthwatchny@nbforum.org.uk
www.healthwatchnorthyorkshire.co.uk

North Yorkshire Trading Standards
North Yorkshire Trading Standards are at the front line of consumer and business protection.
Consumer Advice:
Tel: 03454 04 05 06
www.northyorks.gov.uk

Housing Ombudsmen Service
Independent service to deal with disputes between landlords and tenants in England.
Tel: 0300 111 3000
(Open Monday to Friday from 9.15am to 5.15pm)
Email: info@housing-ombudsman.org.uk
www.housing-ombudsman.org.uk

Energy Ombudsman
If you have an unresolved complaint about a gas or electricity company, the energy ombudsman can help.
Tel: 0330 440 1624
(Mon to Fri 9am to 5pm, Sat 9am to 1pm)
Email: osenquiries@os-energy.org
www.ombudsman-services.org

National Debtline
A debt advice charity, with experts who care. Free help and advice on dealing with your debt.
For free debt advice Tel: 0808 808 4000
(Mon to Fri 9am to 8pm, Sat 9.30am to 1pm)
www.nationaldebtline.org
Hospital discharge - Know your rights ...

If you go into hospital, you may be worried about whether you’ll cope when you leave.

You shouldn’t be discharged from hospital until:
✓ You are medically fit (this can only be decided by the consultant or someone the consultant has said can make the decision on their behalf).
✓ You have had an assessment to look at the support you need to be discharged safely.
✓ You have been given a written care plan that sets out the support you’ll get to meet your assessed needs.
✓ The support described in your care plan has been put in place and it’s safe for you to be discharged.

A hospital’s discharge policy should state how patients and carers are involved in discharge planning.

If you have limited capacity to make your own decision, the Mental Capacity Act will apply.

It is worth thinking about appointing a deputy or enacting a welfare power of attorney before you go into hospital.

If you’re due to go into hospital in a planned way, such as for an operation, planning for what happens afterwards should happen before you ever arrive at the hospital.

For unplanned admissions, such as if you’ve had a fall and hurt yourself, discharge planning should begin on the day you’re admitted to hospital.

If you are likely to have ongoing health and social care needs when you leave hospital, the assessment may be carried out by a multi-disciplinary team of health or social care professionals.

Depending on your needs, the multi-disciplinary team could include a social worker, physiotherapist, occupational therapist, speech therapist, mental health nurse or dietitian.

You should be fully involved in the assessment process, and your views should be listened to. With your permission, any family carers will also be kept informed and given the opportunity to contribute.

A care plan will be drawn up, detailing the health and social care support for you, and you should be fully involved.

The care plan should include details of:
✓ the treatment and support you will get when you’re discharged
✓ who will be responsible for providing support, and how to contact them
✓ when, and how often, support will be provided
✓ how the support will be monitored and reviewed
✓ the name of the person who is co-ordinating the care plan
✓ who to contact if there’s an emergency or if things don’t work as they should
✓ information about any charges that will need to be paid (if applicable)

What might be in a care plan?
✓ The types of support in someone’s care plan will depend on their assessed needs and preferences. A care plan could include:
✓ Community care services from the local authority, such as reablement services. An assessment for these must be arranged if it seems that you may need them.
✓ NHS continuing healthcare.
✓ NHS funded nursing care.
✓ Intermediate care
   This is short-term care that’s provided free of charge for people who no longer need to be in hospital but may need extra support to help them recover. It lasts for a maximum of six weeks and can be provided in someone’s home or in a residential setting.
✓ Other NHS services, such as rehabilitation or palliative care.
✓ Equipment such as wheelchairs, specialist beds, or aids and adaptations for daily living.
✓ Support from voluntary agencies
   Some organisations such as Age UK and the Red Cross provide “home from hospital” services that can help with household tasks or shopping while you settle back home.

When you are discharged from hospital
On the day of discharge, the person co-ordinating the discharge should make sure that you (and a carer if you have one) have a copy of the care plan.
✓ transport is arranged to get you home
✓ any carers will be available if needed
✓ your GP is notified in writing
✓ you have any medication or other supplies you’ll need
✓ you’ve been trained how to use any equipment, aids or adaptations needed
✓ you have appropriate clothes to wear
✓ you have money and keys for your home
✓ If you are being discharged to a care home, the care home should also be told the date and time of your discharge, and have a copy of the care plan.
Carers’ involvement in hospital discharge
If someone you know is in hospital and about to be discharged, you should not be put under pressure to accept a caring role or take on more than you’re already doing if you are already their carer.

You should be given adequate time to consider whether or not this is what you want or are able to do. If necessary, you should ask for other arrangements to be made while you are reaching a decision.

Residential care, nursing homes and hospital

In some circumstances, people may have to move to a home directly from hospital. On discharge from hospital, you have the right to choose the residential care or nursing home that best meets your needs. You cannot be moved directly into a home against your will.

The home you move into must meet your assessed needs. If your needs are complex or you need specific care related to your disability, illness or age, this might take some time. Pressure should not be put on you to make your decision quickly.

Consent to treatment
Doctors must seek and obtain your consent to carry out a test or treatment before it takes place.

So you can make an informed decision, they should clearly explain any proposed examination, treatment or investigation, including the risks and benefits.

The right to refuse treatment
You have the right to refuse treatment, even if others consider your decision unwise, as long as you understand the consequences of your decision.

Welfare benefits while in hospital
Your State Pension doesn’t change, no matter how long you are in hospital.

If you receive Attendance Allowance (AA), Disability Living Allowance (DLA) or Personal Independence Payment (PIP), you should notify the Department for Work and Pensions as these benefits will be suspended after you have spent 28 days in hospital.

Who can make a claim?
At Carefees 4U we can help with advice and guidance on patients who are about to be transferred into a care home and require a current assessment. Our service also includes acting on behalf of living and deceased patients to reclaim care fees already paid dating back to April 2012.

Call for your free assessment
01254 404566
Email: info@carefees4u.co.uk
Visit our website: www.carefees4u.co.uk
Acute Care
Health care that you receive in hospital following an injury, operation or illness. It is different to any care you may receive for an ongoing health condition from your GP, community nurse or other professionals in the community where you live.

Adult Placement Scheme
When an adult with a disability or mental health problem lives in an ordinary home with an individual or family who provides them with a place to live and support. It is like a fostering arrangement for adults: adult placement carers must be checked and approved, and the arrangement is monitored by the local council. People may be placed in someone’s home for a short break or on a permanent basis.

Adult Social Care
Care and support for adults who need extra help to manage their lives and be independent - including older people, people with a disability or long-term illness, people with mental health problems, and carers.

Advocacy
Help to enable you to get the care and support you need that is independent of your local council. An advocate can help you express your needs and wishes, and weigh up and take decisions about the options available to you. They can help you find services, make sure correct procedures are followed and challenge decisions made by councils or other organisations.

Appropriate Adult
Someone over the age of 18 who stays with you if you have a mental health problem or disability, or are perceived as ‘vulnerable’, and are held by the police for any reason. This person, who should not work for the police, is there to support you and help you understand what is happening.

Assisted Living
Housing for older or disabled people, usually privately owned, where you have your own apartment within a larger development, and support (such as help with meals or laundry) is provided to meet your own particular needs.

Autistic Spectrum Disorder
A condition that someone is born with that affects their ability to communicate and interact with the world around them. It is also called autism, and covers a wide range of symptoms. It affects people in different ways, and some individuals need much more help and support than others.

Barred List
An official list of people who are unsuitable to work or volunteer with children or with adults who may be at risk of harm or abuse, because of their past record. If you employ someone regularly to provide personal care, you should expect them to have completed a Disclosure and Barring Service (DBS) check, which will show whether they are on the barred list or not.

Behaviour Disorders
Health conditions such as attention deficit disorder that may lead to challenging behaviour, as well as to social and emotional problems. People with behaviour disorders may be treated with medicine and/or given psychological support.
Best Interests
Other people should act in your ‘best interests’ if you are unable to make a particular decision for yourself (for example, about your health or your finances). The law does not define what ‘best interests’ might be, but gives a list of things that the people around you must consider when they are deciding what is best for you. These include your wishes, feelings and beliefs, the views of your close family and friends on what you would want, and all your personal circumstances.

Capacity
The ability to make your own choices and decisions. In order to do this, you need to be able to understand and remember information, and communicate clearly - whether verbally or non-verbally - what you have decided. A person may lack capacity because of a mental health problem, dementia or learning disability.

