

OPTIONS

A guide to care and independent living

Wakefield
Winter 2019/2020

*Leaving
hospital*

What's next?

NHS

*continuing
healthcare*

Who's eligible?

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SOCIAL CARE
tips

Healthcare services

Choosing the right one

FREE
guide

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The NHS
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Welcome *and introduction*

This guide is intended to help you, your carer and your relatives understand how your local health services can help you after discharge from hospital. Also information to help you to live independently or access support and care services in your area.



Read online

To view this guide online as an interactive ebook visit:

<http://octagon.org.uk/ebooks/options/wakefield/winter2020>



Sometimes you might find you need extra care and support to manage your life and the daily tasks in order to remain independent. This might be as you start to get older, or if you have a disability, illness, or suffer from mental health problems.

This guide is here to offer some great information on the support that's available for you in Wakefield, so you can stay independent, well, and active.

The places to start

Our Connect to Support and Live Well Wakefield websites are great places to start to discover really useful information on services, groups and activities available for you throughout the district.

You can access Connect to Support at wakefield.connecttosupport.org or if you would prefer to talk to someone, call Social Care Direct 0345 8 503 503. You can also visit the Live Well Wakefield at livewellwakefield.nhs.uk or call 01924 255363 to speak to the team.

Well and active

You can't underestimate the benefits to staying active and keeping yourself busy to your all-round health. It doesn't have to be formal exercise in a gym either, simply getting out in your local area and visiting people will really have a positive impact.

If you are looking for advice on staying

healthy, local and national NHS websites have lots of information on health topics like, weight and maintaining a balanced diet, diabetes, or help with stress, anxiety, and depression.

To get started check out the NHS choices website at nhs.uk/live-well/ or find out local health services through wakefieldccg.nhs.uk.

Out and about

It's important to your wellbeing to make sure you continue to get out and about, meet with family and friends – both old and new – and be a part of your local community. If you're looking for something new to take part in, you can find activities and groups near you on Connect to Support and Live Well Wakefield. Your local library is also on hand to help.

Don't forget if you need help travelling around, West Yorkshire Metro offers fantastic discounted and free passes, including help planning journeys: wymetro.com.

Caring for someone

If you help take care for someone, or have a family member or friend who helps you with your care, there is support available through Carers Wakefield. Whether you're looking for someone to simply listen and talk things over with, or gain advice on groups, services, and benefits that could help, the team is on hand. Call 01924 305544 or find more at carewakefield.org.uk.

Making life easier

You might want to consider getting some help with cleaning and shopping, handypersons, alongside other trades. But be careful of bogus scams and check IDs to stay safe. A good way to be reassured is by sourcing someone through the government backed TrustMark at trustmark.org.uk or call 0333 555 1234. Age UK also has lots of useful information on their website ageuk.org.uk/information-advice/.

Equipment and assistive technology can also help make life easier. Discover handy guides to help you decide what could benefit you on Connect to Support: wakefield.connecttosupport.org. The British Red Cross also have lots of options if you go to store. redcross.org.uk/category/assisted-daily-living-products or call 0344 7288144. You can also see asksara.dlf.org.uk/.

You may benefit from having meals delivered at home. There are a number of local and national organisations that offer this.

- ICare cater for a range of dietary needs: Web icarecuisine.co.uk. Call 01977 696840 or on 0845 6 041 125.
- Wiltshire Farm Foods: Web wiltshirefarmfoods.com/. Call 0800 077 3100.





- Oakhouse Foods:
Web oakhousefoods.co.uk/.
Call 0333 370 6700.

For a more social lunch you can discover a number of luncheon clubs in the district by contacting Age UK on 01977 552114.

If you think you need any help with your care and support your first point of contact for adult social care services and advice is always Social Care Direct who you can reach on 0345 8 503 503. Depending on your circumstances they may carry out a care needs assessment. Carers are also entitled to an assessment in their own right.

You can discover more information on the choices and pathways open to you at wakefield.gov.uk/health-care-and-advice/adults-and-older-people-services.

Living Independently

Understandably, most of us will want to live independently in our own home for as long as we're able, but sometimes that's just not possible. If you are unable to remain living in your home you may wish to consider other housing options like Independent Living Schemes that allow people to retain an independent lifestyle, but with the security of 24 hour assistance in emergencies. Extra Care schemes also offer a higher level of support than sheltered housing. However, an assessment may be carried out to look

at your suitability for these schemes and age restrictions often apply. Of course for those where it is necessary, there is also residential care.

Paying for Care

Care arranged by your local council isn't usually free. Following a care needs assessment there will be a financial assessment where the council will look at your income, savings and property to calculate how much you can afford to contribute towards the cost of your care and support. Currently if you have capital over £23,250 you must pay the full cost.

You won't ever be asked to pay more towards the cost of your support and care than your financial assessment shows you can afford. Should you choose not to tell us about your finances then you will be charged for the full cost of your care.

You may think about giving away some of your savings, income or property to your relatives or charity, for example to avoid paying likely care costs. If the council thinks that you have done this to avoid paying care fees they may still assess you

as if you still had the money or property that you have given away. This is referred to as deprivation of assets.

Choosing how to pay for your care can be a big decision. We would advise you to get good and impartial financial advice. The Money Advice Service may be able to help. Visit their website at money.advice.service.org.uk, or call them on 0300 500 500.

There are also a number of national organisations who can help, including:

- National Careline:
Web thenationalcareline.org.
Call 0800 0699 784.
- Which? Elderly Care:
Web which.co.uk/older-life-care.
Call 029 2267 0000.
- Age UK: Web ageuk.org.uk.
Call 01977 552114.
- Citizens Advice:
Web wakefielddistrictcab.co.uk.
Call 03444 111 444.

If you would like to talk to someone about anything outlined please call Social Care Direct on 0345 8 503 503 as a first point of call.

Connecting Care

Did you know that local health, social care, voluntary and community sector organisations from across the Wakefield district are working together to provide seamless care?

This partnership working makes up Connecting Care+ which aims to ensure that people receive care wrapped around the individual delivered at the right time, in the right place and by the right person.

The organisations involved in Connecting Care+ include: NHS

Wakefield CCG, The Mid Yorkshire Hospitals NHS Trust, South West Yorkshire Partnership NHS Foundation Trust, Wakefield District Age UK, Wakefield District Housing, Carers Wakefield and District, Spectrum, Nova, Wakefield Council, Conexus Healthcare, Yorkshire Ambulance Service and Turning Point.

- Principles are that:
- Care is provided at or close to their homes
- Care is co-ordinated and seamless
- Only those people who need to be in hospital are admitted
- Once admitted into hospital, people only stay for as long as is clinically necessary



Would you be able to recognise delirium in a loved one?

If someone you care for is feeling increasingly confused, experiencing changes in their thinking and has a reduced attention span, it is important to recognise and treat their symptoms.

Delirium, known as 'acute confusion', is one condition which could explain such behaviours.

It is curable but if it goes undetected, then it can be life-threatening.

Delirium is more common for people in certain situations. For example, if someone needs intensive care, has a hip fracture or has had surgery to their arteries or veins.

Anyone of any age can get delirium though it is more likely to affect older people being treated for a medical condition.

It is important to make a distinction between delirium and dementia. Symptoms are similar though

delirium usually has a treatable cause and resolves over time with the appropriate treatment. Dementia is a degenerative condition which declines over time.

If someone has dementia, the symptoms of delirium can sometimes be mistaken for the dementia getting worse, but it is important to recognise and treat delirium in its own right.

Has your loved one been more confused lately?

Symptoms of delirium vary and affect people in different ways but people can:

- Become restless, agitated or aggressive
- Be withdrawn, quiet or more sleepy

- Be less aware of what is going on around them or where they are
- Struggle to think clearly
- Find it hard to concentrate, for example keeping track of a conversation
- Hear or see things that aren't there
- Have vivid dreams
- Be more confused at certain times of the day, especially evenings and night time
- Feel an urge to wander around
- Suddenly not be able to control their bladder or bowel movements

Delirium has many causes and there is often more than one thing which causes it to develop.

