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Barnet Care Directory 2022-23

Your local guide to care
homes, homecare
agencies and care and
support services in the
Barnet borough area



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 Email: clovellyhouse@tiscali.co.uk Website: www.clovellyhouse.com

Welcome to the Barnet care directory 2022-23

Choosing a care service is a major life decision, and so this Directory is designed to help you and your family make the best choice to meet your needs.

It gives you up to date information on registered residential and nursing homes and local home care agencies along with contacts and information about services for people who are looking for a care service in the Barnet area, either for themselves, or a relative or friend. It aims to give guidance and information on choosing a home or a care agency, and contains detailed information and advice on care provision locally.

For care homes, as well as basic information such as contact details (including website or email addresses), ownership and the number of registered places at each location, the publisher has undertaken a research project to establish specific details on the facilities available. These include such things as, whether the home offers rooms with en-suite facilities, if there is a passenger lift and/or stair lift and if respite care is offered. For homecare agencies we provide a comprehensive list of local providers with detailed contact information.

The Directory also features extensive and informative articles on how to go about choosing and making care provision. All homes and agencies listed in this Directory are registered with and regularly inspected by the Care Quality Commission (CQC). For more information on the CQC and their role please visit their website: www.cqc.org.uk

As publishers of this Directory we have a policy of not recommending any particular home or care agency or accept



responsibility for any errors. The information in this guide is relevant to all people in need of care, whatever the disability or problem that has led them to need support, and we hope you find it helpful.

Should you have any comments on either the content or the design of this Directory please contact:

London Care Directories,

162 Leicester Road, Barnet, Herts EN5 5DS

Tel: 020 8364 8428

Email: info@londoncaredirectories.co.uk

The Barnet Care Directory is also available to view and download from our website: www.londoncaredirectories.co.uk



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For all your care needs.

This Directory is a guide is for people who have care and support needs, their carer's and people who are planning for their future care needs.

Care and support services, also known as social care services, help people who are in need of practical support due to illness, disability, old age or a low income. Social care services are available to everyone, regardless of their background. However, social care is subject to rules about your needs and ability. Services can also support the families or carers of people who receive social care.

Assessing your care and support needs

If you have care and support needs and find it difficult to look after yourself, the council may be able to advise you and provide you with some help. The best way to get help from the council is to ask for a care and support needs assessment. You can do this by contacting the council's adult social services department.

When you get assessed, as a minimum you may be given information and signposting to other services, and ways that you might find funding to pay for them. However, if your needs meet the national eligibility criteria, the council will have to meet these needs.

What are 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.

The council 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.

Needs assessments and local authority funding

The first step will be to draw up a care and support plan, or in the case of a carer with eligible needs, a support plan. If you have eligible needs, the local authority will check that you normally live in their area. Social care is not free and you may have to contribute towards the cost of meeting your needs. Local authorities will do an assessment to see if you have to contribute and how much that would be.

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.

Alternatively, you may want to consider funding your own care and support to help with the needs identified as a result of the assessment.

If you disagree with your needs assessment or the care and support plan, there are ways that decisions can be challenged or you can make a complaint (see 'Making a complaint').

Care and support plans

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
- where needs are being met via a direct payment (see 'Direct payments and personal budgets'), the needs to be met via the direct payment and the amount and frequency of the payments

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.

Care and support 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

It's worth remembering that if there are different options that would meet your assessed needs equally well, the local authority can choose what it believes are the most cost-effective options.

Reviews of your care plan

Your care plan should be reviewed by social services within the first three months, and then at least annually.

The review looks at whether the outcomes identified in the care plan are being met. It should also review these goals to make sure they're still appropriate (and for instance, that your care and support needs haven't changed), and check that any risk assessments are up to date.

If, after the review, it is clear that things have changed that affect the detail within the care plan, then the local authority will conduct a revision of the plan. This may also involve a needs assessment and financial assessment.

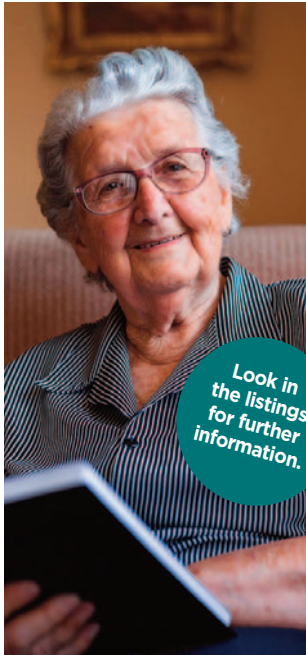
If it's decided that you no longer qualify for local authority support, you should receive written reasons for this, with information about other help available, including funding your own care.

Challenging your care plan

If you're not happy with a care plan, the services provided, or the way an assessment was carried out, you will need to use the local authority's complaints process.

It can sometimes be helpful to get support when you're making a complaint. Sources of help can include an advocacy organisation.





Your local Bupa care homes in Barnet.



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Financial assessment for care and support services

If you have been assessed as needing care services, the council will carry out a financial assessment (a means test) to see if you should pay something towards the cost of your care.

This assessment looks at your income, including tax credits and some benefits after disability-related expenses (if it is including disability benefits). Disability-related expenditure can include items such as laundry, maintenance, respite care, and extra bedding.

If you need to go into a care home, the council must ensure you have enough money to spend on any personal items you might need, such as clothes and toiletries. This is known as a personal expenses allowance (PEA).

The council has the discretion to allow a larger personal expenses allowance – for example, if you have dependent children, or you are a temporary resident and also need to meet the costs of your own property. If you'd experience hardship if the allowance was not increased, you should complain about this to the council.