Care Plan
A written plan after you have had an assessment, setting out what your care and support needs are, how they will be met (including what you or anyone who cares for you will do) and what services you will receive. You should have the opportunity to be fully involved in the plan and to say what your own priorities are. If you are in a care home or attend a day service, the plan for your daily care may also be called a care plan.

Care Quality Commission (CQC)
An organisation set up by the Government to make sure that all hospitals, care homes, dentists, GPs and home care agencies in England provide care that is safe, caring, effective, responsive and well-led. If you are unhappy with the care or support you receive, you can contact CQC to let them know. Although CQC cannot investigate complaints about an individual person’s treatment or care, it inspects services and will use any information it receives from you to help it decide what to look at during an inspection.

Chargeable Services
Services that your local council may expect you to pay towards, such as day care or home care.

The law says that the amount the council charges must be reasonable, and councils have to follow guidance from the Government, to make sure that you are not charged more than you can afford to pay. There are some services that the council is not allowed to charge you for, and these are called non-chargeable services.

Clinical Commissioning Group (CCG)
A group of GP practices in a particular area that work together to plan and design health services in that area. Each CCG is given a budget from NHS England to spend on a wide range of services that include hospital care, rehabilitation and community-based.

Your local CCG should work with the council and local community groups to ensure that the needs of local people are being met.

Cognitive Behavioural Therapy
A type of therapy that can help you manage your problems by changing the way you think and act. It is often used to treat anxiety and depression and can help you think about how your thoughts, beliefs and attitudes may be affecting your feelings and behaviour. You may see a therapist face-to-face or take a therapy course online.

Complex Needs
You may have complex needs if you require a high level of support with many aspects of your daily life and rely on a range of health and social care services. This may be because of illness, disability or loss of sight or hearing - or a combination of these. Complex needs may be present from birth, or may develop following illness or injury or as people get older.

Court of Protection
An English court that makes decisions about the property, finances, health and welfare of people who lack mental capacity to make decisions for themselves. The court can appoint a ‘deputy’ to make ongoing decisions on behalf of someone who lacks capacity. It is also able to grant power of attorney.
Cross-border Placement
When your local council finds a place for you in a care home in another council area. This may be because you have requested it, in order to be nearer your family or friends, or because there is no suitable place available in a care home in your home area. You should be involved in any decision to move to a new area, and it cannot happen without your agreement. If you move, your council should let the other council know that you are there, and they should agree which council is responsible for your care.

Day Services
Opportunities to do things during the day, while living in your own home. These may include social activities, education, or the opportunity to learn new skills. What your local council offers will vary, depending on what you need and what is available in your area. You may have to pay something towards the cost.

Delayed Discharge
When you are well enough to leave hospital after an illness or accident, but you have to stay there while the care you need in your own home or in another place is arranged.

Deprivation of Assets
When you deliberately reduce the amount of savings or property you have, in order to qualify for help from your council with paying for care costs or for various benefits.
Your council may judge that you have deliberately reduced your assets if it believes that you knew you would probably need care and support.

Deprivation of Liberty Safeguards
Legal protection for people in hospitals or care homes who are unable to make decisions about their own care and support, property or finances. People with mental health conditions, including dementia, may not be allowed to make decisions for themselves, if this is deemed to be in their best interests. The safeguards exist to make sure that people do not lose the right to make their own decisions for the wrong reasons.

Direct Payments
Money that is paid to you (or someone acting on your behalf) on a regular basis by your local council so you can arrange your own support, instead of receiving social care services arranged by the council. Direct payments are available to people who have been assessed as being eligible for council-funded social care. They are not yet available for residential care. This is one type of personal budget.

Disabled Facilities Grant (DFG)
A grant you might be able to get from your local council in order to make changes to your home because you have a disability. Changes include things like widening doors, adding ramps or installing a downstairs bathroom.
If the person with a disability is an adult, your household income and savings will be looked at, and you may need to pay towards the cost of the work.
If the person is under 18, the family can get a grant without the parents’ income being taken into account.
If you want to apply for a DFG, you should contact your local council.

Discharge Planning
If you go into hospital, this is the process of planning when you will leave, where you will go, what you are likely to need once you are out of hospital, and how your needs will be met. You should expect discharge planning to begin as soon as you go into hospital. You should also expect to be part of these discussions and to know what is happening.

Disclosure & Barring Service (DBS)
A government organisation that checks people’s criminal records, in order to prevent unsuitable people from working with children or adults who may be at risk of harm or abuse.
Eligible Care and Support Needs
The needs you have for care and support that your council is required by law to meet. Under the Care Act 2014, councils no longer decide for themselves what type of needs they will meet, and now have to follow the new national minimum eligibility threshold.
You are likely to have ‘eligible needs’ if you need a lot of help to do things like washing yourself, getting dressed, getting in and out of bed, and keeping your home safe.

Extra-care Housing
Similar to sheltered housing, but with additional care and support available for people with illnesses or disabilities who wish to have a home of their own. Extra-care housing may be an option if living alone at home is difficult, but you do not wish to opt for residential care. It allows you to have your own home, either rented or bought, with personal care and domestic help readily available.

Financial Assessment
A discussion that your council may have with you to work out how much you can afford to pay towards the care and support you need. It involves looking at your income, savings and individual circumstances. This will take place after an assessment of your care and support needs.

Health and Wellbeing Board
Every council area in England has a Health and Wellbeing Board to bring together local GPs, councillors and managers from the NHS and the council. Their job is to plan how to improve people’s health and make health and social care services better in their area. Members of the public have the chance to be involved in the work of their local Health and Wellbeing Board through your local Healthwatch.

Holistic Care
Care and support that treats you as a whole person and considers all your needs at the same time - physical, psychological, social and spiritual.

Impairment
A physical or mental problem, caused by an injury, illness or condition you were born with.

Inappropriate Care
Care that is not best for you and does not meet your particular needs, that is not in a place where you need or choose to be.

Integrated Care
Joined up, coordinated health and social care that is planned and organised around the needs and preferences of the individual, their carer and family. This may also involve integration with other services for example housing.

Intermediate Care
A wide range of services aimed at keeping you at home rather than in hospital, or helping you to come home early from hospital after illness or injury. It is normally made up of a specific programme of care for a fixed period of time, usually up to six weeks, and is free of charge.

Joint Assessment
There are two possible meanings to the term ‘joint assessment’: having the needs of the person who cares for you assessed at the same time as your own needs, or having an assessment carried out by more than one type of care professional at the same time.

Kinship Care
When family or friends care for a child on a full-time basis if their parents are unable to do so. This may be for a short period or permanently.

Long-term Condition
An illness or health condition that you live with, that cannot be cured but can usually be managed with medicines or other treatments. Examples include asthma, diabetes, arthritis, epilepsy and other things.

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Mental Capacity Act
A law that is designed to protect people who are unable to make decisions about their own care and support, property or finances, because of a mental health condition, learning disability, brain injury or illness. ‘Mental capacity’ is the ability to make decisions for yourself. The law says that people may lose the right to make decisions if this is in their best interests. Deprivation of Liberty Safeguards are included in the law, to make sure that people are treated fairly.

Neglect
When you are mistreated by not being given the care and support you need, if you are unable to care for yourself. It may include not being given enough food, or the right kind of food, being left without help to wash or change your clothes, or not being helped to see a doctor when you need to.

Occupational Therapist
A professional with specialist training in working with people with different types of disability or mental health needs. An OT can help you learn new skills or regain lost skills, and can arrange for aids and adaptations you need in your home. Occupational therapists are employed both by the NHS and by local councils.

Outreach
Support that you may be offered in your home or community, to help you with a particular condition or course of treatment or to help you take part in activities outside your home.

Palliative Care
Care that you receive if you have an advanced, progressive illness for which there is no cure. The aim is to manage pain and other symptoms and to help you have best quality of life you can. It may be provided in your home or in a hospital or hospice.

Personal Assistant
Someone you choose and employ to provide the support you need, in the way that suits you best. This may include cooking, cleaning, help with personal care such as washing and dressing, and other things such as getting out and about in your community. Your personal assistant can be paid through direct payments or a personal budget.

Personal Care
Help with personal matters such as eating, drinking, washing, going to the toilet, getting up, getting dressed, going to bed, taking medicines and other things.