Causes include infection (eg. urine or chest infection), dehydration or malnutrition, medicines (eg. codeine, morphine, diazepam), surgical problems (eg. appendicitis), being in an unfamiliar place and alcohol use



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- People are supported and in control of their condition and care, enjoying independence for longer
- Unpaid carers are prepared and supported to care for longer.

cognise

or withdrawal.

If you are unsure whether someone is confused, you should try asking the person their name, age and today's date.

If you are worried that a friend or relative is becoming increasingly forgetful or confused, you should see a GP.

If someone becomes suddenly confused, you should go to A&E or call 999 for an ambulance.

Once the cause of the delirium is found and treated, most people start to improve within a few days. For a small number of people delirium may take weeks, or occasionally even months, to get better.



Managing anxiety and low mood

Anxiety, stress and low mood can affect anyone of any age for any number of reasons - and older people are no exception.

In fact, according to NHS England one in five over-65s living in the community will be affected by depression.

Despite that, older people are greatly underrepresented among those adults who are getting the help they need from dedicated support services.

There is a talking therapies service that is open to adults of all ages called Improving Access to Psychological Therapies, or IAPT for short.

Psychological therapies are as effective for older people as for those of working age yet analysis of national data shows the proportion of over-65s referred to IAPT services is lower than the proportion of the general population.

Of those over-65s who do use IAPT services, most are under 75-years-old and there are very few people over the age of 90.

Older people achieve good outcomes from IAPT treatment – sometimes better than people under 65.

In 2014/15, 56 per cent of over-65s showed reliable recovery after receiving psychological therapies, which compared with 42 per cent of working age adults.

In Wakefield there is a range of IAPT support available and the service offers:

- Rapid access to an assessment via telephone or, if needed, face-to-face
- Personalised treatment plans tailored to assessed need
- Clinics in GP surgeries, libraries and community venues.
- Standalone workshops covering a host of issues such as grief, loneliness and isolation and managing panic
- Specific work delivered for people with a long term condition
- Integrated work with therapists as part of multi-disciplinary teams
- Support for Loved Ones workshops which help families of loved ones in treatment understand and best support them



People in Wakefield can self-refer to IAPT via Turning Point's Talking Therapy website or contact the service via email at wakefield.talking@turning-point.co.uk and telephone on **01924 234860**.

There are many things that can affect a person's ability to feel healthy, both physically and mentally. We understand this and can offer support with a wide range of issues which may be having a negative effect on you, your family or friends.

We will listen to what you might be finding difficult in your life and together we can work through the options that may be available to help you.

The service is available to any adult aged 18 years and over, who lives within the Wakefield District or that are registered with a Wakefield GP.

The Live Well Team offer a range of services:

Social Prescribing

The social prescribing team will talk with you about your health, wellbeing & independence.

They will help you to identify any areas of your life that may be having a negative impact upon your wellbeing; then support you to set and achieve personal goals, helping you to access the support that you need. Social Prescribing support can take place over the telephone, within a GP surgery, at a local community venue or within your home.

The type of support that we offer is as varied as the people we see:

One day we may be supporting somebody that feels lonely or isolated to find out what social activities are available in their area and provide them with support from a volunteer to attend a local group.

The next day we could be supporting somebody that has lost their job, is struggling financially and is at risk of losing their home which has led to stress and low mood.

Another day we may be supporting somebody who has started to struggle with daily living activities such as bathing, shopping, cleaning and cooking, helping them

to access local support services to maintain their independence.

Or we could be helping someone who is caring for a relative or friend to access support for them and for the person that they are caring for.

The district of Wakefield has a wealth of valuable support services and groups provided by the local council, the NHS and the local community and voluntary sector.... but if you don't know about them, you can't access them and that is where the Live Well Team can help; by connecting you to the right type of support for your needs.

Over 97% of people we see say that they would recommend us to family and friends; here are a few of the things that people have said about our service:

"I was able to find out what help is out there and services that may be beneficial to me"

"They made everything understandable"

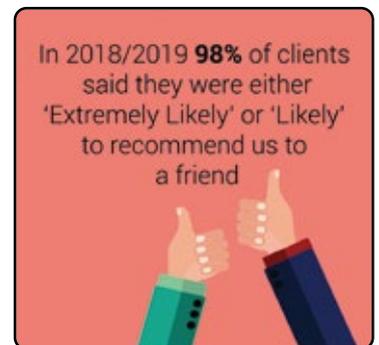
"Very helpful and professional. Sent me lots of information to help me"

"I found out about agencies I didn't know existed"

"Friendly" "Listened to me" and "Put me at ease"

"Absolutely fantastic"

You can access the Social Prescribing service by contacting



the Live Well Team on 01924 255363, by completing the online referral form at www.livewellwakefield.nhs.uk or by asking your GP surgery for referral to their Live Well Link Worker (if you are requesting support for somebody else, please ensure that you have their consent first).

Self-management courses & workshops

We understand the uncertainties of living with or caring for a person with a long term condition and self-managing aspects of life which are sometimes difficult.

Our self-management service is delivered by a dedicated team of staff & volunteers who themselves are living with long term health conditions. They have all attended the self-management courses as participants in the past and have personally gained so many benefits from them that they now support others to achieve the same.

There are a range of options available to help meet your individual needs:

Self-Management courses

We offer 3 different self-management courses to support those living with a long-term health condition:

General self-management

This course offers general tools and techniques to support any long-term health condition. It is also valuable for carers to attend in order to support their own health and wellbeing. The course runs for 6 weekly sessions of 2.5 hours per session.

New beginnings

This self-help course provides specific techniques to support mental health and wellbeing when living with depression and/or anxiety. There are 7 weekly sessions of 2.5 hours.



Cancer – Thriving and Surviving

A course specifically designed for those living with or beyond a cancer diagnosis and treatment. There are 6 weekly sessions of 2.5 hours which offer tools and techniques to support those living with the effects of a cancer diagnosis.

Self-Management Workshops

We offer a variety of self-management workshops which include; Feeling Positive, Busting Stress, Coping with Life using Relaxation, Coping with Pain and Boosting Self-Confidence. Each workshop runs for two hours, and take place at various community venues across the Wakefield district.

All our courses and workshops are free and confidential.

Many people comment on the added value and uniqueness of the courses and workshops because they are delivered by people with lived experience of long term health conditions. Here are a few things people say about our service: >>





Live Well Wakefield

What was good about your experience?

“Meeting new people” and “learning new skills”

“Friendly, easy to participate” and “sharing experiences”

“Learning how to manage my health conditions”

“Practical advice on how to cope with anxiety and depression, delivered by people who have suffered themselves”



For more information on courses & workshops including places, dates and times, please visit www.livewellwakefield.nhs.uk or contact the team on **01924 255363**.

Directory

We also have directories of lots of other support groups and social activities which are available across the Wakefield district. So whether you would like to become more physically active, learn a new skill, meet people who are interested in the same hobbies as you or have the same health issues as you, enjoy a friendly lunch or just meet for a coffee and chat, there are plenty of places to meet people and develop new friendships across the district.

The directories can be viewed on our website www.livewellwakefield.nhs.uk or by contacting the team on 01924 255363.



Volunteering

All of our courses, workshops and groups are facilitated by dedicated volunteers. Each one will have received intensive training and decided to share the skills that they have learnt and are using to help others.

The S.M.a.S.H Society (Self Management and Self Help)

These groups are offered by people from the Wakefield & 5 Towns District who have found ways to self-manage issues that affect their wellbeing. These issues can be wide and varied but The S.M.a.S.H Society believes that most things can be remedied in the right setting, with the right people and the right support.

The groups are run in an informal manner with a cuppa and a biscuit. They are available to anyone over the age of 18, with a 50p contribution towards refreshments and are available at various venues around the District; more information can be found on Facebook @'SMASH Wakefield' or twitter '@smashsociety1'.

“We look forward to seeing you soon!”



There are also a number of other volunteering roles available for people who have attended courses such as our social support volunteers, who help people to build confidence in accessing community services & social activities.

Other volunteering opportunities are available across the Wakefield District too, and with plenty of variety ranging from conservation projects, befriending schemes, administration work, sports and the arts to name but a few, there is sure to be something to spark your interest.

