YOUR FREE GUIDE TO HEALTH & SOCIAL CARE
2016/17
Please take one ...

Wigan Borough

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

www.healthwatchwigan.org
Healthy Routes on the High Street

Come and see us at Healthy Routes on the High Street, all the support you need in one place.

Come and visit Healthy Routes on the High Street in Wigan & Leigh
8-10 Crompton Street, Wigan, WN1 1YP
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To find out more
Call: 01942 489012 Text: HUB to 61825*
www.healthyrouteswigan.co.uk

*Normal network rates apply
What is Healthwatch Wigan?

Healthwatch Wigan is the independent champion for local people who use health and social care services in Wigan Borough.

At the heart of our organisation is our vision:

‘We want the people of Wigan Borough to receive the best health and social care possible. Achieving this vision will mean that all those who plan and provide services in the Wigan Borough area will listen to the voice of local people and engage with them to shape good quality services that meets people’s needs.’

Healthwatch Wigan was established under the Health and Social Care Act 2012 and is part of a wider network of 148 local Healthwatch throughout England.

We are further supported by the national organisation, Healthwatch England.

What does Healthwatch Wigan do?

• Gathering the views of local people about their experiences of local health and social care services.

• Making sure that the views of the people of Wigan Borough are heard and acted upon in the planning and provision of health and social care services locally.

• Providing an NHS Complaints Advocacy service.

• Providing authoritative, evidence based feedback and reports which influence the way services are designed and delivered in Wigan Borough.

• Working with Clinical Commissioning Groups to help make sure that health and social care services really are designed to meet local people’s needs.

• Alerting and escalating concerns and issues about specific care providers to Healthwatch England and the Care Quality Commission.

Why Healthwatch Wigan is important

• Healthwatch Wigan is an independent organisation that is here to represent the views of the people of Wigan Borough.

• Healthwatch Wigan has a seat on the Health & Wellbeing Board, the body that oversees health and social care in the Borough and can influence the way these services are set up and delivered.

• We have statutory powers to conduct enter and view visits to health and social care services and make recommendations on how these services can be improved.

Healthwatch Wigan’s main focus is to ensure local people’s views and experiences are listened to, understood and acted upon.

We, therefore want to hear from people across all areas of the Borough. If you think something is good or could be improved, share your experiences with us, Healthwatch Wigan is here to listen. Make your voice count and have your say!

This is your opportunity to help improve health and social care services for you, your family, friends and the people of Wigan Borough.
A day in the life of a Healthwatch Wigan volunteer

Jean Peat - Enter & View Volunteer

It is over 2 years ago that I became a Healthwatch Wigan Volunteer. I did so because I wanted to get involved with, and meet members of, the public. I used to be a nurse and wanted to be part of something that really made a difference.

I am an Enter & View volunteer, this means I look at health and care services that the public access from GPs and dentists to hospitals and care homes. Enter & View volunteers visit these services to see what is good and bad about them, to see what can be improved for the public who access them.

The best thing about being an Enter & View volunteer is helping to make things better for other people. It makes you feel so proud knowing that you have done something good for somebody else. When I go into care home for example, I know there is going to be improvements because of what I am doing. It’s all about making a difference, which is something I think we all have a duty to do.

If you have any spare time I would encourage anybody to get involved. It’s a fantastic chance to meet other people and to make a real difference to other people’s lives.

Get Involved

Volunteers are at the heart of Healthwatch Wigan, as Directors and in a variety of other roles; they are vital to our work and we are committed to ensuring that anyone who volunteers with us enjoys, and benefits from, their volunteering.

Healthwatch Wigan’s volunteer programme is open to anyone with an interest in helping local people to have their say on health & social care services in Wigan Borough. No previous experience of health or social care is required.

Community Engagement & Outreach Volunteer - help raise awareness of Healthwatch Wigan. Support and encourage people to share their views of health & social care services by speaking to people and groups in your local community. To attend, run stalls and/or present at community events across Wigan Borough.

Enter & View Panel Volunteer - help improve health & social care services by carrying out visits to providers to observe the service in action, speak to staff, patients and carers and consider where improvements could be made.

Office Volunteer - support the development and day-to-day running of Healthwatch Wigan by carrying out office based tasks.

Research Volunteer - support Healthwatch Wigan to act on concerns by carrying out desk research, gathering information, analysing survey results and collating data.

Social Media & Website Volunteer - help raise awareness of Healthwatch Wigan by working with the team to plan and carry out social media campaigns using Twitter, Facebook, YouTube, MailChimp and the Healthwatch Wigan website. Potential for writing copy for newsletters, press releases and the Healthwatch Wigan website.

For more information, visit our website: www.healthwatchwigan.org
The event was also used to launch the Deal for Health & Wellness by the borough’s health partners. The deal sets out plans to improve the health and wellbeing of Wigan and Leigh.

Greater Manchester Health and Social Care Devolution - in early 2016 we carried out engagement work on behalf of GM Devo so that we could understand:

- Whether people feel in control of their own health
- Whether they are behaving in ways they know they should ie eating healthily, exercising etc
- If they are, what motivates them to do that
- If not, what’s stopping them
- And if not, what might help them prioritise their health and wellbeing and take action to improve it

We organised and facilitated 12 conversations across Wigan Borough and spoke to over 200 people.

The responses have been fed back into the Devolution process, which has allowed local people to be heard in the devolution process.
Healthwatch Wigan’s Enter & View Team has enjoyed success with two of the Borough’s Care Homes implementing recommendations suggested by the team. Norfolk House and The Old Rectory have recently undergone inspections from the Care Quality Commission (CQC) and in their reports, the CQC has found that many of the suggestions and recommendations made by Healthwatch Wigan have now been implemented.

**The Old Rectory**

**Our recommendations:**

1. Catering staff should be appointed or an extra member of staff should be added to the rota to enable consistency at mealtimes.
2. The lighting at the front of the home should be addressed to improve security and safety.
3. Fruit should be available, in view.
4. Décor needs updating.
5. Resources to help residents decide or choose food, for example photos of the different meals.

**What the CQC found after our visit:**

1. More care staff were added at peak times, such as meal times. Staff rota confirmed that additional care staff were provided at lunch time and tea time for each day of the week and these staff were also involved in delivering activities for people.”
2. “The lights at the front of the premises had been repaired and there was a new key pad lock on the kitchen door. The office door was kept locked when the manager was not in the room.”
3. In the kitchen “There were plenty of frozen and tinned provisions as well as some fresh food, including salad and fruit.”
4. “A refurb programme had commenced and some improvements to décor were in evidence since our inspection in Jan 2015.”
5. “There was a menu which was hand-written and placed on the wall of the dining room. Pictorial versions of the menu had not been produced.”

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**Norfolk House**

**Our recommendations:**

1. Fresh fruit should available at every mealtime and throughout the day.
2. All clutter throughout the care home should be cleared.
3. A cooked option should be included in the breakfast menu as well as a wider range of drinks.
4. An activity area should be created.

**What the CQC found after our visit:**

1. “Fresh fruit was available and drinks and biscuits/cakes were served in between meals. People could have a drink or snack whenever they wished.”
2. “The bathrooms were well kept and surfaces were clean and clutter free and the premises were clean throughout.”
3. “There was also a choice of hot breakfast on request, such as fried or boiled eggs or a full English breakfast and this was clearly displayed in the dining room.”
4. “There was a monthly schedule of activities on display, which included a wide range of activities such as bingo, 1-1 chats, reminiscence afternoon, manicures, newspaper reading, ball and card games, dominoes, films and games.”
Expressing complaints & concerns

The right to complain or give feedback about an unsatisfactory service is a key consumer right.

When should I complain?

You should make your complaint as soon as possible. The NHS complaints procedure states that you should make your complaint within 12 months of either the event you are complaining about or as soon as the matter came to your attention. This time limit can be extended as long as the complaint can still be satisfactorily investigated so don’t let this prevent you from contacting NHS England about your complaint.

If you are unsure of the complaints process, you can ask the provider to give you a copy of the complaints procedure for the service you are unhappy about. This will tell you who to contact, how they handle your complaint and how they will learn from your complaint.

Please note that service providers and commissioners welcome all feedback from clients. The same contact details can also be used if you are pleased with the Service(s) you have used.

How to complain about NHS treatment including: GPs, Dentists, Pharmacies and Opticians

Stage One:

You can either complain directly to the provider of the service through their processes e.g. to the Practice Manager at your GP Surgery or you can complain directly to the commissioner (funder) of the Service i.e. NHS England.

NHS England PO Box 16738, Redditch B97 9PT
Tel: 0300 311 2233 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)
Email: england.contactus@nhs.net
Please write ‘For the attention of the Complaints Manager’ in the subject line.
Website: www.england.nhs.uk

Stage Two:

If you are still not happy, you can raise the complaint with the Parliamentary and Health Service Ombudsman.
The Parliamentary and Health Service Ombudsman (PHSO)
Millbank Tower, Millbank, London SW1P 4QP
Tel: 0345 015 4033
Email: phso.enquiries@ombudsman.org.uk
Web: www.ombudsman.org.uk

The PHSO undertakes independent investigations into complaints alleging that government departments and other public bodies in the UK, including NHS England, have not acted properly or fairly or have provided a poor service.