Personal Health Budget
An amount of money to pay for your specific health needs, given to you - or managed for you - by the NHS. It is based on your own individual care plan, which sets out your health goals and how your budget will help you reach them. You can spend it on things like therapies, personal care and equipment. You cannot use it to pay for emergency care or care you usually get from a family doctor. Using a personal health budget is a choice: you do not have to have one unless you want to.

Referral
A request for an assessment of a person’s needs, or for support from a social care organisation.

A referral to adult social care may be made by your GP, another health professional or anyone else who supports you. You can also refer yourself, or a member of your family, by contacting the adult social care department at your local council.

Respite Care
A service giving carers a break, by providing short-term care for the person with care needs in their own home or in a residential setting. It can mean a few hours during the day or evening, ‘night sitting’, or a longer-term break. It can also benefit the person with care needs by giving them the chance to try new activities and meet new people.
**Rights**
What you are entitled to receive, and how you should be treated, as a citizen. If you have a disability or mental health problem, are an older person or act as a carer for someone else, you have the right to have your needs assessed by your local council.
You have a right to a service or direct payment if your assessment puts you above the eligibility threshold your council is using. You and your carers have a right to be consulted about your assessment and about any changes in the services you receive.

**Risk Assessment**
An assessment of your health, safety, wellbeing and ability to manage your essential daily routines. You might also hear the term risk enablement, which means finding a way of managing any risks effectively so that you can still do the things you want to do.

**Safeguarding**
The process of ensuring that adults at risk are not being abused, neglected or exploited, and ensuring that people who are deemed ‘unsuitable’ do not work with them. If you believe that you or someone you know is being abused, you should let the adult social care department at your local council know. They should carry out an investigation and put a protection plan in place if abuse is happening. Councils have a duty to work with other organisations to protect adults from abuse and neglect.

**Sensory Impairment**
When one of your senses - sight, hearing, smell, touch, taste - does not work properly. It does not necessarily mean a total loss of one or more of your senses. You may be born with a sensory impairment, or develop it later in life.

**Short Breaks**
When a person with care and support needs spends regular short periods of time away from their main carer, in order to give the carer a break and to give the person with needs a chance to do something different. These breaks may take place in the person’s own home, in the home of an approved carer or in a place such as a hospice. Councils in England are required to provide short breaks services for children and young people with disabilities.

**Substance Misuse**
Regularly consuming quantities of substances such as drugs or alcohol that affect your mental and physical health and your ability to do the things you need to do.

**Third Party Top-up**
If you are moving into a care home funded by the council, and you want to move into a home that costs more than the council believes is necessary to meet your needs, you will be able to move there if someone (a ‘third party’) agrees to pay the difference.

The third party may be a relative, friend or charity, and they will need to have a contract with the council confirming the arrangement.

**Transition**
The process by which young people with health or social care needs move from children’s services to adult services. It should be carefully planned, so that there are no gaps in the care young people receive. Young people and their families should be fully involved in the planning process.

**Vulnerable Adult**
An adult who may need care and support because of their age, disability or illness, and may be unable to protect themselves from harm, neglect or abuse.

**Young Carer**
A young person aged 18 or under who looks after, or helps look after, a family member or friend who has an illness, disability or drug or alcohol problem. They may be responsible for cooking, cleaning, shopping, personal care or emotional support.

Editorial courtesy of Think Local Act Personal
www.thinklocalactpersonal.org.uk
Health & wellbeing at home

There are lots of things you can do to live in as safe an environment as possible.

Daylight and fresh air are essential to health and wellbeing.
If you or the person you care for finds it difficult, or impossible, to go outside regularly, open a window for one or two hours a day which will help to recycle the air inside the home. This should only be done if it does not significantly lower the temperature inside.

Lighting
Many accidents can be avoided simply by having clearly-lit rooms and spaces. The right lighting can also make a dramatic difference to comfort and emotional wellbeing.
Wall-mounted, battery-operated lights can be a good (and cheaper) alternative to installing new electrical wiring. These come in a variety of styles and are operated by switch, pull cord or even movement sensors.

Heating
Thermometers can help to ensure that rooms do not fall below a certain temperature. For living rooms, the recommended temperature is between 18 and 21°C. For other rooms, the recommended temperature is not less than 16°C.

Furniture
Consider re-positioning furniture – or taking away unimportant furniture – if this will make it easier to enter, exit or move around certain rooms. This may be particularly sensible if a walking aid is being used. Remove any rugs or replace any carpet that could prevent the safe use of walking aids, or which could potentially cause falls.

Use assistive technologies
There are many electronic products and systems that use technology to promote health and wellbeing in the home, by monitoring activity, managing risks, increasing security, helping the person you care for manage the important tasks within their daily lives, and bringing support more quickly when things go wrong.

Telecare
Telecare systems can be linked to a call centre or to a mobile phone of a carer. Call centres are by far the most common option for home users of telecare, their primary advantage being that a call centre is staffed 24 hours a day, 365 days a year.

Carers who have asked for an assessment should always be made aware of the benefits of telecare.
To find local providers of Telecare visit: www.housingcare.org

Take extra care in the kitchen
The mixture of water, hot surfaces, flexible cables and electricity can be very dangerous.

If appliances such as fridges, dishwashers and washing machines are fitted under worktops, getting to sockets may be difficult. Ideally, these appliances should be controlled by a switched fuse connection unit mounted above the worktop where you can reach it easily.

More than half of all accidental house fires start in the kitchen. Government statistics show that the largest number of accidental reported fires caused by electricity in the home is due to people misusing electrical cooking appliances, including microwaves.
• Check your plug sockets are not overloaded with too many electrical appliances as this can lead to overheating
• Avoid storing objects on top of appliances like the microwave, which can block ventilation
• Never try to get toast that is stuck out of a toaster while it is plugged in, and especially not with a metal knife as there are often live parts inside.

Free fire safety check
Fire is one of the biggest risks when it comes to safety in the home. Most Fire and Rescue departments in the UK offer Free Home Fire Safety Checks, you may also be eligible to have free smoke alarms fitted in your home. Contact North Yorkshire Fire & Rescue for further information Tel: 01609 788545.

Disabled Facilities Grant
If you or the person you care for has a chronic illness or other form of disability a DFG could be available to people who need to make changes to their home.
It could be used to fund work such as:
• widening doorways
• installing a stair lift
• converting a downstairs room to a toilet or bathroom
• fitting hand rails
• making outside steps easier to use or installing ramps
• adapting heating or lighting controls to make them easier to use

The DFG is available to people renting a property, as well as homeowners. A family member, landlord or Home Improvement Agency can apply for a DFG on the disabled person’s behalf. If alterations cost less than £1,000, your local authority will often provide and fit these free of charge.
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Putting your affairs in order

It’s essential to plan for how your money should be handled in the event of an illness or death. Good planning will help make sure you or your family are ready to meet any of the costs that might arise. It will also allow you provide for your loved ones and ease the burden on them.

Make a will

If you haven’t already got a will now is the time to make one. If you want to make sure that your money and your belongings – your assets – go to the people or charities you want then you need to make this clear in a will. If you don’t the law will decide who they go to – and this might not be who you want it to be.

Your will tells people who you want to be your executor – the person who sorts out your money and your will after you die. You can choose more than one person to be your executor, but ideally not more than four. Professional executors like solicitors or accountants will charge for their services.

If you have children under 18, your will also says who should be legally responsible for looking after them if you die.

If you die without having made a will – referred to as dying ‘intestate’ – the law specifies how your money will be divided. This means that your assets won’t necessarily be passed on in the way that you’d prefer.

If you want to decide who gets what, you need to draw up a will. It’s possible to write one yourself, but even small technical mistakes can make a will invalid so it’s generally a good idea to get help from a solicitor or professional will writer.

It’s important to note that if you have married since making a will, then your marriage is likely to have invalidated the will.

Lasting Power of Attorney

Nobody wants to think about a time in their future when they won’t be able to make their own decisions. It can also be a difficult subject to bring up with an older relative, but it’s something that everyone should think about. If things aren’t set up properly in advance of when they are needed, it can lead to all sorts of complications. Thankfully there are procedures in place to protect individuals and make it easier to deal with things, should the need arise.

A Power of attorney (POA) allows you to choose someone else to deal with third parties on your behalf, for example banks or the local council. Certain types of powers of attorney go further, allowing you to choose someone else to make decisions on your behalf, should you not be able to do so in the future.