Volunteering has lots to offer, it could help you to...

- Build your self-confidence
- Gain some real skills and experience
- Improve your career prospects
- Update your references
- Get involved in a cause or issue that concerns you
- Share your interests and hobbies with other people
- Meet new people and have some fun
- Gain a sense of satisfaction
- Become a part of something that really makes a difference

Maybe you would like to set up your own voluntary group or are you involved in a service that could benefit from the valuable support of volunteers? If so you may benefit from becoming a member of NOVA the support agency for the voluntary and community sector in the Wakefield District.

For more information on volunteering within Wakefield and to view current volunteering opportunities please visit www.nova-wd.org.uk and www.volunteerwakefield.org or contact NOVA on **01924 367418**



Bevin Centre Social Group – Outwood

Remember, you can volunteer while receiving benefits as long as you continue to meet all the conditions of your benefit. For more information please visit www.gov.uk/guidance/volunteering-and-claiming-benefits or www.citizensadvice.org.uk/benefits/benefits-introduction/how-volunteering-affects-your-benefits or you can call Wakefield Citizens Advice Service on 03444 111 444.

So whether you are struggling to maintain your independence within the home; are living with or supporting somebody with a long term health condition; are feeling low in mood, isolated or lonely; would like to meet new people or become involved more in your local community; contact the live well service and we will help you to access the support that you need.

How to contact us:

Website – www.livewellwakefield@nhs.uk

Phone – 01924 255363

Facebook – @LiveWellWakefield

Twitter – @LiveWellWakey



NHS continuing healthcare

Some people with long-term complex health needs qualify for free social care arranged and funded solely by the NHS. This is known as NHS continuing healthcare.

Where can NHS continuing healthcare be provided?

NHS continuing healthcare can be provided in a variety of settings outside hospital, such as in your own home or in a care home.

Am I eligible for NHS continuing healthcare?

NHS continuing healthcare is for adults. Children and young people may receive a “continuing care package” if they have needs arising from disability, accident or illness that can’t be met by existing universal or specialist services alone.

To be eligible for NHS continuing healthcare, you must be assessed by a team of healthcare professionals (a multidisciplinary team). The team will look at all your care needs and relate them to:

- what help you need
- how complex your needs are
- how intense your needs can be
- how unpredictable they are, including any risks to your health if the right care isn’t provided at the right time

Your eligibility for NHS continuing healthcare depends on your assessed needs, and not on any particular diagnosis or condition. If your needs change then your eligibility for NHS continuing healthcare may change.

You should be fully involved in the assessment process and kept informed, and have your views about your needs and support taken into account. Carers and family members should also be consulted where appropriate.

A decision about eligibility for a full assessment for NHS continuing healthcare should usually be made within 28 days of an initial assessment or request for a full assessment.

If you aren’t eligible for NHS continuing healthcare, you can be referred to your local council who can discuss with you whether you may be eligible for support from them.

If you still have some health needs then the NHS may pay for part of the package of support. This is sometimes known as a “joint package” of care.

Information and advice

The process involved in NHS continuing healthcare assessments can be complex. An organisation called Beacon gives free independent advice on NHS continuing healthcare.

Visit the Beacon website or call the free helpline on 0345 548 0300.

NHS continuing healthcare assessments

Clinical commissioning groups, known as CCGs (the NHS organisations that commission local health services), must assess you for NHS continuing healthcare if it seems that you may need it.

For most people, there’s an initial checklist assessment, which is used to decide if you need a full assessment. However, if you need care urgently – for example, if you’re terminally ill – your assessment may be fast-tracked.

Initial assessment for NHS continuing healthcare

The initial checklist assessment can be completed by a nurse, doctor, other healthcare professional or social worker. You should be told that you’re being assessed, and be asked for your consent.

Depending on the outcome of the checklist, you’ll either be told that you don’t meet the criteria for a full assessment of NHS continuing healthcare and are therefore not eligible, or you’ll be referred for a full assessment of eligibility.

Being referred for a full assessment doesn’t necessarily mean

Full assessment for NHS continuing healthcare

Full assessments for NHS continuing healthcare are undertaken by a multidisciplinary team (MDT) made up of a minimum of 2 professionals from different healthcare professions. The MDT should usually include both health and social care professionals who are already involved in your care.

You should be informed who is co-ordinating the NHS continuing healthcare assessment.

The team’s assessment will consider your needs under the following headings:

- breathing
- nutrition (food and drink)
- continence
- skin (including wounds and ulcers)
- mobility
- communication
- psychological and emotional needs
- cognition (understanding)
- behaviour
- drug therapies and medication
- altered states of consciousness
- other significant care needs

These needs are given a weighting marked “priority”, “severe”, “high”, “moderate”, “low” or “no needs”.

If you have at least one priority need, or severe needs in at least 2 areas, you can usually expect to be eligible for NHS continuing healthcare.

You may also be eligible if you have a severe need in one area plus a number of other needs, or a number of high or moderate needs, depending on their nature, intensity, complexity or unpredictability.

In all cases, the overall need, and interactions between needs, will be taken into account, together with evidence from risk assessments, in deciding whether NHS continuing healthcare should be provided.

The assessment should take into account your views and the views of any carers you have. You should be given a copy of the decision documents, along with clear reasons for the decision.

You can download a blank copy of the NHS continuing healthcare decision support tool.



you'll be eligible for NHS continuing healthcare. The purpose of the checklist is to enable anyone who might be eligible to have the opportunity for a full assessment.

The professional(s) completing the checklist should record in writing the reasons for their decision, and sign and date it. You should be given a copy of the completed checklist.

You can download a blank copy of the NHS continuing healthcare checklist from GOV.UK.

Fast-track assessment for NHS continuing healthcare

If your health is deteriorating quickly and you're nearing the end of your life, you should be considered for the NHS continuing healthcare fast-track pathway, so that an appropriate care and support package can be put in place as soon as possible – usually within 48 hours.

Care and support planning

If you're eligible for NHS continuing healthcare, the next stage is to arrange a care and support package that meets your assessed needs.

Depending on your situation, different options could be suitable, including support in your own home and the option of a personal health budget.

If it's agreed that a care home is the best option for you, there could be more than one local care home that's suitable.

Your CCG should work collaboratively with you and consider your views when agreeing your care and support package and the setting where it will be provided. However, they can also take other factors into account, such as the cost and value for money of different options.

NHS continuing healthcare reviews

If you're eligible for NHS continuing healthcare, your needs and support package will normally be reviewed within 3 months and thereafter at least annually. This review will consider whether your existing care and support package meets your assessed needs. If your needs have changed, the review will also consider whether you're still eligible for NHS continuing healthcare.

Refunds for delays in NHS continuing healthcare funding

CCGs will normally make a decision about eligibility for NHS continuing healthcare within 28 days of getting a completed checklist or request for a full assessment, unless there are circumstances beyond its control.

If the CCG decides you're eligible, but takes longer than 28 days to decide this and the delay is unjustifiable, they should refund any care costs from the 29th day until the date of their decision.

If you're not eligible for NHS continuing healthcare

If you're not eligible for NHS continuing healthcare, but you're assessed as requiring nursing care in a care home (in other words, a care home that's registered to provide nursing care) you'll be eligible for NHS-funded nursing care.

This means that the NHS will pay a contribution towards the cost of your registered nursing care. NHS-funded nursing care is available irrespective of who is funding the rest of the care home fees.



FREQUENTLY

QUESTIONS

ASKED

Q I have a local authority support package that works well. I'm now eligible for NHS continuing healthcare – will my support package change?

If you're concerned about changes to your care package because of a move to NHS continuing healthcare, your CCG should talk to you about ways that it can give you as much choice and control as possible. This could include the use of a personal health budget, with one option being a "direct payment for healthcare".

Q Can I refuse an assessment for NHS continuing healthcare? If I refuse, will I be able to get services from my local authority?

An assessment for NHS continuing healthcare can't be carried out without your consent, so it's possible to refuse. However, if you refuse, although you'll still be entitled to an assessment by the local authority there's no guarantee that you'll be provided with services. There's a legal limit on the types of services that a local authority can provide.