If you are receiving care in your own home (see 'Care services in your home'), the council must ensure you have enough money left after charges to meet your living costs, such as rent and food. This is known as the minimum income guarantee (MIG). The levels are the equivalent of Income Support plus 25%, and the amounts are set out in regulations.

Capital, deprivation of capital and notional capital

The local authority will also look at your capital, such as savings and property. Currently, local authorities won't contribute to the cost of your care if you have more than £23,250 in savings and property (known as 'capital').

If you have more than this capital limit because of the value of your home, but you have a low income, the council may allow you to defer payment while you arrange to sell your

home.

If the local authority thinks someone has deliberately got rid of capital to get financial assistance, it will treat that person as if they still had that capital. This could apply if you:

- spent money on a non-essential or luxury item
- gave money away
- gave away property or a share of property

The local authority will look at the reason why the money has been spent. Repaying a debt, for example, may justify your action, but it will depend on the individual circumstances.

The timing of the expenditure or disposal of capital is also important. If you didn't know you needed care or you were likely to need care in the immediate future, the less likely it is that the local authority will view it as deliberate deprivation of capital.

If the local authority decides there has been deliberate deprivation of capital, you will be treated as if you still had the capital. This is known as notional capital. Notional capital is treated as gradually reducing over time to a point where you qualify for full help.

Top-ups and choice of services

If you are receiving local authority support with the cost of your care and you need to live in a certain place to receive that care, such as a care home, you have the right to choose where you live (choice of accommodation). The council must ensure you have at least one choice that is affordable from the amount identified in your personal budget, and ideally more than one. Some local authorities will have a list of preferred providers that they will usually recommend.

If you do not like the provider suggested, or you or the person you care for has a particular service in mind, you can ask the local authority to arrange it. The local authority has a duty to explain this right of choice to you. This free choice is subject to conditions:



Your Choice Barnet provides a wide range of care and support options for people in Barnet, from caring for people with learning disabilities, to providing a personal assistant service

Residential Care Homes	We provide person-centred care and support for older people, some of whom have dementia at residential homes and day centres in Barnet.
Extra Care Service	We provide dementia-friendly care and support at Ansell Court, a 53-bedroom extra care scheme in Mill Hill. Enabling older people to remain as independent as possible for longer.
PA Choices	A Personal Assistant is employed by people who have social care needs. They carry out a wide range of tasks, such as helping people to wash and get dressed, cooking and supporting people to go out into the community.
Respite Service	Valley Way is a fully accessible, six-bed respite service supporting people who have complex learning disabilities and autism, providing short breaks for their family carers.
Supported Living	We provide support for people who have learning and physical disabilities and for people who are on the autistic spectrum. We specialise in support for people who have complex health care needs. People we support are enabled to live in their own home, to access community activities and are supported into employment.
Your Choice Enablement	Our Enablement service provides support to people for up to six-weeks to help them regain skills and independence following a stay in hospital.

**For information about all the services we provide, visit yourchoicebarnet.org
or call 020 8080 6587**

- the preferred accommodation must be available
- the preferred accommodation must be suitable to meet your assessed needs
- it will not cost more than the amount set out in your personal budget
- the provider is willing to enter into a contract

You may choose a care home that is more expensive than the amount set out in your personal budget. If you do, a third party such as a relative or friend must be willing and able to pay the difference in cost for the likely duration of your stay. This is known as a top-up payment.

Where a person agrees to enter into a top-up payment, they will need to sign a written agreement with the local authority. This will set out what the costs are, how often they have to be paid, and what will happen if the person is no longer able to make the payment.

In some limited circumstances you can make this payment. This is if you enter into a deferred payment scheme, or you benefit from the value of your property being disregarded for the first 12 weeks of your care. The local authority can never require you to pay a top-up payment and must ensure there is at least one choice available within the amount set in your personal budget. Any arrangements to pay a top-up must involve your local authority, and should not be directly between you and your provider.

Direct payments and personal budgets

Direct payments and personal budgets are offered by your local authority to give you more flexibility over how your care and support is arranged and provided. They are given to both people with care and support needs, and also to carers.

A personal budget or direct payment will be created after your assessment by social services. If the council decides that you need any kind of support, you will receive a personal budget and can choose a direct payment instead of letting

them arrange services for you.

If you aren't able to, or don't want to manage your own finances, it's possible for another person to manage the direct payments on your behalf. Direct payments are voluntary, and you need to request or agree to have one.

Why choose a direct payment?

If you need care and support, this had in the past been provided direct from the council. Direct payments were introduced to give people more choice and control over how their care and support was arranged, to help them live more independently.

The direct payment is paid to you by the council so that you can decide how you want to meet your care and support needs. Many people choose to employ their own personal assistant, although there are many other ways direct payments can be used.

The full control over care and support that direct payments enables is an attractive option for many people. However, some people may be unsure whether they want or could manage a direct payment. In these cases, the council can provide you with a mixed package of care.

A mixed package of care may consist of a smaller direct payment, with some care and support arranged by the council or a provider. This allows people to try out direct payments, before deciding whether to move to a 'full' direct payment.

Who can have direct payments?

In most cases, if you or the person you're looking after are assessed and social services decide you need support services, they must offer you the option of receiving direct payments to arrange care and support yourself, instead of having it arranged for you. If you want a direct payment, but do not wish to manage it yourself, a 'nominated person' can

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receive the direct payment and manage it on your behalf. If a person lacks capacity to request a direct payment, an 'authorised person' can request a direct payment and manage it on their behalf.