There are two types of Lasting Power of Attorney

Property and Financial Affairs Lasting Power of Attorney: this covers things such as managing day-to-day finances, debts, benefits (such as the attendance allowance and personal independent payments (PIP)), buying or selling property. It needs to be put in place and registered while the donor has mental capacity and it can be used both before and after the donor has lost capacity.

Health and Welfare Lasting Power of Attorney: this covers issues such as NHS treatment, care and housing. Again, it needs to be put in place and registered while the donor has mental capacity but it can only be used after the donor has lost mental capacity

Who to choose as your attorney

Most people appoint their husband, wife, partner, other family member or a close friend as their attorney. It must be someone you trust completely.

Setting up a power of attorney

You can get the forms and guidance you need to create a lasting power of attorney online at: www.gov.uk/government/collections/lasting-power-of-attorney-forms

Setting up a power of attorney is a big step. You should make sure you understand all the implications, and you may want to get advice from a solicitor.

Independent financial advice

If you or a relative is faced with funding residential care, it would be beneficial to seek independent financial advice. The Society of Later Life Advisers (SOLLA) provides specialist advice for older people looking to fund care.

In 2014-2015, the average weekly cost of a place in a residential home in England was around £587, and a place in a nursing home cost around £790. But these are only average figures, so you or your relative could be looking at considerably higher figures

An independent financial adviser (IFA) will review your relative’s financial situation to help them meet care costs and plan for the future. They can make sure that money is being invested wisely, advise on the best way to deal with property and also advise on the availability of immediate need care fee payment plans.
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**What is Equity Release?**

Equity Release provides home-owners over the age of 55 with the facility to release money from their home, which they live in as their main residence to supplement their income or capital without necessarily having to make any monthly repayments.

**What can Equity Release be used for?**

Equity release can be used for a variety of purposes. These can include:

- Adapting / improving your home to enable you to remain living in it independently for longer
- Paying for help around the home, including domiciliary social care or for the house to be adapted.
- Purchasing a new car possibly to help with mobility
- Paying off debts, such as outstanding mortgages or credit cards
- Virtually any other purpose including help for your family or holidays etc.

It would be beneficial to use a member of the Equity Release Council when seeking advice on equity release to ensure that you are dealing with a specialist in this field.

The Council promotes very high standards of conduct and practice in the provision of advice on equity release and to the characteristics of products. Specifically, clients using Equity Release Council members enjoy three levels of protection, encompassing a structured financial advice process, face-to-face legal advice and product safeguards established in the SHIP standards since 1991. All members have signed up to the Rules and guidance, and Statement of Principles.

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Choosing the right home care agency

If you find it difficult to carry out personal care routines – such as washing or dressing – home care services can provide the extra support that you need. Home care services (also known as domiciliary care) provide carers or personal assistants who can visit you at home to help with a wide range of tasks.

Everyone has a right to expect certain standards in their care. Your care services should help keep you safe and well, but also treat you with dignity and respect.

The law states you should always be able to express a choice in who provides your care.

Here is a list of questions you should ask a home care agency; ensure you get all the answers that you need.

About the carers
- Will I have a regular carer?
- What will happen if my regular carer is off sick?
- What happens if a carer is unable to get to me because of adverse weather conditions or a traffic accident?
- How many different carers are likely to visit me?
- What sort of training do the carers receive? Do they have an induction period? How often is their training updated?
- What qualifications do they have?
- Will carers keep written records of the care that has been given, and accurate timesheets for me to sign?
- Can copies of the records be sent to me if I want them?

About your needs
- How will you match the most suitable carer to my needs?
- Will you be able to find carer(s) that can visit at the time I need care?
- What happens if a carer and myself are incompatible? Could a different carer be requested?
- What happens in the event of a medical emergency? Will the agency carer stay with me until help comes? Will they notify me of any problems?
- How will carers get into my home if I cannot answer the door? How will that information be kept secure?

About the agency
- Do you have a standard contract for work with private clients? Can we see a copy?
- What are your hourly charges? Are there any minimum charges (such as a minimum number of hours per week)?
- What happens on weekends and bank holidays? Is care provided? Is there an additional charge at these times?
- How is payment required – by cheque, direct debit or some other way? How often is payment required? Monthly or weekly?
- What insurance do you have to protect my home, for example, in the case of damage to property, the carer making a mistake, or the carer having an accident in my home?
- How do you ensure quality of care is maintained? What are your quality assurance policies and procedures?
- Who should I contact if I have problems with a carer or the service provided?
- Is it possible to try you for a short trial period initially, to see how it works out?

The benefits and drawbacks of home care services

The benefits ...

Home comforts: they allow older people to stay in their own homes for longer.
Time: they may prevent, or delay, a move into sheltered housing or a care home.
Stability: your relative can maintain contact with friends and their local community.
Peace of mind: for you, and your family, that your relative is being looked after and is not alone.
Flexibility: home care services are flexible and your relative can have as little, or as much, help as they need. Care can be tailored to fit their needs.
Agency responsibility: most care is provided by agencies, which means that the agency is responsible for vetting staff and will cover absences if necessary.
Duty of care: local authorities have a duty of care to provide help to those with eligible needs.
Standards: care agencies must be registered with national regulators who check that they are working to set standards and, in England, rate their services.
Cost: receiving care at home might be a lot cheaper than moving into a care home, depending on the amount of care needed.
Pets: if your relative has pets, they can continue to live with them.

The drawbacks ...

Different staff: with an agency, although the aim is usually to provide consistency of care, sometimes different staff may be used in times of staff sickness, holiday or when there is a shortage of careworkers. Careworkers will try but might not always call at the arranged times (for example, if they have to deal with an emergency at their previous call), which can be particularly difficult if the older person needs to be helped to the toilet.
Geographical limits: your relative’s choice of care services may be limited by what’s available in their area.
Blossom Home Care LTD

Blossom Home Care is different...
There's lots of bloomin' good reasons why you can trust Blossom Home Care to care for an elderly relative, or adult, with home care requirements. Here are just five...

✓ Our online feedback system enables relatives to log on at anytime from anywhere.
✓ We believe in giving the very best care because that's what you deserve.
✓ Our Qualified Nurse Oversees client care and wellbeing.
✓ Our 24-hour, 7 day a week call out service means we're always there when you need us.
✓ We have Key Carers for each client.

To find out more about our ultimate care packages:-

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Email hello@blossomhomecare.co.uk
www.blossomhomecare.co.uk

---

careyou

...a unique one to one support service for people who live with their family or in their own home and need help in maintaining their independence.

We can support you ...

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• To seek employment or take part in further education
• To attend medical appointments
• To keep fit & healthy
• With your personal care
• With life skills

Evans Business Centre | Hartwith Way | Harrogate | North Yorkshire | HG3 2XA

If you have any questions or would like more information, we will be happy to help.

01423 206868
Email: info@cdfy.co.uk
www.caredesignedforyou.co.uk

---

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- Carers Breaks
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Email: helpinghandhometld@gmail.com
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- Personal Care
- Medication Management
- Dementia/Alzheimers Care
- Meal Preparation
- Domestic Cleaning
- Pet Care
- Shopping Trip/Companionship Service
- Gardening Service
- Transportation to and from Appointments

Please phone for a friendly chat
Tel: 01944 758522
Email: diamondcarecompany@yahoo.com
www.diamondcarecompanyryedale.com

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Choosing the right care home

Care homes may be arranged through the local authority but many people will want to arrange them independently. It is a good idea to visit several homes before making a choice. Make sure you spend enough time in each home to get a good idea of what it is like.

The benefits and drawbacks of care homes

If your needs can no longer be met at home, there are benefits to moving to a care home. Although there may be downsides too, knowing what to expect can help you make realistic decisions.

The benefits ...

- Safety: there is always someone around.
- Staff on duty 24/7: in a residential care home, someone is on call at night. In a nursing home, care is provided 24 hours a day.
- A room of their own room: your relative can usually personalise this with their own furniture, pictures and ornaments.
- Meals: regular meals provided and nutritional needs met.
- Companionship: opportunity to socialise with others of their own age and take part in organised activities or outings, where available.
- Peace of mind for family that a vulnerable older relative is being taken care of and is not living alone.
- Supervision of medication.
- No worries about household bills or upkeep.
- Better living conditions: the physical environment may be better – safe, warm and clean.

The drawbacks ...