How to complain about Hospitals

Raise problems with the staff in the first instance. Each hospital also has a Patient Advice and Liaison Service (PALS), which is an impartial, open and confidential service for people who would like information and advice about services or help to resolve concerns or problems when they are using the NHS. They provide information about the NHS complaints procedure and how to get independent help if you decide you want to make a complaint.

The Patient Advice and Liaison Service
Telephone: 01942 822376
We are here during office hours, though we may be busy helping other people. If no-one is available to take your call please leave a message on our answer phone and we will ring you back. We aim to return all messages, where possible, within two working days.

or in writing to:
The Patient Relations/PALS Department
Wrightington Wigan and Leigh NHS Foundation Trust
Royal Albert Edward Infirmary
Wigan Lane, Wigan WN1 2NN

Visit our website:
www.wwl.nhs.uk/patient_relations/complaints
or via E-mail: patient.relations@wwl.nhs.uk
If you think an NHS practitioner or Healthcare Provider has been guilty of professional misconduct, you can also complain to their professional or regulatory body.

The main healthcare professional regulators in England are:

**DOCTORS**
The General Medical Council.  
Tel: 0161 923 6602  
Email: gmc@gmc-uk.org  
www.gmc-uk.org

**NURSES AND MIDWIVES**
The Nursing and Midwifery Council.  
Tel: 020 7637 7181  
Email: newreferrals@nmc-uk.org  
www.nmc-uk.org

**DENTISTS, DENTAL HYGIENISTS & DENTAL THERAPISTS**
The General Dental Council.  
Tel: 020 7167 6000  
Email: information@gdc-uk.org  
www.gdc-uk.org

**DISPENSING OPTICIANS & OPTOMETRISTS**
The General Optical Council.  
Tel: 020 7580 3898  
Email: goc@optical.org  
www.optical.org

**PHARMACISTS**
The General Pharmaceutical Council.  
Tel: 0203 713 7950  
Email: concerns@pharmacyregulation.org  
www.pharmacyregulation.org

**OSTEOPATHS**
The General Osteopathic Council.  
Tel: 020 7357 6655  
Email: contactus@osteopathy.org.uk  
www.osteopathy.org.uk

**CHIROPRACTORS**
The General Chiropractic Council.  
Tel: 020 7713 5155  
Email: enquiries@gcc-uk.org  
www.gcc-uk.org

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**How to complain about Adult Social Care Services?**

If your complaint is about an adult social care service provider, you can contact them directly. This will give the care service the chance to resolve any problem you may have and put things right for you.

However, if your complaint refers to an adult social care service funded by Wigan Council, you can raise any concerns by the following ways:

**Going online at:** www.wigan.gov.uk  
**Phone us on:** 01942 486179  
**Email:** ssdcru@wigan.gov.uk

**Write to us at:**  
Complaints and Quality Standards Team,  
Progress House, Westwood Park Drive, Wigan, WN3 4HH

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**How to complain about Children’s, Young People and Family Services?**

**Going online at:** www.wigan.gov.uk  
**Phone us on:** 01942 827607  
**Write to us at:**  
Complaints & Quality Standards Team  
Wigan Council, Resources Directorate,  
PO Box 100, WN1 3DS

If you are not satisfied with the final reply you get from the care service or your local council, you have the right to ask the Local Government Ombudsman to investigate your complaint.

**Local Government Ombudsman**  
PO Box 4771, Coventry CV4 0EH  
**Tel:** 0300 061 0614  
**Use the on-line complaints form at:** www.lgo.org.uk

The LGO Website provides a range of detailed guidance on making a complaint.

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**Care Quality Commission (CQC)**

The CQC checks that hospitals, care homes, GPs, Dentists and services in your home are meeting national standards. They do not investigate complaints, but they welcome feedback and concerns about health and social care services.

**CQC National Customer Service Centre**

Citygate, Gallowgate, Newcastle-upon-Tyne NE1 4PA  
**Tel:** 03000 61 6161  
**Use their on-line form:** www.cqc.org.uk

This Website also gives detailed guidance on how to complain.
In England, hospital services are commissioned by clinical commissioning groups (CCGs). Hospitals themselves are mostly managed by NHS trusts, which ensure high-quality care is provided and that money is spent efficiently.

**Choosing a hospital or consultant**

If you are referred to a specialist, you have the right to choose which hospital or clinic to go to for your inpatient/outpatient appointments. You are also able to choose which consultant-led team will be in charge of your treatment, as long as that team provides the treatment you require.

Therefore, if you wish to be treated by a particular consultant for a procedure, you can choose to have your inpatient/outpatient appointments at the hospital where the consultant works, and to be treated by that consultant’s team – but this doesn’t necessarily mean you’ll be seen by the consultant themselves.

This choice is a legal right, if you are not offered a choice at the point of referral, ask your doctor why and say that you wish to go through your options. If you are still not offered, or refused, a choice, contact your local CCG. If you still don’t get a choice, you can complain to the Parliamentary and Health Service Ombudsman.

**You do not have a legal right to choose if:**

- you need urgent or emergency treatment
- you are serving in the armed forces
- you are accessing maternity services
- you are detained under the Mental Health Act
- you are detained in or on temporary release from prison, in court, an immigration removal centre, or a secure children’s home
- if you are referred to high security psychiatric services or drug and alcohol misuse services provided by local authorities

**GP Referrals**

Access to NHS specialist treatment is via your GP and is based on need. You will need to see your GP if you wish to be referred to a specialist in a particular field.

If you ask your GP to refer you to a specialist, they will probably suggest that you try various tests or treatment options first to see whether your condition improves. You cannot usually self-refer to an NHS specialist, except when accessing sexual health clinics or treatment in an accident and emergency (A&E) department.

A specialist will only see you with a referral letter from your GP. The letter will give the specialist essential background information.

If you wish to see a private specialist, you are still advised to get a referral letter from your GP. However, if you see a private specialist without a GP referral, your GP is not obliged to accept the specialist’s recommendations.

**NHS Waiting Times**

**Emergency treatment**

If you have chest pains and heart disease is suspected, you should be seen at a specialist (or rapid access) chest pain clinic within two weeks of being referred.

**Cancer**

When cancer is suspected, you have the right to be seen by a specialist within two weeks from your referral date. Most people referred like this don’t have cancer, but it’s important to see a specialist as soon as possible, so that a cancer diagnosis can be confirmed or excluded.

**Non-emergency treatment**

For non-urgent matters, you have the right to start treatment within 18 weeks from the date your GP, dentist or other healthcare professional refers you (unless you want to wait longer or waiting longer is clinically right for you).

As well as deciding what health services a local community needs and providing funding for them, your local clinical commissioning group (CCG) is responsible for deciding whether or not which treatments are available on the NHS.

If you think that you would benefit from a certain treatment, contact your GP or local CCG to check if it’s available on the NHS in your area.
Consent to treatment

For some procedures, including operations, you will be asked to sign a consent form. It’s up to you whether you give your consent for a treatment. So you can make an informed decision, you should ask as much about the treatment as possible before giving your consent.

Consent to treatment is the principle that a person must give permission before they receive any type of medical treatment, test or examination. For consent to be valid, it must be voluntary and informed, and the person consenting must have the capacity to make the decision.

These terms are explained below:

Voluntary – the decision to either consent or not to consent to treatment must be made by the person themselves, and must not be influenced by pressure from medical staff, friends or family.

Informed – the person must be given all of the information in terms of what the treatment involves, including the benefits and risks, whether there are reasonable alternative treatments and what will happen if treatment doesn’t go ahead.

Capacity – the person must be capable of giving consent, which means they understand the information given to them, and they can use it to make an informed decision.

If an adult has the capacity to make a voluntary and informed decision to consent to or refuse a particular treatment, their decision must be respected. This is still the case even if refusing treatment would result in their death, or the death of their unborn child.

If a person doesn’t have the capacity to make a decision about their treatment, the healthcare professionals treating them can go ahead and give treatment if they believe it’s in the person’s best interests.

However, the clinicians must take reasonable steps to seek advice from the patient’s friends or relatives before making these decisions.

Being discharged from hospital

Once you are admitted to hospital, your treatment plan, including details for discharge or transfer, is developed and discussed with you. A discharge assessment will determine whether you need more care after you leave the hospital.

You should be fully involved in the assessment process. With your permission, family or carers will also be kept informed and given the opportunity to contribute. If you need help putting your views across, an independent advocate may be able to help.

If the assessment determines you’ll need little or no care, this is called a minimal discharge. But if you need more specialised care after you leave hospital, your discharge or transfer procedure is referred to as a complex discharge.

If you need this type of care, you’ll receive a care plan detailing your health and social care needs. You should be fully involved in this process.

A care plan should include details of:

• the treatment and support you’ll 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 co-ordinating the care plan
• who to contact if there’s an emergency or things don’t work as they should
• information about any charges that will need to be paid (if applicable)

You’ll also be given a letter for your GP, providing information about your treatment and future care needs. Give this letter to your GP as soon as possible.