Managing direct payments

The council should set out your obligations and responsibilities in a direct payment agreement that you may be asked to sign. This could include:

- keeping records and accounting for how the money is spent to social services
- taking on the legal role of an employer if you're using the payment to pay for a care worker; talk to the council about local organisations who can help manage the administration and other responsibilities of being an employer

Direct payments can only be spent on things that will meet the assessed needs of the person. If you spend a direct payment on something that doesn't meet your needs, social services can recover the money from you or terminate the direct payment agreement.

Everyone who gets support from social services should have their care and support plan reviewed at least once a year. If someone's needs have changed, they should contact social services to request a review of their care plan. If needs have changed in a way that affects the details within the current plan, the council may conduct another assessment of needs, or a financial assessment.

Social services can charge for care and support. This means that you may need to make a financial contribution towards your personal budget amount. Your local social services must tell you if you'll need to contribute, and how much, and this will be detailed in your personal budget. Their charges must be in accordance with the law. Usually, the council will subtract any charge you need to pay from the personal budget amount, rather than asking you to pay.

You should be able to get help managing direct payments if you need it. Contact the social services department to find

out what assistance they provide. Social services may give help directly or through a local direct payments support service.

Local voluntary organisations may also be able to provide tailored support, and Disability Rights UK has specialist expertise in direct payments (please visit: www.disabilityrightsuk.org).

Care homes

If you're looking for a residential care home, there's a huge variety of options available. There are permanent care homes for older people, homes for younger adults with disabilities, and homes for children.

Care homes may be privately owned or run by charities or councils. Some will be small care homes based in home-like domestic dwellings, while others will be based in large communal centres.

One of the first options you have to consider when choosing residential care is whether you need the care home to provide nursing care, or just standard personal care.

Personal care or nursing care?

Care homes for older people may provide personal care or nursing care. A care home registered to provide personal care will offer support, ensuring basic personal needs are taken care of. A care home providing personal care only can assist you with meals, bathing, going to the toilet and taking medication, if you need this sort of help.

Some residents may need nursing care, and some care homes are registered to provide this. These are often referred to as nursing homes. For example, a care home might specialise in certain types of disability or conditions such as dementia.

There are also residential care homes that provide care and support for people with, for example, severe physical disabilities, learning disabilities, brain injury resulting from an accident, or mental health problems. They can care for adults with more than one condition, and some homes will have



expertise in providing care for adults with alcohol or drug dependency. These care homes may offer permanent residence or provide care for a temporary period.

Some care homes specialise in providing residential care for children with physical disabilities, learning disabilities or emotional problems.

Choice of care home

The law says that where the local authority is funding accommodation, it must allow a person entering residential care to choose which care home they would prefer, within reason.

Social services must first agree the home is suitable for your needs and it would not cost more than you would normally pay for a home that would meet those needs. You are free to make your own arrangements if you can afford the long-term cost. However, it is worth asking the local authority for a financial assessment, because it might pay some or all of your care costs.

Choosing a care home if you're funding your own care

If you are funding your own care, you have a great deal of options, and you will need to do a lot of research on which care home provides the best options for you in terms of its

cost, location, services, and a host of other potential factors.

One of the best places to start is by searching this Directory to see detailed information about registered homecare and residential care providers in the local area.

Choosing a care home if you're having care provided by the local authority

After a needs assessment from social services, you will be provided with a care plan, which should make clear whether you need residential care and what other options, if any, might be available and most appropriate based on your needs.

Even if you're unlikely to be eligible for financial help with residential care home fees, it could still be worth involving social services. The needs assessment, and information they provide, are likely to be very helpful in making decisions about care.

Tips on choosing a care home

- Check the most recent inspection report to see how well the care home is doing and if there is anything of concern. You can get inspection reports by searching for the care home on the Care Quality Commission website.
- Consider the location of a care home. Is the care home near family and friends? Are there shops, leisure or educational facilities in the area? Is the area noisy?
- Is the care home focused on the residents' individual needs, or do they insist that residents adapt to their routine?
- What arrangements are there for visitors? Can residents come and go as they please, as far as it is safe to do so? Are staff able to help residents to go out? Are outings arranged?
- What involvement would you have in the care home? How would you communicate with staff? Are there any support groups or regular meetings?
- If safety and security are issues, what arrangements or

supervision can the care home provide?

- Will the care home meet your specific religious, ethnic, cultural or social needs? Will the correct diet be provided? Will the right language be spoken? Will there be opportunities to participate in religious activities? Do they allow pets?
- When you are choosing accommodation it may be a lifelong decision, so you may want to think about planning for end of life care at the same time.
- You might also want to check what people who have used the care home say about it from online feedback and review services.
- Ask for a temporary stay in the care home before you decide. Temporary stays in care homes can also be arranged in certain circumstances, such as after a stay in hospital.

If you move into a care home

When you go into a care home, make sure the management and staff of the home know about your condition, disability and other needs. They may have some of this information already – for example, if the council has set up the placement after a care needs assessment.

Moving home can be unsettling at the best of times, so when you move into a care home, it's good to have it planned in advance and have family or friends around you when you move to make you feel more comfortable.

Rights of care home residents

The Care Quality Commission (CQC) is the regulator of health and adult social care in England, whether it's provided by the NHS, local authorities, private companies or voluntary organisations.

Under existing rules, independent healthcare and adult social services must be registered with the CQC. NHS providers, such as hospitals and ambulance services, must

also be registered.

The registration of organisations reassures the public when they receive a care service or treatment. It also enables the CQC to check that organisations are continuing to meet CQC standards.