- Choice: there may be a limited choice of homes with a vacancy for your relative, depending on their circumstances.
- Unfamiliar surroundings.
- Loneliness and loss of contact with neighbours and old friends.
- Emotional effect: families can feel guilty that they are not looking after their relative themselves, even though this may no longer be practical.
- Your relative may feel rejected: it can help if you talk things through beforehand, possibly explaining that you or other family members are unable to give them the care that they need. Regular contact once they’ve moved in will also help.
- Loss of independence, although a good home should encourage your relative to be as independent as they can be.
- Lack of privacy: this might be difficult for your relative to adjust to.
- Small living space: your relative won’t be able to take all of their furniture and personal possessions with them.
- Variations in care: all homes have to achieve a minimum standard to ensure they can be registered, but quality of care may vary from home to home. Doing your research, and asking around for recommendations, should help you avoid the less suitable ones (see Choosing a care home).
- Cost: care homes can be very costly, particularly if you have to fund your own care. If relying on local authority funding, you must be assessed as needing a care home. Sometimes you and the local authority might disagree on what is needed.

Planning ahead for respite care

Remember that the need for respite care can occur suddenly, so there won’t always be lots of time to research and make decisions. So, it is worth checking what’s available in the area, before you need help. You might want to make a list of local agencies who can provide care at short notice or local care homes that offer respite care.

Choice of accommodation

The law says that where the local authority is funding accommodation it must allow the person entering residential care to choose which care home they would prefer.
Elderly Accommodation Counsel
Provides lists of care homes in different areas of the country and offers free housing advice.

Tel: 0800 377 7070
Email: info@firststopadvice.org.uk • www.housingcare.org

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www.omegaoakbarn.co.uk
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Tel: 01423 566964

For additional information about other Elizabeth Finn homes please visit: www.efhl.co.uk
120 Duchy Road | Harrogate | North Yorkshire | HG1 2HE
Learning disabilities ...

Personal health budgets for people with learning disabilities

Personal health budgets offer a real opportunity to enable people with learning disabilities to live in their own homes or with their families, rather than in institutions.

Across England the NHS has already begun to offer personal health budgets and joint health and social care budgets to people with learning disabilities who have complex health needs or challenging behaviour.

People with learning disabilities eligible for NHS Continuing Healthcare now have a right to have a personal health budget.

Everyone with a personal health budget can get support to think through how they would like to use their budget to meet their health and wellbeing needs.

It is the responsibility of your CCG to advise people, and recommend a range of organisations who can offer local support.

A personal health budget can be spent on any care or services that are set out in the care and support plan that has been put together with the NHS team or voluntary organisation working with the person – and this needs to be agreed by the CCG (clinical commissioning group).

Learning disabilities - NHS annual health check

The Annual Health Check Scheme is for adults and young people aged 14 or above with learning disabilities who need more health support and who may otherwise have health conditions that go undetected.

People with learning disabilities often have difficulty in recognising illness, communicating their needs and using health services.

Adults and young people aged 14 or above with learning disabilities who are known to their local authority social services, and who are registered with a GP who knows their medical history, should be invited by their GP practice to come for an Annual Health Check.

The Annual Health Check lets the person with learning disabilities go to their GP practice and have aspects of their health checked. It also allows them to talk about anything that is worrying them.

During the health check, the GP or practice nurse will carry out the following for the patient:

- a general physical examination, including checking their weight, heart rate, blood pressure and taking blood and urine samples
- assessing the patient’s behaviour, including asking questions about their lifestyle, and mental health
- a check for epilepsy
- a check on any prescribed medicines the patient is currently taking
- a check on whether any chronic illnesses, such as asthma or diabetes, are being well managed
- a review of any arrangements with other health professionals, such as physiotherapists or speech therapists

The Annual Health Check may also be a good opportunity to review any transitional arrangements that takes place when the patient turns 18.

- The GP or practice nurse will also provide the patient with any relevant health information, such as advice on healthy eating, exercise, contraception or stop smoking support.

Advocacy

People with learning or physical disabilities can often struggle to be listened to and have their wishes understood.

The British Institute of Learning Disabilities (BILD) works with people with learning disabilities and their families to make sure they have the right support to make choices and decisions about their own lives. www.bild.org.uk

Mencap’s advocacy service enables people with a learning disability to speak up and make decisions about things that are important to them, while their Empower Me service provides personalised advocacy support for people with a learning disability. It aims to help people develop the skills, confidence and knowledge needed to voice concerns and secure rights. www.mencap.org.uk

Leading provider of residential care for adults with autism and learning disabilities

T. 01757 268646 • E. info@action4care.org • www.action4care.org
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www.scarboroughmencap.org.uk

Brookleigh | 60 Valley Road | Scarborough | North Yorkshire | YO11 2JE
A list of all care at home providers, nursing and residential care homes within the North Yorkshire locality registered with the national regulatory body Care Quality Commission (CQC) with the ratings of good or above can be found on the following pages. They inspect each service on a regular basis and write an inspection report for you to read. It is advisable to read this report before making a final decision.
<table>
<thead>
<tr>
<th>Service Type</th>
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<td>Spring Bank House, High St,</td>
<td>01756 793129</td>
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<td>Skipton</td>
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<td>High Street, Settle</td>
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<td>01756 703715</td>
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<td>UBU – Cragmere</td>
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<td>Colne Road, Glusburn</td>
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Notice: Always read the most recent CQC inspection report. Ratings are updated regularly. All care providers listed are rated good or higher on CQC. Data correct at time of print date.
Avalon
Northallerton Services
● GOOD
277 High Street,
Northallerton
DL7 8DW
T. 01609 783883

Bluebird Care
● GOOD
The Granary,
Grizzlefield Hse, Felixkirk Rd,
Thirsk
YO7 2ED
T. 01845 440271

Independent Living
● GOOD
1 Meadow Garth, Back Lane,
Sowerby, Thirsk
YO7 1HY
T. 07704 056194

Thirsk Community Care
● GOOD
14a Market Place,
Thirsk
YO7 1LB
T. 01845 523115

Your Life
● GOOD
Malpas Court,
Malpas Road,
Northallerton
DL7 8TG
T. 01609 779393

Beechwood Care Home
● GOOD
Romanby Road,
Northallerton
DL7 8FH
T. 01609 777733

Southwoods Nursing Home
● GOOD
28 Thirsk Road,
Northallerton
DL6 1PH
T. 01609 780362

Mount Vale
● GOOD
Yafforth Road,
Northallerton
DL7 8UE
T. 01609 775444

St Catherine’s Care Home
● GOOD
1 East Lane,
Shipton by Beningborough
YO30 1AH
T. 01904 470644

Valley Road Resource Centre
● GOOD
65a Valley Road,
Northallerton
DL7 8DD
T. 01609 533394

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Carefound Home Care
☆ OUTSTANDING
Oakwood Park,
Bishop Thornton,
Harrogate
HG3 3JN
T. 01423 774070

Helping Hands of Harrogate Ltd
☆ OUTSTANDING
Bond End,
Knaresborough
HG5 9AY
T. 01423 868338

Access to Independence
GOOD
Appletree House,
Leyburn Road, Ellington,
Ripon
HG4 4PF
T. 01677 460051

Avalon Harrogate Services
GOOD
6 Grove Park Court,
Harrogate
HG1 4DP
T. 01423 530053

Bluebird Care
GOOD
7 Alexandra Road,
Harrogate
HG1 5JS
T. 01423 529573

Care Designed for You
GOOD
Evans Business Centre,
Hartwith Way,
Harrogate
HG3 2XA
T. 01423 219135

Continued Care from Oakville Ltd
GOOD
Unit 4, Grove Park Court,
Grove Park Terrace, Harrogate
HG1 4DP
T. 01423 871003

Deeper Care Solutions Ltd
GOOD
18 Hambleton Road,
Harrogate
HG1 4AS
T. 01423 542558

Elderflower Homecare
GOOD
Richmond Chambers,
Richmond House,
Boroughbridge
YO51 9AA
T. 01423 324325

Franklin Domiciliary Care Agency
GOOD
Flat 2, Carpenter Court,
Knapping Hill, Harrogate
HG1 2DN
T. 01423 569306

Harrogate & Craven Crossroads
GOOD
Community House,
46-50 East Parade, Harrogate
HG1 5RR
T. 01423 522371

Harrogate Care at Home
GOOD
66 Cornwall Road,
Harrogate
HG1 2NE
T. 01423 538886

Harrogate Home Support Service
GOOD
The Drive, Bogs Lane,
Harrogate
HG1 4ED
T. 01423 814548