Help with travel costs

If you are referred to hospital or other NHS premises for NHS specialist treatment or diagnostic tests by your doctor, dentist or other health professional, you may be able to claim a refund of reasonable travel costs under the Healthcare Travel Costs Scheme (HTCS).

For further information visit: http://www.nhsbsa.nhs.uk/
ACTIVITY REFERRAL SCHEME

☑ SUPPORT ☑ MOTIVATION ☑ RESULTS

Ask your GP about our Activity Referral Scheme or visit getactivewiganandleigh.co.uk
Or call 01942 488 481 for more information.
“Lose Weight Feel Great helped me eat healthy and get active. Having the professional leaders there and the group around you definitely keeps you on track if you ever have a bad week. With Slimming World I never felt hungry plus you can still have your treats. It’s a challenge but a worthwhile challenge; you’ve just got to stick at it. This journey has been the best thing I’ve ever done. I feel amazing and have so much more energy.”

Tracey
from Lowton group
Lost 7 stone

Please like us
Facebook /LoseWeightFeelGreat
Twitter @WiganCouncil
or visit our website
www.wigan.gov.uk/LFWG
Tel: 01942 496 496
### GPs & GP Surgeries

#### Self-care
There are a range of minor illnesses and injuries that in many circumstances you can deal with at home if you have the right things in your medicine cabinet. Search ‘first aid kit’ on [www.nhs.uk](http://www.nhs.uk).

#### Pharmacy
Your local pharmacist or chemist can provide confidential expert advice for a range of common illnesses and complaints and the medicines you need to treat them.

#### Out of Hours
If you need a GP when your practice is closed, call the practice to get through to the out of hours GP service.

<table>
<thead>
<tr>
<th>GPs &amp; GP Surgeries</th>
<th>Address</th>
<th>Area</th>
<th>Postcode</th>
<th>Telephone</th>
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<tbody>
<tr>
<td>Dr R J Anderson &amp; Partner</td>
<td>239 Mosley Common Road Boothstown</td>
<td>Worsley</td>
<td>M28 1BZ</td>
<td>01942 483828</td>
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<tr>
<td>Dr Siva Kumar and Dr Gude</td>
<td>1 Coldalhurst Lane Astley</td>
<td>Tyldesley</td>
<td>M29 7BS</td>
<td>01942 878711</td>
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<td>Astley General Practice</td>
<td>391a Manchester Road Astley</td>
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<td>M29 7BY</td>
<td>01942 876393</td>
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<tr>
<td>Dr Khatri’s Surgery</td>
<td>10 Higher Green Lane Astley</td>
<td>Tyldesley</td>
<td>M29 7HG</td>
<td>01942 883794</td>
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<tr>
<td>Dr C P Khatri &amp; Partners</td>
<td>The Surgery High Street</td>
<td>Tyldesley</td>
<td>M29 8AL</td>
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<td>IntraHealth Tyldesley</td>
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<td>M29 8AX</td>
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<td>Elliott Street Surgery</td>
<td>145 Elliott Street</td>
<td>Tyldesley</td>
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<td>M46 0BD</td>
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<td>Dr Sharma</td>
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<td>M46 0LE</td>
<td>01942 481080</td>
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<td>Dr Vasanth and Partner</td>
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<td>Seven Brooks Medical Centre</td>
<td>21 Church Street</td>
<td>Atherton</td>
<td>M46 9DE</td>
<td>01942 884026</td>
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<tr>
<td>Dr C A Xavier</td>
<td>The Surgery 208c Newton Road Lowton</td>
<td>Warrington</td>
<td>WA3 2AQ</td>
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<tr>
<td>Slag Lane Medical Centre</td>
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<td>Kidglove Health Centre, Kidglove Road</td>
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<td>WN1 1ST</td>
<td>01942 242350</td>
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<tr>
<td>Dr J D Seabrook &amp; Partner</td>
<td>1 Wrightington Street</td>
<td>Wigan</td>
<td>WN1 2AZ</td>
<td>01942 231965</td>
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<tr>
<td>Drs Patel, Kamath &amp; Partners</td>
<td>Longshott H c Scholes</td>
<td>Wigan</td>
<td>WN1 3NH</td>
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<td>01942 831632</td>
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<td>Wigan</td>
<td>WN2 2DJ</td>
<td>01942 483150</td>
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<tr>
<td>Dr D G BRODIE &amp; Partners</td>
<td>109 Ladies Lane Hindley</td>
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<td>WN2 2QG</td>
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<td>WN2 3HQ</td>
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<td>WN2 4SB</td>
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<tr>
<td>Dr C A Xavier</td>
<td>647 Liverpool Road, Platt Bridge</td>
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Data correct with NHS Choices

[Looking for a GP in your area?](http://www.nhs.uk)
# GPs & GP Surgeries

**Your local GP is the first point of contact for an illness or injury that is getting worse or will not go away. GP Out-of-hours: if you need a GP service in the evening or at the weekend call 111.**

**A&E and 999**

A&E and 999 are very busy and should only be used in very serious, critical or life threatening situations. If it is not urgent be prepared to wait up to four hours to be seen.

---

<table>
<thead>
<tr>
<th>GP Practice</th>
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<td>WN7 5JE</td>
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Data correct with NHS Choices

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Looking for a GP in your area? visit [www.nhs.uk](http://www.nhs.uk)
There are a range of minor illnesses and injuries that in many circumstances you can deal with at home if you have the right things in your medicine cabinet. Search "first aid kit" on www.nhs.uk

Your local pharmacist or chemist can provide confidential expert advice for a range of common illness and complaints and the medicines you need to treat them.

If you need a GP when your practice is closed, call the practice to get through to the out of hours GP service.

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<tr>
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Data correct with NHS Choices

Visit your local pharmacy...

without an appointment and get advice on coughs, colds, sore throats, diarrhea, warts, verrucas, nits and more.
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Data correct with NHS Choices

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**Looking for a Mobile Eye Test in your area?**

Visit [www.nhs.uk](http://www.nhs.uk) or call **111**

to find out who provides mobile sight tests in your area
Your right to social care and support

Your local authority should:
• assess your needs and give you advice, whatever your financial circumstances
• provide information about services and support options available to you in your area
• give you a carer’s assessment if you are an unpaid/family carer

The assessment by the local authority is important because it helps them work out what your difficulties are and what services will help you most.

Often, only minor assistance is needed – such as meals on wheels and help with washing or dressing, yet these services could make a big difference to your life.

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

If you are assessed by social services and are found to be eligible for support, the next stage is to draw up a care and support plan, or in the case of a carer with eligible needs, a support plan.

What is a Care Plan?
A care plan (sometimes called a care and support plan, or support plan if you’re a carer) sets out how your care and support needs will be met. You should be fully involved in the preparation of your care plan, and you and anyone else you request should also get a written copy. The care plan must set out:
• the needs identified by the assessment
• whether, and to what extent, the needs meet the eligibility criteria
• the needs that the authority is going to meet, and how it intends to do so
• for a person needing care, for which of the desired outcomes care and support could be relevant
• for a carer, the outcomes the carer wishes to achieve, and their wishes around providing care, work, education and recreation where support could be relevant
• the personal budget
• information and advice on what can be done to reduce the needs in question, and to prevent or delay the development of needs in the future

Your care plan should be individual to you, and you should be allowed to have as much involvement in the development of your plan as you wish.

Your care plan should help you to:
• live independently
• have as much control over your life as possible
• participate in society on an equal level, with access to employment and a family life
• have the best possible quality of life keep as much dignity and respect as possible

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

Local authorities must consider whether the person’s needs:
• arise from or are related to a physical or mental impairment or illness
• make them unable to achieve two or more specified outcomes
• as a result of being unable to meet these outcomes, there is likely to be a significant impact on the adult’s wellbeing

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

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

Local authorities have a duty to assess anyone who appears to have care and support needs.
Local authorities do not have responsibility for providing NHS services such as patient transport, but they should consider needs for support when the adult is attending healthcare appointments.

The local authority should not refuse to meet eligible needs on the grounds of cost, although if there is more than one option, it is allowed to choose what it believes is the most cost effective one.

If your needs do not meet the national eligibility criteria, the local authority still has to give you information and advice on what support might be available in the community to support you.

If you need help from Wigan Council due to ill health or a disability, or you are struggling to cope with your everyday needs, you can contact us to tell us about your circumstances.

We will discuss what is going on in your life and how we can help you.

We have a responsibility to assess the needs of any person aged 18 or over, if they appear to be vulnerable. Anyone providing regular care for a vulnerable adult may also request an assessment.

Vulnerable people may be in one or more of the following groups:

- Older people
- People with physical disabilities
- People with a hearing and/or visual impairment
- People with learning disabilities
- People with mental health problems
- People with long-term conditions
- People who misuse substances

For initial enquiries relating to adult social care please call 1942 828777 Monday to Friday, 8.45am to 8pm, and on Saturdays from 8.45am to 1pm.

Email: ssdcdt@wigan.gov.uk

www.wigan.gov.uk

Report a Safeguarding Concern

NHS Wigan Borough Clinical Commissioning Group (WBCCG)

Call: 01942 481766 and speak to someone about your concerns or visit: www.wiganboroughccg.nhs.uk/here-to-help/safeguarding

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The local authority should not refuse to meet eligible needs on the grounds of cost, although if there is more than one option, it is allowed to choose what it believes is the most cost effective one.