Standards for care homes are outlined on the CQC website. These standards are underpinned by regulations governing the quality and safety of services.

The regulations are enforceable by law – the CQC can enforce fines, public warnings, or even suspend or close a service if they believe people's basic rights or safety are at risk.

Care services in your home

Homecare comes in many forms and has many names used to describe it, including home help, care attendants and 'carers' (not to be confused with unpaid family or friends who care for you).

Homecare can suit you if you need:

- personal care, such as washing or dressing
- housekeeping or domestic work, such as vacuuming
- cooking or preparing meals
- nursing and health care
- companionship

Homecare can be very flexible, in order to meet your needs, and the same person or agency may be able to provide some or all of these options for the duration of your care:

- long-term 24-hour care
- short breaks for an unpaid family carer
- emergency care
- day care
- sessions ranging from 15-minute visits to 24-hour assistance and everything in between

See the 'Homecare' section in this Directory for a list of homecare services and agencies.

If you believe that you might benefit from some help at

home, the first thing to do is to contact the council's social services department to ask for an assessment of your care and support needs.

If you are eligible for homecare services, the council may provide or arrange the help themselves. Alternatively, you can arrange your own care, funded by the local authority, through direct payments or a personal budget.

If you have chosen direct payments or a personal budget, or you aren't eligible for local authority help and want to get care privately, you can arrange it in several different ways.

Independent homecare agencies

If you use an independent homecare agency, you or the person you're looking after has to find the care agency and pay them.

The agency will provide a service through a trained team of care workers, which means you may not always have the same person visiting your home, although the agency will do its best to take your choices into account. Independent homecare providers are regulated by the Care Quality Commission (CQC). Homecare agencies must meet CQC's national minimum standards and regulations in areas such as training and record-keeping. The CQC has the power to inspect agencies and enforce standards. Homecare agencies must vet homecare workers before engaging them by taking up references and carrying out Disclosure and Barring Service (DBS) checks on potential employees. Homecare agencies can also:

- take over the burden of being an employer – for example, payroll, training, disciplinary issues and insurance
- train their homecare workers through national qualifications and service-specific training
- replace workers when they are ill, on holiday or resign
- put things right when they go wrong

An agency will want to see you and/or the person you're looking after so that they can assess your needs. This also means that a joint decision can be made about the most

appropriate type of care and support.

You can find out more from the UK Homecare Association. Please visit their website: www.ukhca.co.uk

Hiring a personal assistant

You can hire a 'personal assistant' to act as a homecare worker for you.

Personal assistants can offer you all that you'll get from an agency worker, but you'll also get the continuity, familiarity and ongoing relationship with your assistant.

However, if you employ a personal assistant, you will then have the legal responsibility of an employer. This will include arranging cover for their illness and holidays.

Homecare from charities

Charities such as Age UK and Carers Trust can provide home help and domestic assistance services. The Carers Trust supports carers by giving them a break from their caring responsibilities through homecare services.

Making a complaint

There may be times when you want to make a complaint about the services you have received. Making a complaint through the right channels could result in a better outcome for you, and may help improve things for other people, too. Please don't be reluctant to come forward if you feel something is wrong.

Complaints about assessments

If you, or someone you're looking after if you're a carer, wants to complain about a decision made by social services, you can use the statutory complaints system. If you want to complain about your local authority, you should do so in writing or verbally to the complaints manager within 12 months.

The council should acknowledge it has received your complaint within three working days. It will inform you of how

long your complaint is likely to take to investigate. The local authority must respond fully within six months, unless a different time period has been discussed and agreed with you.

Each local authority is responsible for arrangements for dealing with complaints, so contact the council for a copy of their complaints procedure.

Taking your complaint further

If you are not satisfied with the response you receive from the council, you are entitled to ask the independent Local Government Ombudsman (LGO) to investigate. The Ombudsman can investigate complaints about local councils. Further information is available on the LGO website: www.lgo.org.uk/adult-social-care

Complaints about care homes or care services

You, or the person you're looking after, may have a complaint about a residential care home. A complaint could be about the quality of care provided or the fees charged. There are a number of ways you can make a complaint.

If the care is funded or arranged by a local authority, that local authority is responsible for it, even if it is provided in an independent care home. You should complain to the local authority and the Local Government Ombudsman (as detailed above) if you are not satisfied with the response you receive.

If you are funding or arranging your own care, you should make a complaint to the care home operator. The law says all care homes must have an appropriate complaints procedure. If you're worried about doing so, you can complain directly to the regulator responsible for all care homes and regulated care services instead.

Care home and care services regulation

At present, the Care Quality Commission (CQC) is responsible for regulating care homes and all regulated care services. It monitors, inspects and regulates services to make

sure they meet fundamental standards of quality and safety. Its role is to ensure the services comply with regulations and quality standards. If you have experienced poor care or know that poor care is being provided somewhere, you can report it to the CQC, anonymously if you wish. You can also tell them when you have received good care. Please see 'Useful contacts' in this Directory for their contact details.

Local authority complaints

If the council is responsible for making a placement, creating a care plan or arranging care for you, or someone you are looking after, it is possible to use their statutory social services complaints system to make a complaint. If the local authority complaints procedure does not resolve the complaint, it may be possible to use other complaints methods, such as the LGO. If you do complain to the CQC or local authority, they should liaise with the care home or care service to ensure that you receive a co-ordinated response.

Who to complain to if you're paying for your own care

If you're a 'self-funder' – paying for your own care costs – you can take the complaints to the LGO if you're not satisfied with the outcome of the initial direct complaint to the care provider, or the response from the local authority. But remember, the complaint can only be made to the local authority if they had a hand in helping you arrange your care.