Harrogate Homecare Ltd
GOOD
66 King Edwards Drive,
Harrogate
HG1 4HN
T. 01423 560903

Home Instead Senior Care
GOOD
Nidderdale House,
Station Yard, Ripley,
Harrogate
HG3 3BA
T. 01423 774490

IntegraCare
GOOD
Claremont House
25 Victoria Avenue,
Harrogate
HG1 5QJ
T. 01423 541698

North Yorkshire Care
GOOD
Colebrooke Court,
Halfpenny Lane,
Knaresborough
HG5 0SL
T. 01423 868330

North Yorkshire CC
GOOD
Jesmond House,
31-33 Victoria Avenue,
Harrogate
HG1 5QE
T. 01609 535031

Ripon & District Homecare
GOOD
24 High Skellgate,
Ripon
HG4 1BD
T. 01765 609712

St Margarets Homecare
GOOD
Suite 25, Hammerain House,
Hookstone Avenue,
Harrogate
HG2 8ER
T. 01423 876397

Time Together
GOOD
Unit 10 Provincial Works,
The Avenue,
Harrogate
HG1 4QE
T. 01423 883992

UBU – Harrogate
GOOD
5a Haywra Street,
Harrogate
HG1 5BJ
T. 01423 858687

United Response
GOOD
Knaresborough Technology Park, Manse Lane,
Knaresborough
HG5 8LF
T. 01423 867109

Notice: Always read the most recent CQC inspection report. Ratings are updated regularly. All care providers listed are rated good or higher on CQC. Data correct at time of print date.
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<tr>
<th>Nursing Homes</th>
<th>Nursing Homes</th>
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<th>Residential</th>
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| **Apley Grange**
● GOOD
35 Oatlands Drive,
Harrogate
HG2 8JT
T. 01423 885101 |
| **Lister House**
● GOOD
Southgate,
Ripon
HG4 1PG
T. 01765 694740 |
| **St Johns House**
☆ OUTSTANDING
Parker Lane,
Kirk Hammerton
YO26 8BT
T. 01423 330480 |
| **Ellershaw House Limited**
● GOOD
Bramley Grange,
Ripon
HG4 3DJ
T. 01765 658381 |
| **Berwick Grange**
● GOOD
14 Wetherby Road,
Harrogate
HG2 7SA
T. 01423 880194 |
| **Southlands Care Home**
● GOOD
9 Ripon Road,
Harrogate
HG1 2JA
T. 01423 526203 |
| **Aire House**
● GOOD
6 Westcliff Grove,
Harrogate
HG2 0PL
T. 01423 509285 |
| **Emmaus House**
● GOOD
115 Valley Drive,
Harrogate
HG2 0JS
T. 03003 038450 |
| **Bilton Hall Nursing Home**
● GOOD
Bilton Hall Drive,
Harrogate
HG1 4DW
T. 01423 869131 |
| **The Coach House**
● GOOD
Dishforth Road, Sharow,
Ripon
HG4 5BQ
T. 01765 600541 |
| **Boroughbridge Manor & Lodge**
● GOOD
Roecliffe Lane,
Boroughbridge
YO51 9LW
T. 01423 326814 |
| **Foresight Residential Ltd**
● GOOD
14 Otley Road,
Harrogate
HG2 ODN
T. 01423 500700 |
| **Crystal Court**
● GOOD
Pannal Green,
Pannal, Harrogate
HG3 1LH
T. 01423 810627 |
| **The Granby**
● GOOD
Granby Road,
Harrogate
HG1 4SR
T. 01423 582736 |
| **Brackenley**
● GOOD
33 Forest Lane Head,
Harrogate
HG2 7TE
T. 01423 862230 |
| **Foresight Residential Ltd**
● GOOD
66 Leeds Road,
Harrogate
HG2 8BG
T. 01423 815555 |
| **Grosvenor House**
● GOOD
39 Duchy Road,
Harrogate
HG1 2HA
T. 01423 523447 |
| **Vida Hall**
● GOOD
Station View,Starbeck,
Harrogate
HG2 7JA
T. 01423 885702 |
| **Caxton Lodge**
● GOOD
10 North Road,
Ripon
HG4 1JP
T. 01423 546326 |
| **Foresight Residential Ltd**
● GOOD
9 Park Road,
Harrogate
HG2 9BH
T. 01423 521014 |
| **Disability Action Yorkshire**
● GOOD
34 Claro Road,
Harrogate
HG1 4AU
T. 01423 561911 |
| **Heath Lodge**
● GOOD
6 Pannal Ash Road,
Harrogate
HG2 9AB
T. 01423 882970 |

**Henshaws Society for Blind**
● GOOD
1 The Avenue,
Knaresborough
HG5 0NL
T. 01423 865576

---

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<table>
<thead>
<tr>
<th>Residential</th>
<th>Residential</th>
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| **Henshaws Society for Blind**  
GOOD  
16 Spring Mount, Harrogate  
HG1 2HX  
T. 01423 505736 | **Larchfield Manor**  
GOOD  
8 Spring Mount, Harrogate  
HG1 2HX  
T. 01423 503580 | **St Anne’s Community Services**  
GOOD  
16 Station View, Harrogate  
HG2 7AP  
T. 01423 504506 | **The Granby**  
GOOD  
47 Doublegates Green, Ripon  
HG4 2TS  
T. 01423 508948 |
| **Mary Fisher House**  
GOOD  
68 Cold Bath Road, Harrogate  
HG2 0HW  
T. 01423 503913 | **North Yorkshire CC**  
GOOD  
12 Robert Street, Harrogate  
HG1 1HP  
T. 01423 560597 | **St Anne’s Community Services**  
GOOD  
28 Norfolk Road, Harrogate  
HG2 8DA  
T. 01423 504506 | **United Response**  
GOOD  
58 Harlow Moor Drive, Harrogate  
HG2 0LE  
T. 01423 508948 |
| **Henshaws Society for Blind**  
GOOD  
12 Robert Street, Harrogate  
HG1 1HP  
T. 01423 560597 | **Skell Lodge**  
GOOD  
12 Church Avenue, Harrogate  
HG1 4HE  
T. 01423 531386 | **St Anne’s Community Services**  
GOOD  
62 Harrogate Road, Ripon  
HG4 1SZ  
T. 01423 506151 | **United Response**  
GOOD  
28 Norfolk Road, Harrogate  
HG2 8DA  
T. 01423 504506 |
| **Springfield Garth**  
GOOD  
61 Kings Road, Harrogate  
HG1 5HJ  
T. 01423 561408 | **St Anne’s Community Services**  
GOOD  
26 Station View, Harrogate  
HG2 7AP  
T. 01423 504506 | **The Gables**  
GOOD  
2 East Park Road, Harrogate  
HG1 5QT  
T. 01423 561484 | **The Gatehouse**  
GOOD  
2 The Crescent, Garforth  
HG2 7AP  
T. 01423 504506 |
| **St Anne’s Community Services**  
GOOD  
67 Boroughbridge Road, Knaresborough  
HG5 0ND  
T. 01423 569343 | **The Shieling**  
GOOD  
10-12 Hyde Park Road, Harrogate  
HG1 5NR  
T. 01423 509267 | **United Response**  
GOOD  
The Gables  
Starbeck, Harrogate  
HG2 7NW  
T. 01423 561484 | **Woodfield House**  
GOOD  
Woodfield Square, Harrogate  
HG1 4LY  
T. 01423 568728 |