If your needs do not meet the national eligibility criteria, the local authority still has to give you information and advice on what support might be available in the community to support you.

If you need help from Wigan Council due to ill health or a disability, or you are struggling to cope with your everyday needs, you can contact us to tell us about your circumstances.

We will discuss what is going on in your life and how we can help you.

We have a responsibility to assess the needs of any person aged 18 or over, if they appear to be vulnerable. Anyone providing regular care for a vulnerable adult may also request an assessment.

Vulnerable people may be in one or more of the following groups:

- Older people
- People with physical disabilities
- People with a hearing and/or visual impairment
- People with learning disabilities
- People with mental health problems
- People with long-term conditions
- People who misuse substances

For initial enquiries relating to adult social care please call 1942 828777 Monday to Friday, 8.45am to 8pm, and on Saturdays from 8.45am to 1pm.

Email: ssdcdt@wigan.gov.uk

www.wigan.gov.uk

Report a Safeguarding Concern

NHS Wigan Borough Clinical Commissioning Group (WBCCG)

Call: 01942 481766 and speak to someone about your concerns or visit: www.wiganboroughccg.nhs.uk/here-to-help/safeguarding

Live Life • Learn Skills • Make Friends

Daytime opportunities for people with Learning Disabilities, Mental Health Issues and Complex Health Conditions

We offer a full and varied daily programme, including days out, themed weeks providing excellent support and guidance to our service users

To find out more about more about joining please call Lorraine Birchall on 07447 694275 • www.connectingtogether.co.uk

or visit us at: Unit 108 | Goldbourne Enterprise Park | Goldborne | WA3 3GR

"Together we believe the best in each of us enriches all of us"
Imagine Act and Succeed (IAS)

Imagine Act and Succeed (IAS) is a registered charity supporting people in Greater Manchester. We can support you on an individual basis in your life at home, in your family life, and in your community.

Support is available for:

- Learning Disabilities
- Autism
- Physical Disabilities
- Mental Health
- Elderly
- Extra Care

We explore what we can do together to achieve better outcomes for people and that they are supported to be in control of their support and funding. We place a great focus on your health and well-being and getting the support right for you.

IAS has done a lot of work over the years to support people to live in the way they want to, in the right environment and with the right people. Whether this be living alone, being part of a small community sharing support with others also in their own places or sharing a house with others.

Using a person centred approach, understanding and working in partnership with local authorities, and landlords means we can creatively find the right solution.

Statement of Purpose ...

We seek to develop a person centred organisation where everyone feels valued and sees that their contribution makes a difference.

We aim to create an environment where everybody’s energy and creativity is focused on getting better lives for people.

We support people to live as valued and contributing members of their communities where they are part of a wide network of friends, neighbours and family.

We do this through active listening, thoughtful practice, passionate commitment, and by working towards people’s dreams.
Community Support
IAS also offers Community Support to people who live either with their family or in their own home and need some support to maintain their independence. This support can be for things such as health and wellbeing, shopping, finances or leisure interests.

IAS Community Support is ideal for those who would like one to one individual support and we can support you:
- To be part of the community and build friendships and relationships
- To seek employment or take part in further education
- To attend medical appointments
- To keep fit and healthy
- With your personal care
- With life skills

For more information
Please feel free to contact us about any of our services on 01942 269497 or you can visit us online at www.imagineactandsucceed.co.uk

Stepping Out offers high quality person centred support in a group setting and is a modern alternative to traditional formal day services.

The sessions offered by Stepping Out are over 7 days per week, and can be mornings, afternoons and evenings.

There are a variety of experiences in a group setting covering leisure, pleasure, learning, contributing, health, fitness, work, self-advocacy and membership.

Popular sessions include Music and singing, Sensory, Fishing, Cooking, Crafting and Swimming as well as a number of social clubs.

Stepping Out’s group support also means that your money goes further and buys you more support!
(diagram based on current hourly rates Feb 2016)

We will support you to meet your outcomes in a person centered way.

Stepping Out
We support you to meet other people with similar interests, with whom you can share experiences and make friends.

Come along and join us at Stepping Out, to have fun, to learn, to have new experiences and make new friends.

Registered Charity Number: 1141823
Recognising mental health and support

Mental health, emotional wellbeing and resilience is all about how we cope with what life throws at us. It concerns the way we feel about ourselves, conduct relationships, handle stress or deal with loss.

Good mental health and resilience are fundamental to good physical health, relationships, education and work, as well as being key to achieving our potential.

**Mental health facts**

At least one in four people experience a diagnosable mental health problem in any one year, and one in six experiences this at any one time.

- More than half of those with a common mental health problem have both depression and anxiety.
- There are approximately 570,000 people with dementia in England, a figure that could double in the next 30 years.
- Nearly 850,000 children and young people aged five to 16 years have a mental health problem – about 10% of the population. Fewer than one in 10 accesses treatment.

Common mental health problems such as anxiety, depression, panic disorders, phobias and obsessive compulsive disorder can cause great emotional distress, and can affect how you cope with day-to-day life and your ability to work.

Less common conditions, such as psychosis, can make you experience changes in thinking and perception severe enough to significantly alter your experience of reality. These conditions include schizophrenia and affective psychosis, such as bipolar disorder, and can have the same lifelong impact as any long-term physical condition.

Admitting you are struggling does not mean you are “mentally ill”, that doctors will automatically put you on medication, or you will have to immediately tell your employer you are mentally unwell.

Many issues can be managed without the help of a GP by using the variety of sources of help now available, whether it’s through books, local organisations or online.

Even if you need professional help, there are choices you can make along the way. Mental illness is treatable and, with appropriate support and treatment, people do recover. Many move on with their lives and are able to care for their family, contribute to the local community, and get back into employment or training.

**Mental health & wellbeing for carers**

**Coping with stress**

Stress, anxiety and depression can affect anyone, but the pressure and expectations of caring can make carers particularly vulnerable. In turn this can make caring more difficult to cope with.

Stress can affect your sleep and you can become more exhausted, tense, irritable and low. You can also feel as though you are losing control of your life and you have little way of regaining this control. One of the first steps in dealing with stress is to acknowledge that it is happening and to think about the reasons. Starting to deal with the causes, even by taking very small steps, helps you feel more in control. The earlier you do this the better. Just talking about how you feel with someone can help you find a way to deal with it.

Joining a carers group could offer you the opportunity to share your experiences with other carers. Or you may prefer to use carers online forums such as those offered by Carers Trust and Carers UK.

**Dealing with depression**

Depression is when you feel persistently low or sad and can’t find any pleasure in life for weeks and months rather than just a few days. Many of us feel like this sometimes, but depression is when these feelings last longer than a few days.

Depression is an illness, with real and sometimes frightening symptoms. It’s not a sign of weakness or something you can ‘snap out of’ or deal with by ‘pulling yourself together’.

If you think you may be suffering from depression you should see your GP as soon as possible. Many people wait a long time before seeking help for depression from their GP.

The treatment and support options for depression are very effective and the sooner you get help the sooner you can be on the way to recovery.

**Keeping in touch and meeting people**

Carers can sometimes feel lonely or socially isolated as a result of their caring responsibilities, which in turn impacts on their health.

You may have found that caring has affected the relationship you have with the person you care for, as well as relationships you have with others.

Whilst caring responsibilities can make it difficult, it is important that you try to keep up your social connections as these are good for maintaining your own wellbeing. This may include keeping in touch with family and friends – even if it’s just a quick phone call, joining online carer networks or visiting your local carers’ service. It may also include taking a little time out to engage in any hobbies you have and doing the things that make you happy.

If you find that you don’t have any time to do the things you enjoy, then it is important to find ways to take a break from your caring role.
Acknowledging resentment and guilt
Like many carers, you may find yourself caught up in a cycle of resentment and guilt. You may no longer feel like your life is your own and may feel guilty for feeling that way. At the same time, you may feel that you should be doing more for the person you care for, or feel as though you aren't doing a good job.

It’s important that you allow yourself to feel these perfectly normal feelings and not get overwhelmed by guilt. It is also important to try to find time to take care of your health and wellbeing, rest and re-energise, which may help you cope with some of these feelings.

Keeping healthy
There are simple steps you can take to ensure that your body and brain remain as healthy as possible as you age.

Keeping active
It’s never too late to get active. Any physical activity for ten or more minutes that is of at least moderate intensity (i.e. raises your breathing rate) is beneficial to health.

Eating well and maintaining a healthy weight
Choose a variety of foods high in fibre, vitamins and minerals, like fruit, vegetables and wholegrains. Try to have fewer foods and drinks that are high in fat, salt and sugars.

Keeping alcohol consumption low
Regularly drinking more than the recommended guidelines can damage your health.

Stopping smoking
To quit, visit www.nhs.uk/smokefree, or call the smokefree helpline on 0300 123 1044.

How your GP can help
You should make an appointment to see your GP if you’ve been feeling depressed for a few weeks or your anxiety is having an impact on your daily life, such as stopping you from going to work or shopping. Mental health services are free on the NHS, but you will usually need a referral from your GP to access them.
Support for carers

There are 6.5 million carers in the UK which is one in 10 of the population.