If you refuse to be assessed for NHS continuing healthcare, the CCG should explore your reasons for refusing, and try to address your concerns. If someone lacks the mental capacity to consent to or refuse an assessment, the principles of the Mental Capacity Act will apply and in most circumstances an assessment will be provided in the person's best interest.

Q My relative is in a care home and has become eligible for NHS continuing healthcare. The CCG says the fees charged by this care home are more than they would usually pay, and has proposed a move to a different care home. I think a move will have a negative effect on my relative. What can we do?

If there's evidence that a move is likely to have a detrimental effect on your relative's health or wellbeing, discuss this with the CCG. It will take your concerns into account when considering the most appropriate arrangements.

If the CCG decides to arrange an alternative placement, they should provide a reasonable choice of homes.

Q Is it possible to pay top-up fees for NHS continuing healthcare?

No, it isn't possible to top up NHS continuing healthcare packages, like you can with local authority care packages.

The only way that NHS continuing healthcare packages can be topped up privately is if you pay for additional private services on top of the services you're assessed as needing from the NHS. These private services should be provided by different staff and preferably in a different setting.

Personal budgets and direct payments

You'll be given a personal budget to spend if your local council decide you're eligible for help with any social care and support you need. You can request an assessment from the council to establish your needs.

The money in your personal budget can be paid to you, to help you make more decisions about how it's spent. This is known as a direct payment.

What is a personal budget?

Your personal budget is the amount of money your local council will pay towards any social care and support you need.

The amount of money in your personal budget is decided by your local council after a needs assessment to work out:

- what kind of care and support you need
- how much it will cost
- how much you're able to afford yourself

Carers and personal budgets

If you're a carer, you may be entitled to receive a personal budget after having a carer's assessment to see what might help make your life easier.

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

Choosing how to receive your personal budget

You can ask the council to either:

- manage your personal budget for you
- pay the money to another organisation – such as a care provider
- pay the money directly to you or someone you choose – this is known as a direct payment

You can also choose a combination of these options. For example, the council could arrange some of your care but send you the rest of the money. This is often called a mixed package or "mix and match".

If the council manages your money

The money in your personal budget will be spent for you by the council. They will arrange all your care and support based on your agreed care plan.

They still need to check you're happy with the care they're arranging for you.

If your money is paid to another organisation

The organisation you choose, such as your care provider, will speak to the council and arrange the payments.

Sometimes other organisations charge you extra money to arrange payments from the council.

The benefits of direct payments

Direct payments give you more flexibility over how your care and support is arranged and provided.

For example, you could choose to hire care workers or personal assistants who:

- are always the same people and available when you need them
- speak the same language as you
- have experience working with your care needs
- are a specific person that has been recommended to you
- can help you get to shops or social events

There are many ways you could choose to use the money. It's your choice as long as you're spending your personal budget on things that meet your agreed care plan.

Most councils will ask for evidence of how you've spent your

money every 3 months.

When to consider other options

You may decide direct payments are not helpful if:

- you're worried about managing money or the people you employ
- you spend a lot of time in hospital
- you would rather the council arranged your care

If you're not confident about keeping records or managing the people who care for you, your local council should be able to provide support.

You could also consider having someone else manage your direct payments, for example a friend or family member. You'll need to set up a trust for payments that are managed by someone else.

The Money Advice Service has information about setting up a trust.

How to apply for direct payments

You should be offered direct payments as an option after your needs assessment.

You can also ask your local council's social services department about direct payments.

How direct payments work

If you choose direct payments, the council will send you the money in your personal budget by either:

- paying it directly into a bank, Post Office, building society or National Savings and Investments account
- sending you a pre-paid card

You can then choose how you spend the money on your own care and support, as long as it matches the care plan you've agreed with the council.

Signing a direct payment agreement

The council might ask you to sign a document called a direct payment agreement. This says:

- how the council want you to record your spending – for example, keeping receipts
- your responsibilities as an employer - if you're paying for a care worker

If you spend direct payments on something that isn't agreed in your care plan, the council could take the money back or end the direct payments.

If you're struggling to manage your money

Ask your local council for advice or call the Money Advice Service on 0800 138 7777.

If you want someone else to receive the direct payment

You could speak to the council and agree for the money to be sent to someone who will spend it for you. For example:

- a carer
- a friend or family member
- someone else who speaks up for you (an advocate)

You may need to write down how they will spend the money and which decisions they can make for you. This is known as a decision-making agreement.

Employing your own carer or personal assistant

If you decide to hire a carer or personal assistant yourself, it's important to know the responsibilities you'll have as an employer. Although support from the council should be available, you may need to arrange:

- background checks or references
- tax
- National Insurance
- pension contributions

Read more about employing someone to work in your home on GOV.UK.

Disability Rights UK also have more information on getting a personal assistant.

If you don't want to become an employer

You could choose to hire care workers through an agency instead. This removes the legal obligations of being an employer, but could:

- cost you more money
- remove some of the benefits - such as having the same person provide your care

How to research a care agency

When choosing an agency, decide what sort of service you're looking for and the tasks you need help with. It's a good idea to contact more than one agency, as they may offer different types of services.

You can find out about local home care agencies by:

- speaking to your local council's social services department
- contacting the UK Homecare Association

There are also organisations that inspect care agencies to see how well they are doing. The Care Quality Commission (CQC) regulates all health and adult social care in England.

You might see a CQC inspection rating when you search online for care home agencies. Their 4 ratings are:

- Outstanding
- Good
- Requires improvement
- Inadequate

You could also search for care home agencies on the CQC website to see their full reports.

Telephone helplines

If you would like support to help you manage your personal budget or direct payments, speak to your council or call:

- the Disability Rights UK personal budgets helpline on 0330 995 0404
- the Age UK advice line on 0800 055 6112 (for older people)

How to complain about personal budgets

It's worth speaking to your council's social services before making an official complaint to see if they can help.

You still have the right to complain if you:

- have been told you're not eligible to receive money towards your care and support
- don't agree with the amount of money in your personal budget

You could either:

- speak to your social worker about being re-assessed
- call your local council social services and request a complaints form

Your council should also have a formal complaints procedure on its website.

If you're not happy with the council's response

Contact your Local Government Ombudsman. They investigate all

adult social care complaints.

More information about personal budgets and direct payments

- Age UK have a detailed fact sheet on personal budgets and direct payments in social care
- The Money Advice Service has a guide to direct payments

NHS-funded nursing care

NHS-funded nursing care is when the NHS pays for the nursing care component of nursing home fees. The NHS pays a flat rate directly to the care home towards the cost of this nursing care.

Who is eligible for NHS-funded nursing care?

You may be eligible for NHS-funded nursing care if:

- you're not eligible for NHS continuing healthcare but have been assessed as needing care from a registered nurse
- you live in a nursing home

How will my needs be assessed?

You should be assessed for NHS continuing healthcare before a decision is made about whether you are eligible for NHS-funded nursing care.

Most people don't need a separate assessment for NHS-funded nursing care. However, if you do need an assessment or you haven't already had one, your clinical commissioning group (CCG) can arrange an assessment for you.

Outcome of the assessment

If you're eligible for NHS-funded nursing care, the NHS will arrange and fund nursing care provided by registered nurses employed by the care home. Services provided by a registered nurse can include planning, supervising and monitoring nursing and healthcare tasks, as well as direct nursing care.

If you're not eligible for NHS-funded nursing care and you don't agree with the decision about your eligibility, ask your CCG to review the decision.

The cost of NHS-funded nursing care

NHS-funded nursing care is paid at the same rate across England. In April 2018, the rate was set at £158.16 a week (standard rate).

Before October 1 2007, there were 3 different levels or bands of payment for NHS-funded nursing care – low, medium and high. If you moved into a care home before October 1 2007, and you were on the low or medium bands, you would have been transferred to the standard rate from that date.