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<thead>
<tr>
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<th>Nursing Homes</th>
<th>Residential</th>
<th>Residential</th>
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<tbody>
<tr>
<td><strong>North Yorkshire CC</strong></td>
<td><strong>Bedale Grange Care Home</strong></td>
<td><strong>The Millings</strong></td>
<td><strong>Hillcrest Care Home</strong></td>
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<tr>
<td>☆GOOD</td>
<td>☆GOOD</td>
<td>☆OUTSTANDING</td>
<td>☆GOOD</td>
</tr>
<tr>
<td>Unit 4 Swaledale House, Bailey Court, Colburn BP, Catterick Garrison DL9 4QL T. 01609 536682</td>
<td>28 Firby Road, Bedale DL8 2AS T. 01677 422980</td>
<td>5 North End, Bedale DL8 1AF T. 01677 423635</td>
<td>Byng Road, Catterick Garrison, Richmond DL9 4D W T. 01748 834444</td>
</tr>
<tr>
<td><strong>Northallerton Mencap</strong></td>
<td><strong>Greenwell House Care Home</strong></td>
<td><strong>Benkhill Lodge</strong></td>
<td><strong>The Terrace</strong></td>
</tr>
<tr>
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<td>☆GOOD</td>
<td>☆GOOD</td>
<td>☆GOOD</td>
</tr>
<tr>
<td>6 Flint Terrace, Richmond DL10 7AH T. 01609 778049</td>
<td>7-9 Wycar, Bedale DL8 1ER T. 01677 424012</td>
<td>38 Benkhill Drive, Bedale DL8 2ED T. 01677 422407</td>
<td>Maison Dieu, Richmond DL10 7AX T. 01748 822342</td>
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<tr>
<td><strong>Sunshine Solutions</strong></td>
<td><strong>Rosedale Nursing Home</strong></td>
<td></td>
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<td>☆GOOD</td>
<td>☆GOOD</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7 Borough Road, Gallowfields Trading Estate, Richmond DL10 4SX T. 01748 905096</td>
<td>The Old Vicarage, Catterick Rd, Catterick Garrison DL9 4DD T. 01748 834948</td>
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Acorn Community Care
GOOD
Scarborough Road,
Norton, Malton
YO17 8EE
T. 01653 699922

Croft Community
GOOD
Highfield Road,
Malton
YO17 7DB
T. 01653 602721

Eldercare Pickering House
GOOD
Eastgate Square,
Pickering
YO18 7DP
T. 01751 475128

Riccall Carers Limited
GOOD
17 Escrick Business Park,
Escrick, York
YO19 6FD
T. 01904 720700

The Old School
GOOD
Tinley Garth,
Kirkbymoorside
YO62 6AR
T. 01751 432288

The Wilf Ward Family Trust
GOOD
Vivis House, Vivis Lane,
Pickering
YO18 8TS
T. 01751 474740

Rivermead
GOOD
123 Scarborough Road,
Norton, Malton
YO17 8AA
T. 01653 696942

Alba Rose
GOOD
KeldHead Hall,
Middleton Road,
Pickering
YO18 8NR
T. 01751 472754

Arden House
GOOD
Recreation Road,
Pickering
YO18 7ET
T. 01751 473569

Grayling
GOOD
Back Lane South, Middleton,
Pickering
YO18 8NU
T. 01751 477209

North Yorkshire CC
GOOD
5 Whitby Road,
Pickering
YO18 7HD
T. 01751 473369

Omega Oak Barn
GOOD
High Lane,
Beadlam
YO62 7SY
T. 01439 771254

Rockingham House
GOOD
22 The Mount,
Malton
YO17 7ND
T. 01653 697872

Spring Cottage
GOOD
Bazley’s Lane, Langton Road,
Norton, Malton
YO17 9PY
T. 01653 695354

The Abbey Residential Home
GOOD
Town Street, Old Malton,
Malton
YO17 7HB
T. 01653 692256

The Hall Residential Home
GOOD
Chestnut Avenue,
Thornton-le-Dale, Pickering
YO18 7RR
T. 01751 474789

Wintofts Residential Home
GOOD
Lendales Lane,
Pickering
YO18 8ED
T. 01751 475233

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<table>
<thead>
<tr>
<th>Company Name</th>
<th>Rating</th>
<th>Address</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Avalon Scarborough Services</td>
<td>GOOD</td>
<td>3E Burniston Industrial Estate, Willymath Close, Burniston, Scarborough</td>
<td>01723 356540</td>
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<tr>
<td>Bluebird Care</td>
<td>GOOD</td>
<td>Cayley Court, Hopper Hill Rd, Eastfield Business Park, Scarborough</td>
<td>01723 588004</td>
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<tr>
<td>Botton Village Domiciliary Care Group</td>
<td>GOOD</td>
<td>Botton Village, Danby, Whitby</td>
<td>01287 661366</td>
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<tr>
<td>Care For All</td>
<td>GOOD</td>
<td>The Heights, Filey Road, Scarborough</td>
<td>01723 584647</td>
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<tr>
<td>Coastal Carers</td>
<td>GOOD</td>
<td>Cayley Court, Hopper Hill Rd, Eastfield Business Park, Scarborough</td>
<td>01723 581334</td>
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<tr>
<td>Creative Support</td>
<td>GOOD</td>
<td>The Penthouse, The Colliseum, Victoria Place, Whitby</td>
<td>01947 825091</td>
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<td>Gladstone Care Limited</td>
<td>GOOD</td>
<td>54 Gladstone Street, Scarborough</td>
<td>01723 501683</td>
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<tr>
<td>Independent Home Living</td>
<td>GOOD</td>
<td>54 Ramshill Road, Scarborough</td>
<td>01723 381165</td>
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<tr>
<td>North Yorkshire CC</td>
<td>GOOD</td>
<td>North Yorkshire House, 442-444 Scalby Road, Scarborough</td>
<td>01609 534692</td>
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<tr>
<td>North Yorkshire CC</td>
<td>GOOD</td>
<td>HAS Directorate Office, Whitby Hospital, Whitby</td>
<td>01609 536115</td>
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<tr>
<td>Plaxton Court Domiciliary Care Agency</td>
<td>GOOD</td>
<td>Woodlands Drive, Scarborough</td>
<td>01723 340290</td>
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<tr>
<td>Sanctuary Home Care Ltd</td>
<td>GOOD</td>
<td>Jazz Court, Ashmead Square, Eastfield, Scarborough</td>
<td>01723 330168</td>
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<tr>
<td>Scarborough &amp; District Mencap</td>
<td>GOOD</td>
<td>Brookleigh, 60 Valley Road, Scarborough</td>
<td>01723 374819</td>
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<tr>
<td>SureCare Scarborough</td>
<td>GOOD</td>
<td>Scarborough Business Park, Manor Garth, Manor Way, Eastfield, Scarborough</td>
<td>0113 3TU</td>
</tr>
<tr>
<td>The Wilf Ward Family Trust</td>
<td>GOOD</td>
<td>Cayley Court, Hopper Hill Rd, Eastfield Business Park, Scarborough</td>
<td>01723 585215</td>
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<tr>
<td>Town and Country Care Ltd</td>
<td>GOOD</td>
<td>St Hildas Business Centre, The Ropery, Whitby</td>
<td>01947 606187</td>
</tr>
</tbody>
</table>