Complaints about abuse or neglect

Some of the most serious complaints involve alleged physical or psychological abuse or neglect within the care home. If you believe this may have occurred, contact the council as quickly as possible. Each council has a safeguarding team responsible for responding to allegations, even if the local authority wasn't involved in arranging residential care. The local authority will liaise with the police and the CQC if appropriate.

USEFUL CONTACTS IN BARNET

Age UK Barnet

Provides information, advice and support for older people in Barnet.

Tel: 020 8203 5040

Web: www.ageuk.org.uk/barnet

Alzheimer's Society

Visit our website to search for information and support services in your local area.

Dementia Connect support line: 0333 150 3456

Web: www.alzheimers.org.uk

Barnet Carers Centre

Provides advice and support for family carers.

Tel: 020 3995 1909

Email: admin@barnetcarers.org

Web: www.barnetcarers.org

Barnet Citizens Advice Bureau

Provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities.

Tel: 0808 250 5708

Web: www.barnetcab.org.uk

Barnet, Enfield and Haringey Mental Health Trust

Provides mental health and community health services for people of all ages

Tel: 020 8702 3000

Web: www.beh-mht.nhs.uk

Barnet Mencap

Provides support and opportunities for people with autism or a learning disability.

Tel: 020 8349 3842

Web: www.barnetmencap.org.uk

Healthwatch Barnet

Helps local people get the best out of their health and social care services.

Tel: 020 3475 1308 • Email: info@healthwatchbarnet.co.uk

Web: www.healthwatchbarnet.co.uk

Mind in Barnet

Supporting people with mental health problems as they move towards a better life in society.

55 Christchurch Avenue, Finchley N12 0DG

Tel: 020 8906 7506

Web: www.mindeb.org.uk

North Central London Clinical Commissioning Group (CCG)

Commissions healthcare services to meet the needs of residents.

Web: www.northcentrallondonccg.nhs.uk

LOCAL HOSPITALS

Barnet Hospital

Wellhouse Lane, Barnet, Herts EN5 3DJ

Tel: 020 8216 4600

Web: www.royalfree.nhs.uk

Edgware Community Hospital

Burnt Oak Broadway, Edgware, HA8 0AD

Tel: 020 8952 2381

Web: www.royalfree.nhs.uk

Finchley Memorial Hospital

Granville Road, North Finchley, London N12 0JE

Tel: 020 8349 7500

Royal Free Hospital

Pond Street, London NW3 2QG

Tel: 020 7794 0500

Web: www.royalfree.nhs.uk

NATIONAL ORGANISATIONS

Age UK (National Office)

Advice line: 0800 678 1602

Web: www.ageuk.org.uk

Care Quality Commission

Tel: 03000 616161

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

Carers UK

20 Great Dover Street, London SE1 4LX

Tel: 020 7378 4999

Helpline: 0808 808 7777

(Mon to Fri, 9am-6pm)

Email: info@carersuk.org

Web: www.carersuk.org

Carers UK supports unpaid carers and provides information and advice about caring. Carers UK influences policies through our research, based on carers' real-life experiences and campaigns to make life better for carers.

We help carers. When caring affects you and your family Carers UK is here for you.

Citizen's Advice Bureaux (CAB)

Citizen's Advice Bureaux offer free, impartial and confidential advice on a range of issues including consumer complaints, welfare rights, employment law and immigration and nationality queries.

Web: www.citizensadvice.org.uk

Elderly Accommodation Counsel (EAC)

Suite A, 202 Lambeth Road, London SE1 7JW

Web: www.eac.org.uk

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

Hourglass England

Helpline: 0808 808 8141

Email to: enquiries@wearehourglass.org

Web: www.wearehourglass.org

Our confidential services provide information and support to: Any older person who is experiencing, or at risk of any kind of harm, abuse or exploitation.

Independent Age

18 Avonmore Road, London W14 8RR

Advice line: 0800 319 6789

Mon to Fri: 8.30am to 6.30pm,

Weekends and bank holidays closed

Email: advice@independentage.org

Web: www.independentage.org

Particular expertise in residential and nursing home care and runs an advice line for older people, their carer's and relatives.

NHS 111 Service

Call 111 when you need medical help fast but it's not a 999 emergency. Available free of charge 24 hours a day, 365 days a year.

NHS

Provides information on conditions, treatments, local services and healthy living

Web: www.nhs.uk

Relatives and Residents Association

Unit 6, Aztec Row, 1 Berners Road, London N1 0PW

Helpline: 020 7359 8136

(Monday to Friday 9:30am to 1pm and

Thursdays 6pm to 8pm)

Web: www.relres.org

The Relatives and Residents Association is the national charity for older people needing care and the relatives and friends who help them cope.

United Kingdom Homecare Association

Tel: 020 8661 8188

Web: www.ukhca.co.uk

UKHCA is the professional association of home care providers.

HEALTH AND WELLBEING

Disabled Living Foundation

Tel: 0300 999 0004

Helpline for advice and information for disabled and/or older people

Web: www.dlf.org.uk

The Keep Fit Association

For information about fitness classes in your local area

Tel: 01403 266000

Web: www.keepfit.org.uk

Versus Arthritis

Tel: 0800 5200 520 (Freephone helpline)

Web: www.versusarthritis.org

TRANSPORT

Blue Badge Scheme

The Blue Badge Scheme helps you park closer to your destination if you're disabled. Go to your local Council's website for information about the scheme.