Ask for a Carers’ assessment

The Care Act 2014 makes carer’s assessments more widely available to people in caring roles. Local authorities now have a legal duty to assess any carer who requests one or who appears to need support.

If you provide care and support to an adult friend or family member, you may be eligible for support from your local council. This support could include being offered money to pay for things that make caring easier. Or the local authority might offer practical support, such as arranging for someone to step in when you need a short break. It could also put you in touch with local support groups so you have people to talk to.

A carer’s assessment is a discussion between you and a trained person either from the council or an organisation working on behalf of the council.

The assessment will consider the impact the care and support you provide is having on your own wellbeing, as well as important aspects of the rest of your life, including the things you want to achieve day-to-day.

It must also consider other important issues, such as whether you are able or willing to carry on caring, whether you work or want to work, and whether you want to study or do more socially.

A carer’s assessment looks at the different ways caring affects your life, and works out how you can carry on doing the things that are important to you and your family. It covers your caring role, your feelings about caring, your physical, mental and emotional health, and how caring affects your work, leisure, education, wider family and relationships.

Your physical, mental and emotional wellbeing should be at the heart of this assessment. This means that you can tell the council how caring for someone is affecting your life and what you want to be able to do in your day-to-day life.

A carer’s assessment should also look at your own interests and commitments to see if and how they are disrupted by your role as a carer. One of the most important parts of your carer’s assessment will be a discussion about your wishes concerning going to work, training or leisure activities.

Your decision to be a carer

When your carer’s assessment is done, no assumptions should be made about your willingness to be a carer. This can be a very sensitive area, because many of us feel that we have a duty to those we care for. We sometimes rule out other options because we feel we have no choice.

You have the right to choose:
• whether to be a carer at all
• how much care you are willing to provide
• the type of care you are willing to provide

When assessing your needs, social services must consider whether your role as a carer is sustainable. The assessment is about your needs and therefore you should:
• have a reasonably detailed discussion about all the matters relevant to you
• have the assessment in private if you want to, at a convenient time and place for you
• get relevant information, including about welfare benefits you could claim and details of other services
• have a chance to identify the outcomes that you want; any services should be appropriate for you and meet your needs
• be given flexibility and innovation in identifying services that may meet your needs
• have an opportunity to give feedback about the assessment

My Space Housing Solutions is a Specialist Charitable Housing Association providing vulnerable adults with a home that is suitable for their specific needs and requirements

Support we provide:
• Understanding tenancy responsibility
• Understanding anti-social behaviour
• Tenancy management
• Property maintenance and repair reporting guidance
• Benefit eligibility
• Advice on property security and personal safety
• Multi agency working

Contact Details
Phone: 01204 694 154
Email: info@my-spacehousing.co.uk
Website: www.my-spacehousing.co.uk

My Space Housing Solutions
"We are committed to the provision of good quality housing, care and support services to meet local needs and to contribute to the development of sustainable communities."

MY SPACE HOUSING SOLUTIONS

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A young carer is someone aged 18 or under who helps look after a relative who has a condition, such as a disability, illness, mental health condition, or a drug or alcohol problem.

Most young carers look after one of their parents or care for a brother or sister. They do extra jobs in and around the home, such as cooking, cleaning, or helping someone to get dressed and move around.

Some children give a lot of physical help to a brother or sister who is disabled or ill. Along with doing things to help your brother or sister, you may also be giving emotional support to both your sibling and your parents.

**Your choices about caring**

Some people start caring at a very young age and don’t really realise they are carers. Other young people become carers overnight. If someone in your family needs to be looked after, you may really want to help them. But young carers shouldn’t do the same things as adult carers, nor should they be spending a lot of their time caring for someone, as this can get in the way of them doing well at school and doing the same kinds of things as other children or young people.

It’s important you decide how much and what type of care you’re willing or able to give, or whether you should be a carer at all.

You need to decide whether you’re the right person to offer the care that the person you look after needs. All disabled adults are entitled to support from their local authority, depending on their needs, so they should not have to rely on their children to care for them. It’s important for social services to ensure the whole family feels supported and comfortable with your role.

**Young carers’ rights**

As from April 2015 a social worker from your local authority must visit to carry out a “young carers needs assessment” to decide what kind of help you and your family might need if you or your parents request this.

If the local authority has already carried out one of these assessments before, they must carry out another one if you or your parents feel that your needs or circumstances have changed.

A young carer’s needs assessment must decide whether it is appropriate for you to care for someone else – and this includes taking into account whether you want to be a carer. The local authority must also look at your education, training, leisure opportunities and your views about your future. When assessing a young carer they must always ask about your wishes and involve you, your parents and anyone else you or your parents want to be involved.

All these people should receive a written record of the assessment. This should include whether the local authority thinks you need support, whether their services could provide you with that support, and whether they will give you that support.

It should also explain what you can do if you or your parents disagree with the assessment. Provided that you both agree, the local authority can assess both your needs as a young carer and the needs of the person you care for, at the same time.

If you’re 16 or over, and you’re not in full-time education you may be eligible for help finding work as well as help with your family’s finances, for instance through benefits such as Carer’s Allowance. Your assessment is the best place to find out about what is available in your situation.

**Request your Young Carer’s assessment**

You or your parents can contact Wigan & Leigh Young Carers - Tel: 01942 679352

Wigan & Leigh Young Carers, Allan Taylor House, 27 Charles Street, Leigh, Lancashire WN7 1DB

www.walyc.org.uk

**Request your Carer’s assessment**

Contacting our Adult Social Care Team at Wigan Borough Council - Tel: 01942 828777

www.wigan.gov.uk/Resident/Health-Social-Care/Adults/assessment/social-care-assessment

Alternatively, if the person you care for is being assessed by a social care practitioner, speak to them about how you can have your needs assessed and they will be able to offer you information and advice about this.

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**Drama and day opportunities for young people and adults with disabilities and/or communication**

We offer person-centred activities that promote and encourage self-confidence, personal awareness, social skills, self-expression, creative and imaginative thinking, improved communication, understanding, resilience and independence.

Includes: drama, dance, music, physical activity, gentle exercise, sensory stimulation, arts & crafts, healthy meal planning & preparation, getting out and about in the community, travel training, and much more!

Fully accessible hygiene suite and Snoezelen available.

Call now to find out more!

Phone: 01942 735426

Email: info.mtwadvoc@gmail.com

Unit 2 The Pier Centre, Pottery Terrace, Wigan WN3 5AB
Taking a break from caring

If you provide care for a relative, friend or neighbour, there will be times when you need to take a break: to attend appointments or simply to take time out.

Being a carer can be very demanding, taking up a lot of emotional and physical energy. Carers often feel worried or guilty about taking time off. But taking breaks from caring is very important, for both the carer and the person being cared for.

It is important not to let your caring role take over your life. Ideally, you should find a balance between caring and looking after yourself, particularly if you have other commitments, such as your own home, family or a job. It is important to look after your own health too. You will be able to provide better care if you are not exhausted and run down.

For your relative: respite care can also have positive benefits for the person being cared for. In some cases it can provide specialist medical care that you are unable to provide – for example, to help them recover from an operation or illness. Attending a day centre or going on a ‘respite holiday’ can be enjoyable, giving your relative the opportunity to meet new people and take part in different activities.

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.

Checklist for considerations when choosing respite care

If you are choosing respite care, there are some things you should do before making a decision on the provider.

Ensure you make decisions jointly: any decisions about respite care should be made with your relative, wherever possible. Talk to them about their preferences and discuss the options. Explain why the respite care is needed and what is involved.

Specific needs: make sure that any day centres or respite care can accommodate your relative’s needs. For example, if your relative is in a wheelchair, make sure that the chosen day centre is accessible. Or, if your relative has dementia, make sure that any staff employed to take care of them have the necessary experience and training to deal with this.

Consider your relative’s interests: if you are trying to arrange day care or a short break for your relative, talk together about what they would enjoy. Try to match clubs to their hobbies and interests.

Visit potential respite providers: before making any decisions, try to visit the day centres or care homes on your shortlist to get an idea of what they are like. If possible, take your relative with you and make sure they understand what is going on. If you are arranging emergency respite care, there may not always be time to visit.

Check the room: if you are considering residential respite care, ask to take a look at the particular room your relative might stay in as well as any communal areas.

Background checks: make a background check by checking the Care Quality Commission (or relevant regulatory body in your country) for information about the care provider.

Meet prospective carers: if possible, try to meet any carers that might provide care while you are away. Make sure that you and your relative are happy with them.
Respite care can have positive benefits for both you and your relative. But there are potential difficulties that need to be considered.

The benefits of respite care

✓ A well-earned break for carers from the day-to-day responsibilities of caring.
✓ Time for carers to focus on their children, jobs, home and personal health and wellbeing.
✓ A holiday or a trip to a relative’s house can provide a welcome change of scenery for your relative, particularly if they are stuck at home most of the time.
✓ Specialist care can be given to suit your relative’s needs.
✓ Help with funding is available in many cases.
✓ An opportunity to introduce alternative services or carers that may be needed in the future (for example, if the situation deteriorates or an emergency occurs).