If you moved into a care home before October 1 2007, and you were on the high band, NHS-funded nursing care is paid at a higher rate. In April 2018, the higher rate was set at £217.59 a week. You're entitled to continue on this rate unless:

- you no longer have nursing needs
- you no longer live in a care home that provides nursing
- your nursing needs have reduced and you're no longer eligible for the high band, when you would change to the standard rate of £158.16 a week, or
- you become entitled to NHS continuing healthcare instead.

Paying for your own care (self-funding)

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

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

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

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

How to arrange your care as a self-funder

You can:

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

Find out what care you need

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

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

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

Benefits can help with care costs

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

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

Can I avoid selling my home?

You won't have to sell your home to pay for help in your own home.

But you may have to sell your home to pay for a care home, unless your partner carries on living in it.

Sometimes selling your home to pay care home fees is the best option.

But there may be other ways to pay care home fees if you don't want to sell your home straight away.

Releasing money from your home (equity release)

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

But you have to pay interest on the money you take out, which can be expensive.

The Money Advice Service has more information on equity release.

How much will care cost?

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

Paying for carers at home

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

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

Paying for a care home

There are 2 types of care home:

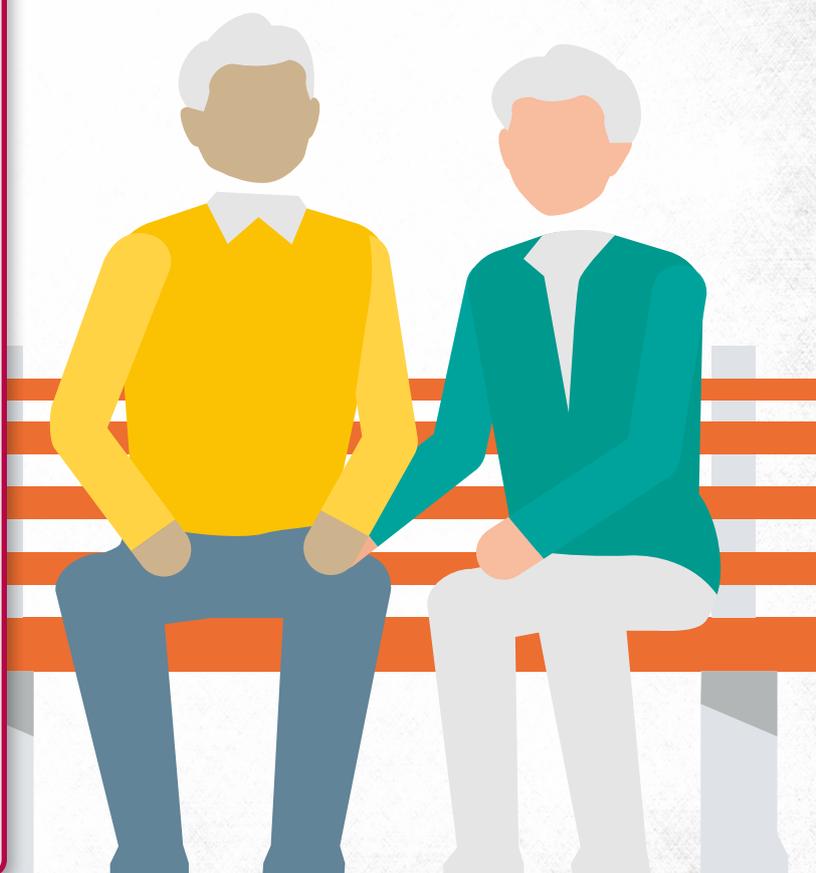
- residential homes have staff that help with everyday tasks such as getting dressed and supply all your meals
- nursing homes also offer 24-hour nursing care

A room in a care home costs:

- £600 a week in a residential home
- £840 a week in a nursing home

The price will vary according to where you live and the type of care you need.

For example, serious health problems like dementia and chronic obstructive pulmonary disease (COPD) can increase the cost.





Renting out your home

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

A deferred payment scheme

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

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

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

You can get more information from:

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

Get expert financial help

You can get unbiased expert advice from a specialist care fees adviser.

They'll help you compare all your options before you decide what's right for you.

Find a specialist care fees adviser in your area with:

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

Telephone help

Get advice on paying for care from:

- Age UK on freephone 0800 169 6565
- Independent Age on freephone 0800 319 6789
- the Money Advice Service on freephone 0800 138 7777

If your savings run out

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

Contact your local council about 3 months before you think your savings will drop to below £23,250 and ask them to reassess your finances.

Councils provide funding from the date you contact them. You won't be reimbursed if your savings are less than £23,250 before you contact them.

What you can get for free

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

This can include:

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

Help at home from a carer

Having a carer come to visit you in your home can make a huge difference to your life, especially if you have difficulty walking or getting around. It can help you stay living independently in your own home.

This type of care is known as homecare or domiciliary care or sometimes home help.

Help at home from a paid carer costs around £20 an hour, but it varies according to where you live. Sometimes, the council will contribute to the cost.

Homecare is very flexible. You might need a carer for only an hour a week or for several hours a day. You might need a live-in carer.

It can be temporary – for example for a few weeks while you recover from an illness. Or it can be long term.

You might also consider home adaptations or household gadgets or equipment to make life easier.

When should I consider help at home from a paid carer?

You might want to consider care at home if:

- you're finding it difficult to cope with daily routines, such as washing, dressing and getting out and about
- you don't want to move into a care home
- you can still get about your home and it's safe for you to live in – or it can be adapted to make it safe

How can homecare help me?

A carer can visit you at home to help you with all kinds of things including:

- getting out of bed in the morning
- washing and dressing
- brushing your hair
- using the toilet
- preparing meals and drinks
- remembering to take your medicines
- doing your shopping
- collecting prescriptions or your pension
- getting out, for example to a lunch club
- getting settled in the evening and ready for bed

Home help

This is slightly different to homecare and means day-to-day domestic tasks that you may need a helping hand with such as:

- cleaning (including putting on clean bed sheets)
- doing the washing up
- doing the laundry
- gardening

You might want some home help instead of or as well as homecare.

Most councils don't provide home help. Contact a charity such as the Royal Voluntary Service, the British Red Cross or your local Age UK to see whether they can help (they may not be free).

How to get help at home from a paid carer

Your local council can arrange homecare for you if you're eligible for it.

You can arrange your own homecare.

How your council can help

If you want the council to help with homecare for you, start by asking them for a needs assessment.

Your needs assessment will help the council to decide whether you're eligible for care.

If you're eligible, the council may recommend help at home from a paid carer. They will arrange the homecare for you.

If you're not eligible for care, the council must still give you free advice about where you can get help in your community.

Even if you're intending to make arrangements yourself with an agency or private carer, it's still a good idea to have a needs assessment as it will help you to explain to the agency or carer what kind of help you need.

Paying for homecare

Depending on your circumstances, your local council may contribute to the cost of homecare or you may have to pay for it yourself.

If your needs assessment recommends home care, you may get help with the cost from the council.

What you will contribute depends on your income and savings. The council will work this out in a financial assessment.

If the council is paying for some or all of your homecare, they must give you a care and support plan.

This sets out what your needs are, how they will be met and your personal budget (the amount the council thinks your care should cost).

You can choose to receive your personal budget as a direct payment each month. This gives you the control to employ someone you know to care for you at home rather than using a homecare agency, though you'll then have responsibilities as an employer.

If you aren't eligible for the council to contribute to your homecare costs, you will have to pay for it yourself.

Benefits that can help you with homecare

Check if you're eligible for benefits. Some, such as Attendance Allowance and Personal Independence Payments, aren't means tested and they can help you meet the costs of homecare.

Find out how to apply for:

- benefits for under-65s
- benefits for over-65s

How to choose a paid carer

If you're arranging your own homecare, there are 2 main ways to do this:

- use a homecare agency
- employ your own carer

Homecare agencies

Homecare agencies employ trained carers and arrange for them to visit you in your home. You may not always have the same carer visiting your home, though the agency will try to match you with someone suitable.

How much do they cost?

It costs around £20 an hour for a carer to come to your home, but this will vary depending on where you live.

If you're paying for yourself, the agency should be able to give you a clear price list. They'll send you a monthly bill for your homecare.