Dial-a-Ride

Tel: 0343 222 7777

Web: www.tfl.gov.uk/modes/dial-a-ride/

Freedom Bus Pass

Helpline: 0300 330 1433

Email: info@freedompass.org

Web: www.freedompass.org

Shop Mobility

ShopMobility UK is a nationwide network of centres which hire out mobility equipment to the public.

Web: www.shopmobilityuk.org

Taxicard

Taxicard is a method of providing subsidised door-to-door transport for people who have serious mobility impairment and difficulty in using public transport.

Web: www.taxicard.org.uk

Transport for London

Web: www.tfl.gov.uk

Homecare agencies in the London Borough of Barnet

The Directory of Homecare Agencies that follows is a selection of providers serving the Barnet borough area. The list has been drawn up from careful research with the aim of providing you with the most up to date information at the time of going to print.

We include basic contact information for all of the providers and where possible email and website addresses for you to refer to. All of the Homecare Agencies listed here are registered with the Care Quality Commission.

A K Care Agency

155 Hale Drive, Mill Hill, London NW7 3EJ

Tel: 020 8952 8000

Email: akcareagency@gmail.com

Web: www.akcareagency.co.uk

See our advert on page 24

Angelic Healthcare Limited

Building 3, North London Business Park,
Oakleigh Rd South, London N11 1GN

Tel: 020 3621 4525

Email: enquiries@angelichealthcare.com

Aurora Quality Care UK Ltd

100 Chandos Ave, Whetstone,
London N20 9DZ

Mobile: 07792 164627

Tel: 020 8090 0007

Email: info@auroraqualitycare.co.uk

Web: www.auroraqualitycare.co.uk

See our advert below



PCC provides high quality care and support in your home

We provide individual care packages to support you to retain your independence and to make life easier for you.

Why Choose Us? We provide the standards of care we would expect our own families to receive. We provide flexible packages to meet your individual needs and respond quickly and adapt your package if your needs change. Our carers are specially selected and trained to provide the highest standards of care for you. We are a local company caring for local people.

We are registered and regulated by the Care Quality Commission (CQC).
Rated **GOOD** by CQC



Personalised Community Care Limited, Vision 25, Electric Avenue, Innova Park, Enfield EN3 7GD
Tel: 020 3514 8792 • hello@personalisedcommunitycare.co.uk • www.personalisedcommunitycare.co.uk



Aurora Quality Care is a CQC registered domiciliary care provider supplying care services and support for people who cannot look after themselves by using a holistic and personalised assessment approach to meet their medical, social and personal needs.

Our services:

- Home care
- Personal care
- Companionship
- Respite and holiday care
- Dementia and Alzheimer care
- Live in Care



Please contact us or visit our website for further information
Website: www.auroraqualitycare.co.uk • Email: info@auroraqualitycare.co.uk
Tel: 020 8090 0007 or 07792 164627

CARE VISITS AT HOME

Good Old Fashioned Service



Call our professional team 020 3011 0996

Service

Our approach to home care is based on 'good old fashioned service', or put simply, providing our customers with a service that we would want our own family to receive.

What we offer

We offer everything from personal care to shopping, cleaning or social visits. Our visits are flexible to suit you and last anywhere from 45 minutes to 24 hours.

Alternative

Bluebird Care offers a realistic cost effective alternative to residential care. With familiar friends, relatives and possessions around, Bluebird Care 'just happens'.



www.bluebirdcare.co.uk/barnet

Call 020 3011 0996

barnet@bluebirdcare.co.uk

Homecare agencies in the London Borough of Barnet

A.K Care Agency

Providers of experienced Personal and Care Assistants

Our distinctive service is to care for:

- Private Clients
- People receiving Direct Payments (DP)
- Family or individuals with physical disability, learning difficulty, older people, children and the vulnerable
- People on Personal Budgets and self-directed support
- Our staff are thoroughly referenced and DBS checked
- 24 hours service.



Contact us at:

155 Hale Drive, Mill Hill, London NW7 3EJ

Telephone: 0208 952 8000 Mob: 07830 23 9990

Email: akcareagency@gmail.com

Web: www.akcareagency.co.uk



Bluebird Care Barnet

149 Hale Lane, Edgware, London HA8 9QW

Tel: 020 3011 0996 • Email: barnet@bluebirdcare.co.uk

Web: www.bluebirdcare.co.uk/barnet

See our adverts on pages 23 and 25

BMM Care Limited

Offices 6 & 7, Apex House, Grand Arcade,
North Finchley N12 0EH

Tel: 020 8446 4770 • Email: staffingsolutions@bmmcare.co.uk

Web: www.bmmcare.co.uk

See our advert below

Carewatch (Barnet)

Apex House, Grand Arcade, Tally Ho Corner, High Road N12 0EH

Tel: 020 8492 9494

Email: referrals@carewatch-barnet.co.uk

The complete homecare plan personally designed for you



BMM CARE LTD

Here to help

- Brain Injury
- Spinal Injury
- Dementia and Alzheimer's
- Palliative Care
- Elderly and Frail
- Mental Health
- Learning Disabilities
- Sensory Impairment
- Physical Disabilities



PERSONAL CARE • LIVE IN CARE • RESPITE CARE • COMPANIONSHIP • DOMESTIC HELP • NIGHT SUPPORT • MEDICATION

2nd Floor, Offices 6 & 7 Apex House, Grand Arcade, Finchley N12 0EH • Tel: 020 8446 4770 • www.bmmcare.co.uk • staffingsolutions@bmmcare.co.uk

LIVE-IN CARE

We care passionately



Very affordable 24 hour service



What we offer

We offer everything from personal care to shopping, cleaning or social visits. In fact everything you need to stay in the comfort of your own home.