The drawbacks of respite care

✓ It can be difficult for carers to admit that they need or want time off.
✓ It might be difficult for some people, particularly those with dementia/Alzheimer’s to deal with changes to routine. In some cases, it might be easier for them to remain at home, with a substitute carer, than to move somewhere else.
✓ There may be additional respite care costs to consider that aren’t covered by local authority funding.
✓ Availability for respite care may be limited in some areas.
✓ There might be waiting lists for respite care.
✓ Care homes may not have space to accommodate short-term stays, particularly at short notice.
✓ Some benefits, such as carer’s allowance may be affected if you take breaks over a certain amount of time.
✓ The person being cared for may reject alternative forms of care.
✓ The person being cared for may become depressed or agitated if not being looked after by their usual carer.

When arranging residential or domiciliary respite care you should be given a contract stating the details of care and any other terms and conditions.

This should include information about notice periods, cancellation clauses and (if applicable) bank holiday payments. It is important to read this carefully before signing.

If you are not offered a written contract make sure you ask for one.

Financing respite care

Local authorities will only pay for respite care for those that they have assessed as needing it.

This can be determined by your relative having a needs assessment or you having a carer’s assessment.

Contact our Adult Social Care Team at Wigan Borough Council - Tel: 01942 828777
www.wigan.gov.uk/Resident/Health-Social-Care/Adults/assessment/social-care-assessment
Creating dementia friendly communities

Tips for shops, workplaces, businesses, friends & neighbours

It is possible for people with dementia to live well if those around them understand how they can help in simple ways.

People with dementia live in your area, possibly on your street, amongst your friends and close neighbours. People with dementia may visit your shop, business or workplace.

Common signs of dementia are confusion, forgetfulness, struggling to find words and repetitiveness. This can make everyday situations stressful. A person with dementia may need extra assistance to help them use your services or help them with everyday things.

Speak clearly
• Speak clearly, calmly and slowly to allow the person time to understand information.
• Use simple, short sentences and avoid direct questions.
• Keep choices to a minimum and don’t raise your voice.
• Where possible, talk in a non-distracting place or find a quiet corner.

Think about your body language
• People with dementia may find it difficult to understand what is being said, but can be quick to interpret the message on people’s faces and may still be aware of body language.
• Make sure you are at the person’s level, use a friendly tone and respect personal space.

Show respect and patience
• Adapt what you are saying if the person with dementia does not understand.
• Don’t rush, and try to go at their pace.

Listen
• Listen carefully to what the person has to say, giving plenty of encouragement, whilst looking out for other clues of what they might be trying to communicate.
• Allow them time to find the words to tell you what they want.

Noise
• A person with dementia may have difficulty listening if there are a lot of different noises around them.

Lighting
• Make sure the lighting is sufficient so the person with dementia can see you and everything around them clearly.
• Turn up the lights or move to a well-lit area.

Help with handling money
• Counting money, calculating and handling change, recognising coins and banknotes and knowing the value of money can all be very difficult for someone with dementia.
• Offer to help by counting out money and giving a receipt.

Finding the way
• People with dementia may have forgotten where things are or they may not recognise everyday objects.
• Sometimes people with dementia may forget where they are going or become disoriented.
• They may not be able to follow simple directions and may need you to go with them to where they want to go.

Feeling lost
• Sometimes people with dementia may feel lost in familiar places or forget where they live.
• If someone is lost and distressed, offer to help by asking if their address is on something they might have in their pocket or bag.

Top tips to reduce your risk of developing Dementia
• Stop smoking
• Control high blood pressure
• Control blood glucose level if you have diabetes
• Keep cholesterol at a healthy level
• Only drink alcohol within NHS guidelines
• Eat a healthy balanced diet
• Maintain a healthy weight
• Keep physically and mentally active
• Take time for your mental wellbeing

For further information visit www.alzheimers.org.uk

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Control blood glucose level if you have diabetes
Keep cholesterol at a healthy level
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Maintain a healthy weight
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Take time for your mental wellbeing

For further information visit www.alzheimers.org.uk
Recognising and finding things
• People with dementia may have forgotten what they came into the premises or room for.
• They may have a list but have problems finding the things they want.
• Help them choose the right amount of things, particularly if they seem to be buying an unusually large amount of something.

Making choices
• While choice is good, for someone with dementia too much choice can be confusing.
• Ask what the person would like, e.g. a coffee, and then suggest two or three likely options.
• You could describe these options and remember to give a pause between each option to allow them time to think and make a decision.

Whose reality
• Past memories can often be stronger than present reality.
• The person may be confused and say something that does not make sense to you.

Being predictable
• The person with dementia may be confused if things have been rearranged, or by new people they meet.
• Try to keep things the same or offer additional assistance if things have changed.

Every day can be different
• For some people with dementia what they can do changes from day to day, so how you help them may need to be different every time.
• Look out for signs and offer to help when needed, bearing in mind the privacy of the person.

Reflections Wigan
Life enhancing day support for those with dementia
We treat everyone as if they are part of the family.
At a time when many local services are closing down, people with dementia along with their families and carers absolutely rely on the care and support provided by Reflections.
We’re all about making people happy
If you or a family member are affected by dementia
Call 01942 564440 to find out more about our outstanding day support service
Planning for future care needs

If you think the person’s mental capacity you care for is going to decline, it’s a very good idea to encourage them to make a power of attorney which won’t stop working if they lose mental capacity. It means they’re still in control, but if they do lose mental capacity someone else will be able to step in.

Types of lasting power of attorney

The big differences between the types of power of attorney are the decisions they cover – financial ones, or ones about your health and welfare.

There are two types of lasting power of attorney. You can set up one or both.

A property and financial affairs lasting power of attorney lets someone manage all your financial affairs – for example, running your bank and savings accounts, managing your tax affairs, and buying and selling investments and property.

A health and welfare lasting power of attorney lets someone make decisions about your health, care and welfare – for example, what medical treatment you receive and whether you move into a care home.

If the person you want to help has already lost mental capacity, you will need to apply to a court to get the permission to manage their money for them.

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.

Make sure there is a will in place for both yourself and the person you care for

Your will tells everyone what should happen to your money, possessions and property after you die (all these things together are called your ‘estate’). If you don’t leave a will, the law decides how your estate is passed on – and this may not be in line with your wishes.

Your will tells people two very important things:

• who should have your money, property and possessions when you die

• who will be in charge of organising your estate and following the instructions you leave in your will – this person is called your ‘executor’, and you can name more than one person if you want to

You can also use your will to tell people about any other wishes you have, like instructions for your burial or cremation. Your executor will do their best to make sure your wishes are followed, as long as they don’t involve breaking the law.

Writing a will is especially important if you have children or other family who depend on you financially, or if you want to leave something to people outside your immediate family.

If you think the person’s mental capacity you care for is going to decline, it’s a very good idea to encourage them to make a power of attorney which won’t stop working if they lose mental capacity. It means they’re still in control, but if they do lose mental capacity someone else will be able to step in.

Preparing for Residential or Nursing Home Costs

Care home fees are a big financial commitment, and the decision to go into a care home is often made at a moment of crisis or urgency, such as when being discharged from hospital.

This can make finding the money to pay for fees (usually several hundred pounds a week) challenging for people funding their own care depending on where in the UK you live, care homes can cost an average of:

• £28,500 per year for a residential care home

• £37,500 per year if nursing is required.

Remember, you may have to pay extra for things like trips out, hairdressing and some therapies.

Registered Nursing Care Contribution is a tax-free, non-means-tested benefit, paid by the NHS to cover nursing or medical care. It’s paid whether you’re self-financing your care or your local authority is paying for it.

To be eligible, you must:

• need nursing care

• stay in a care home or residential home that can provide nursing care

Registered Nursing Care Contribution should still be paid if your stay in the care home is temporary. If you’re staying for six weeks or less, you won’t have to be formally assessed. Instead, your need for nursing care will be based on information provided by the care home or your GP. This can be quite a useful contribution towards costs if you need regular periods of respite care.
How to apply for Registered Nursing Care Contribution

If your care needs are being assessed by your local authority ask them to assess you for Registered Nursing Care Contribution at the same time or contact your local Clinical Commissioning Group: NHS Wigan CCG - Tel: 01942 482711

There are independent financial advisers that focus specifically on care funding advice, often referred to as specialist care fees advisers.

They are regulated by the Financial Conduct Authority (FCA) and must stick to a code of conduct and ethics and take responsibility for the suitability of any product they recommend.

A specialist care fees adviser will go through a fact-finding process with you to assess and understand your needs and circumstances.

This will include questions about:
- the level of your care needs and the attitude of your family
- the care that’s currently available and what care will be required in the future
- the potential cost of nursing care or the care home you’ve chosen

*Will writing and Powers of Attorney involve the referral to a service that is separate and distinct to those offered by St. James’s Place and are not regulated by the Financial Conduct Authority.

Each year, thousands of people are told they have to self-fund their own long term care.

Some self-funding options are quite straightforward, while others are much more complicated. A specialist care-fees adviser will help you to compare and assess all your options before deciding which one is right for you.