How to find a local agency

There are 4 main ways to do this:

- search the NHS website for local homecare services and agencies and a list of national homecare organisations and then contact the ones that interest you
- ask your council's social services department for information on the homecare agencies in your area. They may have a directory of homecare agencies on their website
- contact the Care Quality Commission (CQC). All homecare agencies must register with the CQC. It can give you the latest inspection report on an agency
- ask the United Kingdom Homecare Association (UKHCA) for a list of approved homecare agencies in your area



Questions to ask the agency

Here are some questions you may want to ask an agency before employing them:

- what charges, if any, will I be expected to pay?
- what services are charged as extras?
- have your carers looked after someone with similar needs to mine?
- how will you choose the most suitable carer for me?
- will the carer agree to visit in a specific time slot? And will they tell me if they're delayed or running late?
- what sort of training do your carers get?
- if I'm paying for my own care, do you have a standard contract I can read before signing my own?
- if the council is contributing to my care can I see a copy of the contract they've signed with the agency?
- how can I contact your agency during the day, in an emergency or outside office hours?

What to expect from agency carers

Homecare agency carers should treat you in a respectful and dignified way. For example, they should always:

- knock and ring the front door bell and announce their arrival before coming into your home
- bring an identity card
- know where your keys are kept if they're not in your home
- keep any entry codes to your house confidential
- know what to do if they can't get into your home
- know what to do if you've had an accident

Employing your own carer

Instead of using an agency, you can hire your own carer, sometimes called a private carer or personal assistant.

If you employ a carer, you have the legal responsibility of an employer. This includes arranging cover for their illness and holidays.

Which? Later Life Care has advice on employing a private carer.

How to complain about homecare

You have the right to complain if you're not happy about the help at home you're receiving. This might be because carers:

- arrive late and leave early
- don't give your medicines to you properly
- leave your home untidy after visits
- give you poor care like dressing you wrongly

First complain to your local council or, if you're paying for yourself, the agency. The council or agency should have a formal complaints procedure on their website. Try to be specific about what happened and include staff names and dates if you can.

If you're not happy with the way the council or agency handles your complaint, ask the Local Government & Social Care Ombudsman to investigate further. An ombudsman is an independent person who's been appointed to look into complaints about organisations.

You can also tell the Care Quality Commission (CQC), which checks social care services in England.

Your local council must provide you with an independent advocate (someone to speak up for you) to help you make a complaint if you need one.

Further help

- the charity, Independent Age, has good advice on homecare
- the CQC has a good booklet on what to expect from a good homecare agency
- read how to organise homecare from Which? Later Life Care
- Age UK has information on all aspects of homecare
- if you need help with one-off jobs like changing a light bulb or moving furniture, the charity GoodGym has volunteers who will come round to help.

Driving and using public transport if you're disabled

If you're older or disabled, there are ways to make it easier for you to use public transport or to drive.

You can get help:

- using public transport
- getting discounts on public transport
- from the NHS with travel costs
- finding community transport schemes
- using taxis

If you have mobility problems and you need a car to get around, you may be able to get help with costs and parking by:

- discounted or free road tax
- a Blue Badge parking permit
- leasing a vehicle through the Motability scheme

You might also want to read our information on walking aids, wheelchairs and mobility scooters.

Using public transport

All public transport has to be "accessible" so disabled passengers can use it. Public transport also has to accept guide dogs or assistance dogs.

If you're using public transport, it's worth contacting the transport operator before you travel to make sure they're able to offer the help you need.

Buses and trains usually have priority seating for older people and people with disabilities. They also usually have space and wide doors for wheelchairs. Some buses, trains and trams are fitted with ramps.

Public transport in London

London transport (trains, buses and river boats) is being upgraded to improve step-free access.



Staff at underground stations are also trained to help people move around the underground system – for example, by helping you use lifts instead of escalators and steps, and calling ahead to arrange for help at your destination.

Discounts on public transport

Older people and people with disabilities can travel free on local buses anywhere in England between 9.30am and 11pm Monday to Friday, and at any time during the weekend and on bank holidays.

Some local councils offer free travel for longer, and some allow a companion to travel with you for free.

In most areas you can apply online on the government's website for an older person's bus pass or for a disabled person's bus pass.

If you often travel by train, it's probably worth getting a disabled persons railcard. This gives you, and a companion travelling with you, a third off the price of rail tickets.

Children aged 5 to 16 with disabilities are also eligible for a disabled persons railcard. This lets an adult travel with them for a third of the cost of an adult fare, while the child pays the normal child fare.



Some councils give free taxi vouchers to people who find it difficult to use public transport.

Driving with mobility problems

If you have mobility problems and you need a car to get around, you may be able to get help with costs and parking.

Road tax reductions

You may be able to get a reduction in your road tax, or you may not have to pay it at all.

Find out more on GOV.UK about vehicle tax exemption and vehicle tax reduction.

Blue Badge disabled parking scheme

You may be able to get a Blue Badge parking permit for your car.

This lets you park in disabled parking bays.

With a Blue Badge, you can:

- park for free within certain times
- park on single and double yellow lines
- stay longer in on-street time-limited parking bays

Blue Badge schemes are run by local councils. Most councils will let you apply for a Blue Badge online.

Central London is exempt from the national Blue Badge regulations and the central London boroughs of Kensington and Chelsea, Camden, Westminster and City of London don't fully operate the Blue Badge scheme.

But if you're exempt from road tax or have a Blue Badge permit, you may be able to get an exemption from paying the central London congestion charge.

NHS help with travel costs

If you pay to travel to a hospital or other NHS setting for NHS-funded treatment or tests, you may be able to claim a refund of reasonable travel costs.

Community transport schemes

These schemes provide transport to and from hospitals, GP surgeries, dentists, opticians and chiropodists and podiatrists.

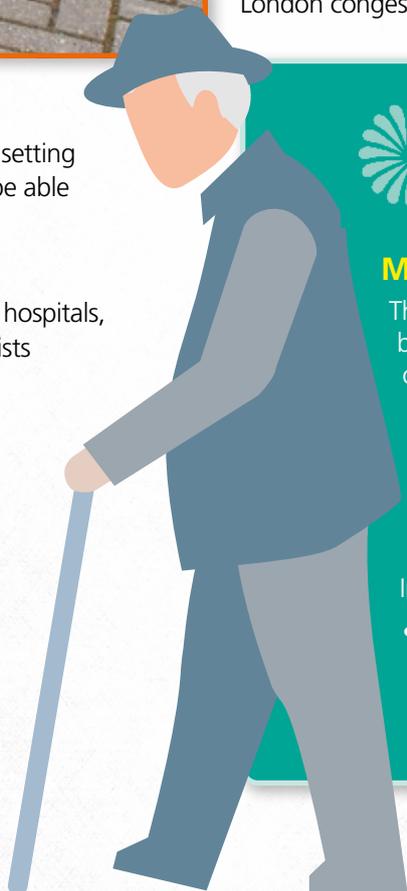
Many areas offer a free "Dial-a-Ride" service, which give you door-to-door transport if you can't use normal buses.

You need to register for some schemes and you may have to pay. Carers may be able to travel with you for an extra charge.

Check with your local council's social services team whether there is a community transport scheme in your area.

Using taxis

Taxi and private hire companies can provide wheelchair-accessible vehicles if you ask for one when you book.



Motability

The leading car scheme for disabled people

Motability scheme

The Motability scheme lets you use your mobility benefits to lease a car, powered wheelchair or scooter. You can also pay extra for a more expensive vehicle.

The Motability Scheme is open to anyone who gets:

- the higher rate mobility component of Disability Living Allowance (DLA) or Personal Independence Payment (PIP)
- the War Pensioners' Mobility Supplement (WPMS)
- the enhanced rate mobility component of Armed Forces Independence Payment

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Supporting People affected by Dementia across Wakefield District

Alzheimer's Society is here to support everyone affected by dementia, including family members and carers, by providing the knowledge, understanding and information you need, tailored to your circumstances.