Excellent rates

We offer an incredible live in care service with very competitive pricing.

Contact us

Visit us online at
www.bluebirdcare.com
Call our professional team on
020 3011 0996

www.bluebirdcare.co.uk/barnet

Homecare agencies in the London Borough of Barnet

The Cedars Home Care

30 High Road, London N2 9PJ
Tel: 0300 124 5231

Constantia Care Limited

North London Business Park, Building 3,
Oakleigh Road South, New Southgate, London N11 1NP
Tel: 020 7624 9966
Email: info@constantiacare.co.uk
Web: www.constantiacare.co.uk

Dillon Care

24 Talbot Crescent, Hendon, London NW4 4PE
Tel: 020 7193 7462
Web: www.dilloncare.co.uk

Hartwig Care Ltd

5 Ella Mews, London NW3 2NH
Tel: 020 7916 7270
Email: info@hartwigcare.co.uk
Web: www.hartwigcare.co.uk

Home Care Connection

222-224 Churchill House, 120 Bunns Lane,
London NW7 2AS
Tel: 020 8202 1220
Email: care@hcchomecare.co.uk

Home Instead

1st Floor, Raydean House, 15-17 Western Parade,
Great North Road, Barnet EN5 1AD
Tel: 020 8446 7044
Email: barnet@homeinstead.co.uk
See our advert on page 27

inTouch Home Care

Kinetic Business Centre, Theobald Street,
Borehamwood, Herts WD6 4PJ
Tel: 020 8441 6868
Email: barnet@intouchhomecare.co.uk

Kosh Care Limited

Suite 20a, Abji Bapashree House, 211-213 Kingsbury Road,
London NW9 8AQ
Tel: 020 8205 3301
Email: info@koshcare.co.uk

Manuella Care

Suite E, Montana Suite,
Galley House, Moon Lane,
Barnet EN5 5YL
Tel: 020 3514 0996
Email: info@manuellacare.co.uk

MiHomecare – Finchley

1st Floor, Elscott House,
Arcadia Avenue,
Finchley Central N3 2JU
Tel: 0333 121 6701
Email: barnet@mihomecare.com

Practical Care

Office 7a, Unit 7, Cadbury Close,
1379 High Road, London N20 9BD
Tel: 0845 652 2294
Email: info@practicalcarelondon.com
Web: www.practicalcarelondon.com
See our advert on page 4

Rivendell Care & Support

Stirling House, Breasy Place,
9 Burroughs Gardens, Hendon NW4 4AU
Tel: 020 8434 7380
Email: info@rivendellcare.co.uk

Unicare (London) Limited

13 Salcombe Gardens, Mill Hill,
London NW7 2NU
Tel: 020 8959 9195
Email: mail@unicarelondon.com



Live well, *your* way

Your home is where you feel the most comfortable and the happiest. It is the place you know the best. If you want to stay living comfortably at home, Home Instead® can help make that possible.

◆ Dementia Care

● Personal Care

■ Companionship

♥ Home Help

020 8446 7044

barnet@homeinstead.co.uk

homeinstead.co.uk/barnet

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Green trees is a small family owned care home specialising in the holistic care of the very frail elderly and those suffering memory loss.

FAMILY VALUES GENUINE CARE

Please contact us on: T: 020 8449 6381 F: 020 8449 2008
 enquiries@greentreescarehome.co.uk
 www.greentreescarehome.co.uk
 21 Crescent East, Hadley Wood, Barnet, Herts EN4 0EY

To advertise on our website or in any of our range of London Care Directories, please call **Peter Devall** on
020 8364 8428



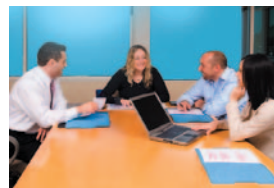
This Directory is also available to view on-line at:

www.londoncaresdirectories.co.uk

You can also view our range of other London Care Directories in the same way.

Group and individual Directory rates and discounts, along with details of special positions are available on request.

We publish care directories in the following boroughs:



Barnet, Croydon, Ealing, Enfield, Haringey, Hillingdon, Hounslow, Redbridge and Sutton

Email: info@londoncaresdirectories.co.uk



Finding Care in London

THE Dr. French

MEMORIAL HOME

13 Nether St, Finchley, London N12 7NN

The Dr. French Memorial Home was opened in 1947 by the widow of Dr. French in memory of their son Robert Douglas who died in the first world war. It is a non-profit making charity, run by a voluntary committee together with a full permanent paid staff.

Our home is situated in the centre of North Finchley some 150 yards from Tally Ho shops and bus terminals and is 3/4 mile from both Woodside Park and West Finchley stations.

The main aim of the Home is to maintain the quality of life for the elderly and provide a loving atmosphere for them to enjoy.

Telephone: 020 8445 4353

for more information.



Website: www.drfrenchcarehome.co.uk

Email: enquiries@drfrenchcarehome.co.uk

Manager: Marilyn Appiah

5 Star Hygiene rating

Introduction to our Directory of Care Homes

The Directory of Care Homes that follows has been drawn up from careful research with the aim of providing with the most up to date information at the time of going to print.

We include basic contact information for all of the providers and where possible email and website addresses for you to refer to. There is also information about the particular 'Specialisms of Care' that each of the homes offers along with information about some of the facilities that they provide on-site. This is shown in the form of a letter coding system. Please refer to the coloured letter coding Key shown here to know what each letter code signifies.

Our list of homes is also split up into different care categories to help you most easily find homes that provide the type of care that you are seeking.