They will also be able to explain all the costs and risks involved with each option and should be able to help with other things too, like arranging your Will or a Lasting Power of Attorney.*

*David Glenn represents only St. James's Place Wealth Management plc (which is authorised and regulated by the Financial Conduct Authority) for the purpose of advising solely on the Group's wealth management products and services, more details of which are set out on the Group's website www.sjp.co.uk/products.

Contact David Glenn Dip PFS
your local Society of Later Life Adviser
to make a personal appointment or visit www.sjpp.co.uk/davidglenn

Tel: 01942 236500
Mob: 07831 487332
Email: david.glenn@sjpp.co.uk

David Glenn Dip PFS is a Specialist Later Life Adviser and has professional qualifications essential for providing advice on complex later life matters. He is also a member of Society of Later Life Advisers (SOLLA) and is approved by St. James’s Place Wealth Management plc. He is not a solicitor or a qualified tax adviser and therefore he is not able to give legal or tax advice. He is authorised and regulated by the Financial Conduct Authority (FCA) and holds the appropriate professional qualifications. He will provide you with a free, no obligation appointment to explain the range of later life options available to you. He provides this service at your request and you are under no obligation to instruct him to act for you. He is remunerated by a flat fee agreement with St. James’s Place Wealth Management plc, payable either by you directly or, where appropriate, by third parties on your behalf. He has no affiliation with any other organisation.

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Are you eligible for NHS continuing healthcare funding?

If the person you care for as a disability or complex medical problem, you might qualify for free NHS continuing healthcare (CHC). Not many people know about it, so it’s important to find out if you’re eligible and get an assessment.

If you need a lot of nursing support, the NHS can fund your care for you. NHS continuing healthcare (adults) or NHS continuing care (children) helps you with healthcare needs resulting from disability, accident or illness. If you qualify, it should meet the full cost of your care including care at home, in a nursing home or hospice.

In England, the NHS can arrange care for you or you can choose to receive funding for your care as a direct payment, known as a personal health budget.

Who is eligible?

The only sure way to know if you’re eligible is to ask your GP or social worker to arrange an assessment.

There’s no clear-cut list of health conditions or illnesses that qualify for funding.

Most people with long-term care needs don’t qualify for NHS continuing healthcare or NHS continuing care because the assessment is quite strict. Being frail, for example, isn’t enough. But don’t let that put you off.

Free healthcare could be worth thousands of pounds each year, so it’s important to find out where you stand.

What are eligible health needs?

- Complex medical conditions that need additional care and support
- Long-term medical conditions
- Physical or mental disabilities
- Terminal illnesses
- Rapidly deteriorating health
- Mobility problems
- Behavioural or cognitive disorders

What costs are covered?

NHS continuing healthcare or continuing care covers personal care and healthcare costs, such as paying for specialist therapy or help with bathing or dressing.

- It may also include accommodation if your care is provided in a care home, or support for carers if you’re being looked after at home.
- If you need nursing care as an adult, you might get NHS funded nursing care. You might get this even if you don’t qualify for NHS continuing healthcare or NHS continuing care.

Funding varies by region, so you’ll need to check with your local Clinical Commissioning Group.

First of all, you’ll have an initial screening to see if you’re eligible for funding.

It’s usually carried out in hospital or at home by a nurse, doctor, social worker or other healthcare professional.

They’ll assess your general health and care needs with a simple checklist that will cover:

- Behaviour
- Cognition (everyday understanding of what’s going on around you)
- Communication
- Psychological and emotional needs
- Mobility
- Nutrition (food and drink)
- Continence
- Skin (including wounds and ulcers)
- Breathing
- Symptom control through drug therapies and medication
- Altered states of consciousness
- Other significant care needs

If your health, or the health of someone you care for, is getting worse rapidly, ask about a fast track assessment to bypass the initial screening.

The assessment

If the initial screening shows that you may be able to get free NHS Continuing Care, you’ll need to have another assessment.

Even though the assessment process can be complex, most people and families who’ve been through it say the benefits are worth it.

The Assessment team will mark each of your care needs as:

- Priority
- Severe
- High
- Moderate
- Low

If you have at least one priority need or two severe needs, you should qualify for funding.

If you have one severe need and a number of other high or moderate needs, you may also be eligible. Circumstances change, so even if you were turned down for funding at first, make sure you have your situation regularly reviewed. Your GP or Local Carers Centre can help you.

What is a personal health budget?

Personal health budgets are being introduced by the NHS to help people manage their care in a way that suits them.
Since October 2014, adults receiving NHS Continuing Healthcare and children in receipt of continuing care have had a right to have a personal health budget.

A personal health budget is an amount of money to support your identified health and wellbeing needs, planned and agreed between you and your local NHS team. The aim is to give people with long-term conditions and disabilities greater choice and control over the healthcare and support they receive.

Key points

✓ Personal health budgets should help people get a more personalised service from the NHS. They should not make things worse.
✓ You do not have to have a personal health budget if you do not want one.
✓ They enable you to have more choice and control over the care you receive.
✓ NHS and social care organisations should work in partnership with you and with each other.
✓ If you are not able to have a personal health budget, you can still speak to your NHS team about how your needs can be met in another way that is more personal to you.

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. Anyone else whose support is funded by the NHS, including those with jointly funded packages could also benefit.

From April 2015, all CCGs are being asked to develop plans for a major expansion of personal health budgets, and to ensure that people with learning disabilities are included by April 2016.

NHS Wigan CCG
Wigan Life Centre,
College Avenue, Wigan WN1 1NJ
Telephone: 01942 482711
www.wiganboroughccg.nhs.uk

ASHWOOD CARE
QUALITY CARE IN YOUR OWN HOME
PRIVATE | NHS | SOCIAL SERVICES

The home care services we offer are built around our Client’s needs involving friends, families and in care planning, whether funded privately, through direct payments or Personal Health Budgets.

Contact your local office on 01942 409052
to find out how we can help
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.

If you are considering using a home care agency, 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 my relative 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?

**Care Home & Home Care CQC Ratings**
By law, all care homes and home care agencies have to display the ratings the (CQC) Care Quality Commission gives them. They must display them in the places that people who use their services can easily see them. They must also show their ratings on their website, if they have one.

- **Outstanding**: The service is performing exceptionally well.
- **Good**: The service is performing well and meeting our expectations.
- **Requires improvement**: The service isn’t performing as well as it should and we have told the service how it must improve.
- **Inadequate**: The service is performing badly and we’ve taken action against the person or organisation that runs it.

Read their latest report: [www.cqc.org.uk/content/find-services-your-local-authority-area](http://www.cqc.org.uk/content/find-services-your-local-authority-area)
Choosing the right care home

Choosing a care home is one of the most important decisions you’ll ever make. You need to make sure it’s got everything you need, in a place you’ll be happy, at a price you can afford.

When choosing a care home you need to recognise that your care needs are likely to increase over time.

**Choosing a care home**

- Make a shortlist of suitable care homes in your area that fall within your budget.
- Request an information pack from the homes on your shortlist.
- Request a copy of their contracts and/or terms and conditions.
- Make sure they have vacancies or establish how long their waiting list is.
- The cost of care varies from region to region – you could save money by relocating.
- Don’t forget to take into account additional costs that may not be covered in your residential fees, such as meals and day trips.
- Check how much notice you need to give if you move out and how much notice you will be given if the home is to close.
- If your funding is local-authority assisted, check that you pay the same rates as self-funders and find out whether a top-up payment is required.

Check the care home’s official inspection report

**How much is it going to cost?**

Care-home fees vary considerably around the country, but on average you should expect to pay approximately £28,500 a year for a residential care home and £37,500 if nursing care is required.

Your local council may be able to help with costs depending on your circumstances.

Before visiting any care homes in person, you need to be very clear about what it is you’re looking for. Make a checklist of the things that are important to you, along with a list of questions to ask the managers and staff. Don’t be embarrassed – you’re about to make a life-changing decision.

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. Social services must first agree that the home is suitable for the person’s needs and that it would not cost more than they would normally pay for a home that would meet those needs. If the person chooses to go into a more expensive home, a relative or friend may be able to ‘top up’ the difference in cost.

**What your choices are**

A list of all nursing and residential care homes within your locality can be found on the following pages.

Every care home in England must be registered with the national regulatory body Care Quality Commission (CQC). They inspect each care home 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.

To check up-to-date information on the Nursing and Residential care homes within your locality visit: www.cqc.org.uk

What to expect from a good care home ...