If you're affected by dementia and live in Wakefield District our specialist **Dementia Support** service will help you:

- Remain independent and stay active for as long as possible
- Get the information and advice you need to make informed decisions about your wellbeing
- Find other local services which can help to improve your life

Our Dementia Support Workers offer information and practical guidance to help you understand the condition, cope with day-to-day challenges and prepare for the future.



Don't just change someone's life. Change yours too.

Side by Side is our fun, friendly super-flexible volunteering opportunity for someone like you to help somebody with dementia continue getting out and about in their community. It matches you with a person with dementia, so you can help them keep on doing the things they love – and try new things too, whether over the phone or face-to-face. Together you can do anything from play a round of golf to watch a movie, or simply have a tea and chat.

Get in touch today to find out more on **01924 373264**
sidebysidewakefield@alzheimers.org.uk



Taking on dementia together

Get in touch today

01924 373 264

Wakefield@
alzheimers.org.uk



The Care Quality Commission is here to make sure health and adult social care services including hospitals, home and residential care as well as GPs in England provide people with safe, effective, high-quality care. We publish independent inspection reports and ratings about services – information you can use when you're choosing care for yourself, or a loved one.

You can use our website to search for services you might be interested in by geographical area, or by specialism. For example, a care home that might offer specialist care for someone who has dementia.

We also welcome your feedback on the care you have received – good or bad. We use this information to help inform our inspections and can alert authorities including local social services, if there are safeguarding concerns about care being provided.

You can visit our website at www.cqc.org.uk to find our inspection reports, or share an experience of care. You can also call us to share an experience of care on 03000 61 61 61.

Here are some tips to help you choose your care.

Social care Top tips

1 The **Care Quality Commission (CQC)** registers **all care homes and home care agencies**. You can find out which ones support specific groups of people, such as people with a learning disability or those living with dementia.

2 CQC's Chief Inspector for Adult Social Care, Andrea Sutcliffe always uses **'The Mum Test'**: is a care home safe, caring, effective, responsive to people's needs and well-led? In other words, **is it good enough for my Mum** (or anyone else I love and care for)?

3 Look for care homes and home care agencies where the **staff involve people who use services and their families and carers**, and treat individuals with **compassion, kindness, dignity and respect**.

4 Whether you are being cared for in your own home or in a residential setting, the **staff looking after you** need to be **skilled, kind and supportive**. They should also be **capable and confident** in dealing with your particular needs. **You should always feel that their support is helping you** to live the life you want to.

5 A care home will be a home for you or your loved one. Residents should be **treated as individuals** with their **likes and dislikes** taken into account. Think about whether a home is **close enough to family, friends, and community facilities**.

6 Look at how **well-led and managed** a home is. **What does it have in place** to ensure that it delivers **high quality care**? Does it promote meaningful activity and connect the home with the community?

7 If you or a loved one needs **help with day-to-day care**, you can contact your local council's social services department. They will **'make an assessment of your needs'** and depending on circumstances, may be able to **help you access financial help**. For more advice visit Age UK's website www.ageuk.org.uk/home-and-care.

8 If you would like to organise your care yourself, you can **find a care worker or personal assistant through an agency**. Your **local social services department should be able to provide details of approved agencies**.

9 CQC's ratings will identify services as:

- Outstanding** ☆
- Good** ●
- Requires improvement** ●
- Inadequate** ●

This will help you make informed choices around your care.

10 **Safeguarding adults** who receive social care is **everybody's business**. If you are concerned about the safety of a loved one receiving care, **contact the service provider in the first instance**. You can also contact social services at your local council. If you feel a crime has been committed, contact the police. **You can share your safeguarding concerns with us on our website or contact our National Customer Services on 03000 616161.**

GP Top tips

1 If you are **new to an area** you can find details of **local GP services** such as doctors' practices, out-of-hours services and walk-in centres in our **online directory of care services** www.cqc.org.uk/content/doctorsgps

2 You can **search** any of these services by the name of the service, a place name or your postcode at www.cqc.org.uk

3 After an inspection, **CQC publishes its findings** in a report on its website. You can use these reports to **check and compare services in your area**.

4 There are already over **1,000 reports** about GP practices published on the CQC website.

5 Last year, **CQC launched its new-style inspection reports** for GPs – looking at the five key areas **SAFE, EFFECTIVE, CARING, RESPONSIVE** and **WELL-LED** – you can use the reports to compare local GPs and choose services.

6 You can also use these new style inspection reports to **find out more about local services** and choose the one that is best for your needs.

7 **CQC rates all GPs** to help people make choices about where they get treatment. This will be on a four-point scale:

Outstanding ☆
Good ●
Requires improvement ●
Inadequate ●

8 CQC will also look at **how specific population groups are treated** and give a rating. For instance how well they serve: **Mothers, children and young people, vulnerable older people (over 75s) and people with long-term conditions**.

People will be able to choose a GP service that rates highly on the areas that matter to them.

9 We welcome your feedback (good and bad) on the services you, or a loved one, receives from your GP. You can share information with us online at <http://www.cqc.org.uk/share-your-experience-finder> or call us on 03000 61 61 61.

Telephone: **03000 616161** • Web: www.cqc.org.uk

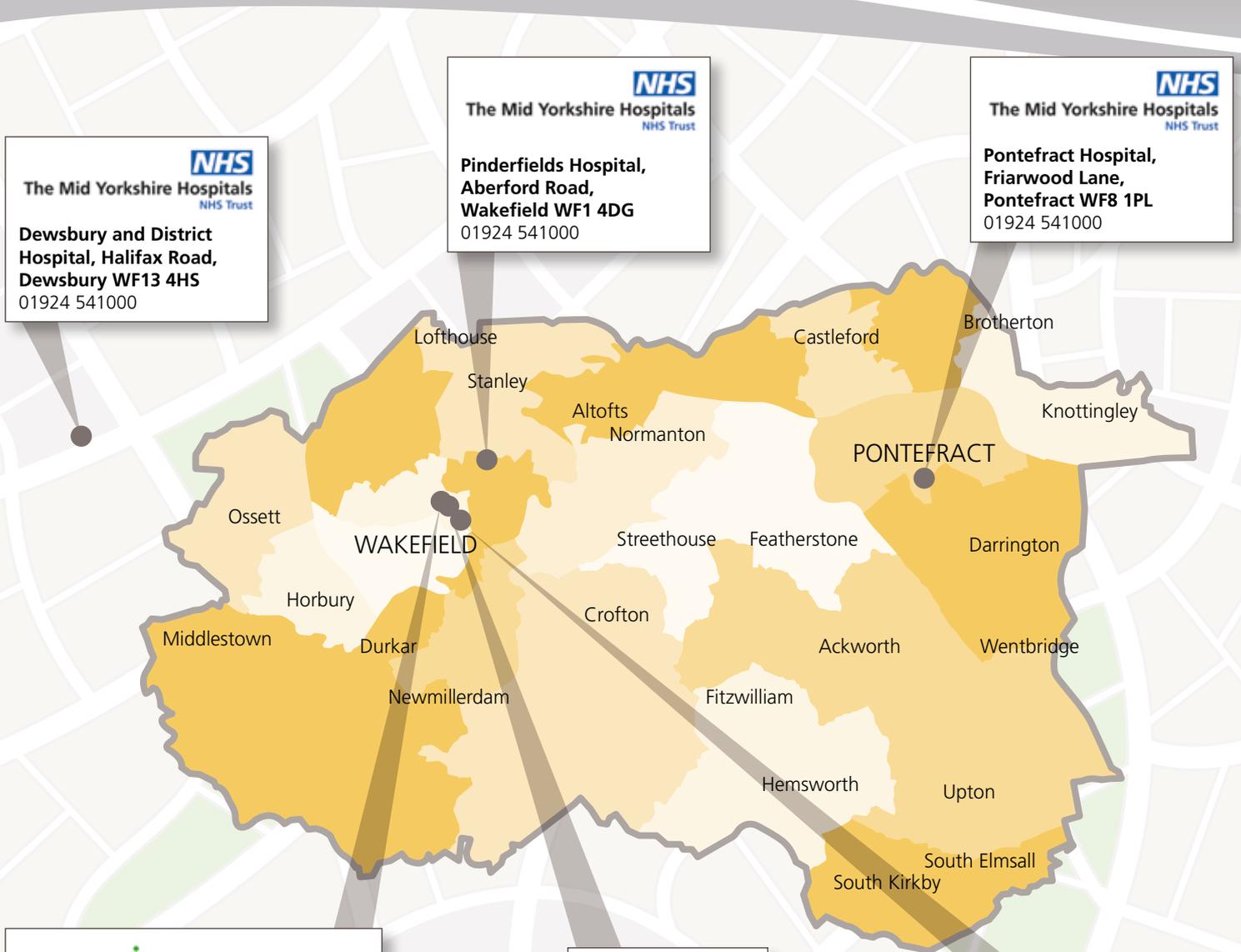


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NHS HOSPITALS AND SERVICES *in* *Wakefield District*