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<thead>
<tr>
<th>Nursing Home</th>
<th>Rating</th>
<th>Address</th>
<th>Phone</th>
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</thead>
<tbody>
<tr>
<td>Oakland</td>
<td>GOOD</td>
<td>Whitepoint Road, West Cliffe, Whitby, YO21 3JR</td>
<td>01947 602400</td>
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<tr>
<td>Treetops</td>
<td>GOOD</td>
<td>12 Ryndleside, Scarborough, YO12 6AD</td>
<td>01723 372729</td>
</tr>
<tr>
<td>Whitby Court Care Home</td>
<td>GOOD</td>
<td>Waterstead Lane, Whitby, YO21 1PX</td>
<td>01423 508917</td>
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<tr>
<td>Woodlands Nursing Home</td>
<td>GOOD</td>
<td>8-14 Primrose Valley Road, Filey, YO14 9QR</td>
<td>01723 513545</td>
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<tr>
<td>Briar Dene Retirement Home</td>
<td>GOOD</td>
<td>73 Burniston Road, Scarborough, YO12 6PH</td>
<td>01723 361157</td>
</tr>
<tr>
<td>Caedmon House</td>
<td>GOOD</td>
<td>2 Crescent Avenue, Whitby, YO21 3EQ</td>
<td>01947 600430</td>
</tr>
<tr>
<td>Dulverton House</td>
<td>GOOD</td>
<td>9 Granville Square, Scarborough, YO11 2QZ</td>
<td>01723 352227</td>
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<tr>
<td>Eden House</td>
<td>GOOD</td>
<td>14 Station Road, Filey, YO14 9AR</td>
<td>01723 512790</td>
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<tr>
<td>Esk Hall Care Home</td>
<td>GOOD</td>
<td>Coach Road, Sleights, Whitby, YO22 5EG</td>
<td>01947 810482</td>
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<tr>
<td>Derwent Cottages</td>
<td>OUTSTANDING</td>
<td>27 Eastgate, Seamer, Scarborough, YO12 4RB</td>
<td>01723 866146</td>
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<tr>
<td>Peregrine House</td>
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<td>48-52 Upgang Lane, Whitby, YO21 3HZ</td>
<td>01947 603886</td>
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<tr>
<td>George Edward Smart Homes</td>
<td>GOOD</td>
<td>Combe Hay House, Stepney Drive, Scarborough, YO12 5DJ</td>
<td>01723 375709</td>
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<tr>
<td>Gladstone House</td>
<td>GOOD</td>
<td>28 West Street, Scarborough, YO11 2QP</td>
<td>01723 373638</td>
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<tr>
<td>Glencoe Care Home</td>
<td>GOOD</td>
<td>10-11 Chubb Hill Road, Whitby, YO21 1JU</td>
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<tr>
<td>Hazelgarth Lodge</td>
<td>GOOD</td>
<td>62 Stonegate, Hunmanby, Filey, YO14 0PP</td>
<td>01723 890945</td>
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<tr>
<td>Hudson House</td>
<td>GOOD</td>
<td>24-25 Hudson Street, Whitby, YO21 3EP</td>
<td>01947 603367</td>
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<td><strong>Normanby House</strong></td>
<td><strong>Ravensworth Lodge</strong></td>
<td><strong>Stakesby Road</strong></td>
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<td>- GOOD</td>
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<tr>
<td>1 Larpool Lane, Whitby</td>
<td>6 Belgrave Crescent, Scarborough</td>
<td>3 Belgrave Crescent, Scarborough</td>
<td>69 Stakesby Road, Whitby</td>
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<td>YO22 4JE</td>
<td>YO11 1UB</td>
<td>YO11 1UB</td>
<td>YO21 1JF</td>
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<td><strong>Marina Lodge</strong></td>
<td><strong>Park View</strong></td>
<td><strong>Rosefern Residential Home</strong></td>
<td><strong>The Bay Tree Residential Home</strong></td>
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<tr>
<td>46 Victoria Avenue, Scarborough</td>
<td>61 Northstead Manor Drive, Scarborough</td>
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<tr>
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<td>YO12 4DT</td>
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<td>T. 01723 378431</td>
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<tr>
<td><strong>Mayfair Residential Care</strong></td>
<td><strong>Peasholm Court Care Home</strong></td>
<td><strong>Sabre Court</strong></td>
<td><strong>The Holt Retirement Home</strong></td>
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<td>- GOOD</td>
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<tr>
<td>42 Esplanade, Scarborough</td>
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<td>4 Lonsdale Road, Scarborough</td>
<td>Main Street, Hutton Buscel, Scarborough</td>
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<tr>
<td>YO11 2AY</td>
<td>YO12 7NB</td>
<td>YO11 2QY</td>
<td>YO13 9LN</td>
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<tr>
<td>T. 01723 360053</td>
<td>T. 01723 362333</td>
<td>T. 01723 361256</td>
<td>T. 01723 862045</td>
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<tr>
<td><strong>Milestone House</strong></td>
<td><strong>Priceholme</strong></td>
<td><strong>Scarborough Hall &amp; Lodge</strong></td>
<td><strong>The Infirmary</strong></td>
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<tr>
<td>Milestone House, Eastgate, Seamer, Scarborough</td>
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<td>Mount View Avenue, off Seamer Road, Scarborough</td>
<td>St Hildas Priory, Sneaton, Castle, Whitby</td>
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<td>YO12 4RB</td>
<td>YO12 6LE</td>
<td>YO12 4EQ</td>
<td>YO21 3QN</td>
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<td>T. 01947 605707</td>
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<td><strong>Moorview House</strong></td>
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<td><strong>Silver Birches</strong></td>
<td><strong>The Lodge</strong></td>
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<td>Moorview House, Station Road Robin Hoods Bay, Whitby</td>
<td>101 Prospect Mount Road, Scarborough</td>
<td>Station Avenue, Filey</td>
<td>Westbourne Road, Scarborough</td>
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<td>YO12 6EW</td>
<td>YO14 9AH</td>
<td>YO11 2SP</td>
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<tr>
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<td>T. 01723 513563</td>
<td>T. 01723 374800</td>
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<tr>
<td><strong>Muston Road</strong></td>
<td><strong>Rainbow Lodge</strong></td>
<td><strong>St Cecilia’s Care Home</strong></td>
<td><strong>The Whitby Scheme</strong></td>
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<tr>
<td>70 Muston Road, Filey</td>
<td>15 Trinity Road, Scarborough</td>
<td>19-21 Stepney Road, Scarborough</td>
<td>14-15 Crescent Avenue, Whitby</td>
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<tr>
<td>YO14 0AL</td>
<td>YO11 2TD</td>
<td>YO12 5BN</td>
<td>YO21 3JX</td>
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<tr>
<td>T. 01723 514292</td>
<td>T. 01723 375255</td>
<td>T. 01723 503111</td>
<td>T. 01947 821722</td>
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<th>Residential</th>
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<tbody>
<tr>
<td><strong>Guardian Care &amp; Support Ltd</strong></td>
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<td><strong>GOOD</strong></td>
<td><strong>GOOD</strong></td>
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<tr>
<td>4-6 Bridge Street, Tadcaster</td>
<td>Denison Road, Selby</td>
<td>Denison Road, Selby</td>
<td>Denison Road, Selby</td>
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<tr>
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<td>YO8 8DA</td>
<td>YO8 8DA</td>
<td>YO8 8DA</td>
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<tr>
<td>T. 01937 833514</td>
<td>T. 01757 703884</td>
<td>T. 01757 213811</td>
<td>T. 01757 270095</td>
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<tr>
<td><strong>New Concept Care Selby</strong></td>
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<td><strong>GOOD</strong></td>
<td><strong>GOOD</strong></td>
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<tr>
<td>7 Brook Street, Selby</td>
<td>Scarthingwell Park, Barkston Ash, Tadcaster</td>
<td>Scarthingwell Park, Barkston Ash, Tadcaster</td>
<td>Scarthingwell Park, Barkston Ash, Tadcaster</td>
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<td>YO8 4AL</td>
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<td>LS24 9PG</td>
<td>LS24 9PG</td>
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**Notice:** Always read the most recent CQC inspection report. Ratings are updated regularly. All care providers listed are rated good or higher on CQC. Data correct at time of print date.
Delivering ‘just bloomin’ good care’ isn’t easy, but it is expected, and we aim to achieve it.

To find out more about our ultimate care packages contact us today.

Suite 10, Evolution Business Centre, 6 County Business Park, Northallerton DL6 2NQ
☎ 01609 751 644 | ☎ 01609 751 645 | ✉ hello@blossomhomecare.co.uk
🌐 www.blossomhomecare.co.uk | Tweet @BlossomHomeCare | Follow BlossomHomeCareUK

There’s lots of bloomin’ good reasons why you can trust Blossom Home Care to care for an elderly relative, or adult, with home care requirements. Here are just five...

✓ Our online feedback system enables authorised relatives to log on at anytime from anywhere in the world and read the notes our carers upload after every visit. This gives everyone real peace of mind. Accessed via the Internet the system keeps relatives in touch and informed.

✓ We believe in giving the very best care because that’s what you deserve. Our carers are experienced care workers who are rewarded well for delivering above and beyond. Our Carers are also fully vetted as we have a zero tolerance approach to Carers that have a criminal record. Our minimum visit is 50 minutes because we want our carers to be able to spend time with our clients, chatting and doing the things that really matter to the client and us. Often the people we care for want to continue to do things for themselves and participate in the social activities that can make a real difference to their quality of life so we help facilitate this.

✓ Our Qualified Nurse Oversees client care and wellbeing. Our Holistic approach to care means our Nurse is available to help with any worries or concerns identified by the client, the carer or the family. There is no additional charge for this service and the feedback helps prevent deteriorating health issues and consequently reduces hospital admissions.

✓ Our 24-hour, 7 day a week call out service means we’re always there when you need us. Our aim is to meet all appointments. If a client is expecting a visit we will do everything in our power to get there on time. Every Blossom client is given the Directors and Managers mobile numbers and, because we never turn our phones off, we are contactable and accountable all day, every day.

✓ We have Key Carers for each client. Blossom clients have a small team of friendly faces dedicated to them and matched based on client needs and background. This enables trust to develop and bonds to be built. It also increases our ability to spot any changes since our last visit.