- Your care, treatment and support are set out in a written plan that describes what staff need to do to make sure that you receive personalised care.
- You, and your family and friends where appropriate, are actively involved in developing this plan. For example, you should be able to have a choice about who provides you with personal care, such as help with washing and dressing.
- As your needs and preferences change, your plan is changed, and all those who need to know, such as your care staff, are kept up to date.
- The plan includes information about the whole of your life, including your goals, your abilities and how you want to manage your health. You may also have a health action plan.
- Staff work hard to prevent you from feeling lonely. They do this by helping you to keep in contact with your family and friends.
- Staff also help you keep up your hobbies and get involved in the community if you want to.
- If you need to visit hospital, staff plan this well with you to make sure it goes as smoothly as possible.
- If you have any concerns and complaints, staff always take them seriously, investigate them thoroughly and respond to them in good time.
## Domiciliary, Nursing & Residential Homes

<table>
<thead>
<tr>
<th>Service Name</th>
<th>Address</th>
<th>Area</th>
<th>Postcode</th>
<th>Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td>SureCare</td>
<td>209 Elliot Street</td>
<td>Tyldesley</td>
<td>M29 8DS</td>
<td>01204 572555</td>
</tr>
<tr>
<td>Harmony Homecare Limited</td>
<td>7 Market Street</td>
<td>Atherton</td>
<td>M46 0DW</td>
<td>01617 991202</td>
</tr>
<tr>
<td>Excel Care Management Services Ltd</td>
<td>142 Market Street</td>
<td>Atherton</td>
<td>M46 0DX</td>
<td>01942 883970</td>
</tr>
<tr>
<td>Belong at Home Domiciliary Care Agency</td>
<td>55 Mealhouse Lane</td>
<td>Atherton</td>
<td>M46 0EU</td>
<td>01942 898410</td>
</tr>
<tr>
<td>Creative Support</td>
<td>19-23 Charles Lane</td>
<td>Wigan</td>
<td>WN1 1DB</td>
<td>01942 671457</td>
</tr>
<tr>
<td>Ashwood Care</td>
<td>Arcade House, Office 4, 2 Arcade Street</td>
<td>Wigan</td>
<td>WN1 1DE</td>
<td>01942 409052</td>
</tr>
<tr>
<td>Making Space Dom Care &amp; Outreach Service</td>
<td>Caxton House, Dorming Street</td>
<td>Wigan</td>
<td>WN1 1HW</td>
<td>01925 571680</td>
</tr>
<tr>
<td>AJ’s Homecare Limited</td>
<td>43 Dicconson Street</td>
<td>Wigan</td>
<td>WN1 2AT</td>
<td>01942 515952</td>
</tr>
<tr>
<td>Combined Care Service Ltd</td>
<td>159a Darlington Street East</td>
<td>Wigan</td>
<td>WN1 3EF</td>
<td>01942 665044</td>
</tr>
<tr>
<td>Voyage</td>
<td>7A Kindless Street, Scholes</td>
<td>Wigan</td>
<td>WN1 3JT</td>
<td>01942 244165</td>
</tr>
<tr>
<td>Ashlands House</td>
<td>Dobson Park Way, Ince-In-Makerfield</td>
<td>Wigan</td>
<td>WN2 2DX</td>
<td>01942 866225</td>
</tr>
<tr>
<td>Premier Care Limited Wigan</td>
<td>Hindley Town Hall, Cross St, Hindley</td>
<td>Wigan</td>
<td>WN2 3AX</td>
<td>01942 705970</td>
</tr>
<tr>
<td>Grade A Care</td>
<td>113 Wigan Road, Hindley</td>
<td>Wigan</td>
<td>WN2 3BL</td>
<td>07530 881799</td>
</tr>
<tr>
<td>Wigan Link</td>
<td>Hindley BC, Platt Lane Hindley</td>
<td>Wigan</td>
<td>WN2 3PA</td>
<td>01942 202054</td>
</tr>
<tr>
<td>Belong at Home Domiciliary Care Agency</td>
<td>Millers Lane, Platt Bridge</td>
<td>Wigan</td>
<td>WN2 5DD</td>
<td>01942 855600</td>
</tr>
<tr>
<td>Pier House</td>
<td>Pier House, Hallgate</td>
<td>Wigan</td>
<td>WN3 4AL</td>
<td>01942 217546</td>
</tr>
<tr>
<td>Home Instead Senior Care Wigan</td>
<td>CT3 Building, Wigan IC, Waterside Dr</td>
<td>Wigan</td>
<td>WN3 5BA</td>
<td>01695 682180</td>
</tr>
<tr>
<td>Allied Healthcare Wigan</td>
<td>Beecham Cl, Pemberton BP, Smithy Brook Rd</td>
<td>Wigan</td>
<td>WN3 6PR</td>
<td>01942 403020</td>
</tr>
<tr>
<td>North West Branch</td>
<td>Gemini Unit A1, Redgate Road, Bryn</td>
<td>Wigan</td>
<td>WN4 8DT</td>
<td>01942 714501</td>
</tr>
<tr>
<td>Care &amp; Connect Solutions Ltd</td>
<td>1st Floor, 7a Gerard Street</td>
<td>Ashton In Makerfield</td>
<td>WN4 9AG</td>
<td>01942 724211</td>
</tr>
<tr>
<td>Bridgewater Home Care</td>
<td>Pemberton BC, Richmond Hill</td>
<td>Wigan</td>
<td>WN5 8AA</td>
<td>01942 215888</td>
</tr>
<tr>
<td>Carewatch</td>
<td>Bentham Hs, 97 Heaton St, Standish</td>
<td>Wigan</td>
<td>WN6 0DA</td>
<td>01257 473355</td>
</tr>
<tr>
<td>Tania Brown Limited</td>
<td>31-33 High Street, Standish</td>
<td>Wigan</td>
<td>WN6 0XT</td>
<td>01257 473967</td>
</tr>
<tr>
<td>Cherish UK Ltd</td>
<td>65 Wigan Lower Rd</td>
<td>Wigan</td>
<td>WN6 8LJ</td>
<td>01942 670364</td>
</tr>
<tr>
<td>JAS</td>
<td>71-73 Church Street</td>
<td>Leigh</td>
<td>WN7 1AZ</td>
<td>01942 269497</td>
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<tr>
<td>Reablement Service</td>
<td>Leigh Town Hall, Market Street</td>
<td>Leigh</td>
<td>WN7 1DY</td>
<td>01942 487904</td>
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<tr>
<td>North West Supported Living Services</td>
<td>Apartment 8 Duva Mews</td>
<td>Leigh</td>
<td>WN7 1QR</td>
<td>01942 674707</td>
</tr>
<tr>
<td>Wigan DCA</td>
<td>Lloyd House, Orford Ct, Greenfold Way</td>
<td>Leigh</td>
<td>WN7 3XJ</td>
<td>01942 263500</td>
</tr>
</tbody>
</table>

You have the right to education about how to take care of yourself and about what you are entitled to in the health and social care system.
## Domiciliary, Nursing & Residential Homes

### Nursing Homes

<table>
<thead>
<tr>
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<th>Address</th>
<th>Area</th>
<th>Postcode</th>
<th>Telephone</th>
</tr>
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<tbody>
<tr>
<td>Belong Atherton Care Village</td>
<td>Mealhouse Lane</td>
<td>Atherton</td>
<td>M46 0EW</td>
<td>01942 898410</td>
</tr>
<tr>
<td>Haigfield Care Home</td>
<td>241 Wigan Road</td>
<td>Wigan</td>
<td>WN1 2DN</td>
<td>01942 821165</td>
</tr>
<tr>
<td>Lakeside Nursing &amp; Residential Home</td>
<td>Chorley Road, Worthington</td>
<td>Standish</td>
<td>WN1 2XN</td>
<td>01257 422931</td>
</tr>
<tr>
<td>St George’s (Wigan) Limited</td>
<td>Windsor Street</td>
<td>Wigan</td>
<td>WN1 3TG</td>
<td>01942 821399</td>
</tr>
<tr>
<td>Rosebridge Court</td>
<td>191 Darby Lane, Hindley</td>
<td>Wigan</td>
<td>WN2 3DU</td>
<td>01942 526240</td>
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<tr>
<td>Carrington Court</td>
<td>190 Darby Lane, Hindley</td>
<td>Wigan</td>
<td>WN2 3DU</td>
<td>01942 526220</td>
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<tr>
<td>Acrorns Care Centre</td>
<td>Parkside, Hindley</td>
<td>Wigan</td>
<td>WN2 3LJ</td>
<td>01942 259024</td>
</tr>
<tr>
<td>Belong Wigan Care Village</td>
<td>Millers Lane, Platt Bridge</td>
<td>Wigan</td>
<td>WN2 5DD</td>
<td>01942 856500</td>
</tr>
<tr>
<td>Westwood Lodge</td>
<td>Heimsman Way, off Poolstock Lane</td>
<td>Wigan</td>
<td>WN3 5DJ</td>
<td>01942 829999</td>
</tr>
<tr>
<td>Shawcross Care Home</td>
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<td>Jahir-Jirah Charity Homes Wigan</td>
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### Residential Homes

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<th>Residential Homes</th>
<th>Address</th>
<th>Area</th>
<th>Postcode</th>
<th>Telephone</th>
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<tr>
<td>Hillcrest Residential Home</td>
<td>Elliott Street</td>
<td>Tyldesley</td>
<td>M29 8JE</td>
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<tr>
<td>The Hamiltons Care Home</td>
<td>350 Hamilton Street</td>
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<td>M46 0BE</td>
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<td>The Chanters</td>
<td>Tyldesley Old Road</td>
<td>Atherton</td>
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<td>Lime House</td>
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<td>Lowton</td>
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<td>Ashwood Court</td>
<td>Woodford Avenue</td>
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<td>Woodlands Court Care Home</td>
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<td>Six Acres Residential and Supported</td>
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<td>Accommodation Limited</td>
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<td>Living Ambitions Limited</td>
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</table>

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