NHS
The Mid Yorkshire Hospitals
NHS Trust

Dewsbury and District Hospital, Halifax Road, Dewsbury WF13 4HS
01924 541000

NHS
The Mid Yorkshire Hospitals
NHS Trust

Pinderfields Hospital, Aberford Road, Wakefield WF1 4DG
01924 541000

NHS
The Mid Yorkshire Hospitals
NHS Trust

Pontefract Hospital, Friarwood Lane, Pontefract WF8 1PL
01924 541000

wakefieldcouncil
working for you

Wakefield One, on Burton Street, Wakefield, WF1 2EB
General Council enquiries - 0345 8 506 506
Social Care Direct - 0345 8 503 503

Alzheimer's Society

21 King Street, Wakefield WF1 2SR
01924 373264

NHS
Wakefield
Clinical Commissioning Group

White Rose House, West Parade, Wakefield WF1 1LT
01924 213050

Live Well Wakefield

Supporting healthy living for the people of Wakefield District – see pages 8-11 or phone **01924 255363**
www.livewellwakefield.nhs.uk

The locations on the map indicate where services operate out of.

Useful contacts

A

Action on Elder Abuse 080 880 88141

We work to protect, and prevent the abuse of, vulnerable older adults
Action on Elder Abuse, PO Box 60001, Streatham SW16 9BY

| www.elderabuse.org.uk | enquiries@elderabuse.org.uk

Admiral Nurses 0800 888 6678

This helpline has been set up to provide people with an opportunity to talk through their worries and concerns about themselves, friends or relatives with dementia. The lines are open on Tuesdays and Thursdays between 11am and 9pm. Callers can leave messages any time and request a call back

| www.dementiauk.org | helpline@dementiauk.org

Age UK Wakefield District 01977 552114

7 Bank Street, Castleford, West Yorkshire, WF10 1JD

| www.ageuk.org.uk/wakefielddistrict

| admin@ageukwd.org.uk

Alzheimer's Society 01924 373 264

The UK's leading support and research charity for people with dementia, their families and carers.

21 King Street, Wakefield WF1 2SR

| www.alzheimers.org.uk | wakefield@alzheimers.org.uk

C

CareAware 0161 707 1107

A one stop shop for free advice on care fee funding for older people.

| enquiries@careaware.co.uk

Care Quality Commission (CQC) 03000 616161

National Correspondence, Citygate, Gallowgate,
Newcastle upon Tyne NE1 4PA

| www.cqc.org.uk | enquiries@cqc.org.uk

Carers Trust Mid Yorkshire 01484 537036

We are a major provider of direct support for carers in Kirklees (all areas), Wakefield (all areas), Calderdale, and areas of South Leeds.

Milford House, Unit 9, Shaw Park, Silver Street, Aspley,
Huddersfield HD5 9AF

| www.carerstrustmidyorkshire.org.uk/

| info@CTMY.org.uk

Carers UK 0808 808 7777

Prevents carers from becoming emotionally drained, and from forgetting to take care of themselves. 20 Great Dover Street, London SE1 4LX

| General enquiries: 0207 378 4999 | Advice line: 0808 808 7777

| www.carersuk.org | advice@carersuk.org

Citizens Advice Wakefield District 03444 111 444

Ground Floor 27 King Street, Wakefield, West Yorkshire, WF1 2SR

| www.wakefielddistrictcab.co.uk/

Cruse Bereavement Care 0808 808 1677

Cruse Bereavement Care is here to support you after the death of someone close. | www.cruse.org.uk | helpline@cruse.org.uk

D

Disability Service Centre

Get advice or information about a claim you've already made for Disability Living Allowance, Attendance Allowance or Personal Independence Payment. | www.gov.uk/disability-benefits-helpline

E

Elderly Accommodation Counsel 0800 377 7070

Elderly Accommodation Counsel (EAC) is a national charity that aims to help older people make informed choices about meeting their housing and care needs.

| www.eac.org.uk | info@firststopadvice.org.uk

M

Mind (National Association for Mental Health) 0300 123 3393

The leading mental health charity in England and Wales. We work to create a better life for everyone with experience of mental distress.

| www.mind.org.uk | info@mind.org.uk

N

National Rheumatoid Arthritis Society (NRAS) 0800 298 7650
or 0845 458 3969

Provides information, support and advice for people living with Rheumatoid Arthritis.

| www.nras.org.uk

NHS 111 111

P

Parkinson's Disease Society 0800 800 0303

| www.parkinsons.org.uk

R

Royal Osteoporosis Society 0808 800 0035

Advice, information and support group for people with osteoporosis.

| www.theros.org.uk

Royal Voluntary Service 0330 555 0310

A volunteer organisation that enriches the lives of older people and their families across Britain. We support older people by giving time and practical help to help them get the best from life.

Royal Voluntary Service, Beck Court,
Cardiff Gate Business Park, Cardiff CF23 8RP

| www.royalvoluntaryservice.org.uk

S

Stroke Association 0303 3033 100

Advice and information for stroke patients and their families.

| www.stroke.org.uk

T

The Department of Work and Pensions

| www.dwp.gov.uk

The Pension Service

| www.gov.uk/contact-pension-service

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info@hansonopticians.co.uk

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If you've got something to share about local health and care services we'd like to hear from you.

You can also rate any health or care service you've received on our website.

01924 787379

www.healthwatchwakefield.co.uk
enquiries@healthwatchwakefield.co.uk
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Talk to us...

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Staveley Birkleas Nursing Home

For young adults with physical disabilities

Staveley Birkleas provides registered nursing care with an active lifestyle, rehabilitation and atmosphere, supporting adults from the age of 18 to 65.

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Mill Lane, Nevison, Pontefract
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The Chestnuts Care Home with Nursing

72 Church Road, Altofts, Normanton
Tel: **01924 220019**

Snaith Hall Care Home

Pontefract Road,
Snaith, Near Goole
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Please call on **0808 102 5193** or visit
www.anchor.org.uk/OultonManor

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Ashby Lodge

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667, Leeds Rd, Outwood, Wakefield WF1 2LU
 Tel/Fax: 01924 828 997
 Email: ashby@mauricare.com
Part of Mauricare

Not sure what to do?

Go straight to 111
 Call or go online 111.nhs.uk

NHS

HELP US HELP YOU
 KNOW WHAT TO DO



Read online

To view this guide online as an interactive ebook visit:
<http://octagon.org.uk/ebooks/options/wakefield/winter2020>





*A home is more than just bricks and mortar,
it is a place you feel safe, well cared for and relaxed.*

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*Ashworth Grange,
Dewsbury
WF13 2SU*



*Lydgate Lodge,
Batley
WF17 6EZ*



*Newfield Lodge,
Castleford
WF10 4BJ*

Contact our friendly team to find out more...

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hello@idealcarehomes.co.uk | idealcarehomes.co.uk

CQC rating

Good

idealcarehomes



Front view

VICARAGE COURT

CARE HOME

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A premier care home providing the finest care for general nursing, elderly residential, dementia residential, young physically disabled, day care and respite care

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- Purpose built home with beautiful large 2 acre garden, set in beautiful English countryside.
- Majority of staff have worked here for 10 years+. All staff are NVQ trained.
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- A warm, homely, caring yet fun atmosphere to enjoy.
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www.thevicaragecourt.com

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Rear garden

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