All of the homes listed here are registered with the Care Quality Commission and alongside the name of each home we have included the maximum number of resident's each home is registered to accommodate.



Specialisms:

- OP** Older people
- D** Dementia
- MH** Mental health
- PD** Physical disability
- LDA** Learning disabilities/Autism
- SI** Sensory impairment
- YA** Younger adults
- AD** Alcohol and drug recovery

Facilities:

- En** En-suite rooms available
- P** Passenger lift
- St** Stair lift
- R** Respite care provided

Residential care homes for older people

Acacia Lodge 32

37/39 Torrington Park, North Finchley, London N12 9TB

Tel: 020 8445 1244 • Email: info@acacialodge.co

Owner: Torrington Homes Ltd, Mrs J Bethuel

Manager: Rufina Khan • Web: www.acacialodge.co

Facilities: **En, P, St, R** Specialisms: **OP, D, MH, PD, SI, YA, AD**

Baxendale Care Home 45

Baxendale, Whetstone, London N20 0EH

Tel: 020 8445 1127 • Email: info@baxendalecare.org.uk

Owner: The Trustees of Baxendale

Manager: Miss Jacqui Gordon • Web: www.baxendalecare.org.uk

Facilities: **En, P, R** Specialisms: **OP, D**

See our advert on page 30

Catherine Lodge 39

36/42 Woodside Park Road, North Finchley, London N12 8RP

Tel: 020 8446 4292 • Email: catherinelodge@btconnect.com

Owner: Ms N Stimpson • Manager: Ms N Stimpson

Web: www.catherinelodge.com

Facilities: **En, P, St, R** Specialisms: **OP, D, MH, SI**

See our advert on the inside front cover

Clovelly House 48

81-89 Torrington Park, Finchley, London N12 9PN

Tel: 020 8445 6775 • Email: clovellyhouse@tiscali.co.uk

Owner: Clovelly House Residential Home Ltd

Manager: Kerry Poulter • Web: www.clovellyhouse.com

Facilities: **En, P, R** Specialisms: **OP, D**

See our advert on page 2

Dell Field Court 40

1 Etchingam Park Road, Finchley, London N3 2DY

Tel: 020 8371 8900

Email: jayram.saub@yourchoicebarnet.org

Owner: Your Choice Barnet • Manager: Jayram Sauba

Web: www.yourchoicebarnet.org

Facilities: **En, P, R** Specialisms: **OP, D, MH, YA**

See our advert on page 9

Who takes care of all your needs?

Yvonne Ducille is one of our Team Leaders. She ensures the team keeps our home running smoothly each day. And that our residents needs are taken care of.



At Baxendale you'll find our experienced and dedicated staff taking the very best care of our residents.

Every day, Yvonne and the team take care of each aspect of keeping our home running beautifully. And, every mealtime, Nick takes care to ensure that each resident gets the food they need to maintain their health. Catering to their tastes, diets or allergies in our five star dining room.

If you're looking for an independent care home with a strong reputation in the community, in a beautiful

Who takes care of all your feeds?

Nada Mestry is our Chef, but everybody calls him Nick. He looks after our residents' nutritional needs every mealtime, catering to their tastes, diets or allergies.



tranquil setting away from roads and noise, Baxendale is your best choice: for full-time care, respite care or in our dedicated dementia unit. And you'll find our fees competitive too.

To experience our excellent facilities and caring environment for yourself, please call our manager, Jacqui Gordon, on 020 8445 1127 to arrange a visit.



Baxendale is a registered charity, number 211211

Baxendale Care Home, Baxendale, Whetstone, London N20 0EH
020 8445 1127 | info@baxendalecare.org.uk | www.baxendalecare.org.uk

Care Homes in the London Borough of Barnet - Residential care homes for older people

Dr French Memorial Home 28

13 Nether Street, Finchley, London N12 7NN

Tel: 020 8445 4353

Owner: Dr French Memorial Home

Manager: Marilyn Appiah

Web: www.drfrenchcarehome.co.uk

Facilities: **En, P, St, R** Specialisms: **OP, D**

See our advert on page 28

Eastside House Residential Care Home 16

22-24 Eastside Road, Golders Green, London NW11 0BA

Tel: 020 8455 4624

Email: roz@eastside-house.com

Owner: Mrs R Virasinghe

Manager: Mrs Preeti Virasinghe

Web: www.eastside-house.com

Facilities: **P, R** Specialisms: **OP, D**

See our advert on page 2

Elmhurst Residential Home 30

81-83 Holden Road, Finchley, London N12 7DP

Tel: 020 8445 6501

Email: elmhursthome@sky.com

Owner: Mrs B Tisdall • Manager: Ms E Tisdall

Facilities: **En, P, R** Specialisms: **OP, D**

Grace House 10

110 Nether Street, Finchley, London N12 8EU

Tel: 020 8445 5628

Email: office@christiancaretrust.org

Owner: Christian Care Trust

Manager: Marcia Tonkin

Web: www.christiancaretrust.org

Facilities: **En, P, R** Specialisms: **OP, D**

Green Trees 16

21 Crescent East, Hadley Wood, Hertfordshire EN4 0EY

Tel: 020 8449 6381

Email: enquiries@greentreescarehome.co.uk

Owner: Mr B & Ms L J Haydon & Mr S Kidsley

Manager: Ms L J Haydon

Web: www.greentreescarehome.co.uk

Facilities: **En, P, R** Specialisms: **OP, D**

See our advert on page 28

Hilton Lodge 13

29-31 Hilton Avenue, North Finchley, London N12 9HB

Tel: 020 8445 7291

Email: hilton.lodge@gmail.com

Owner: Mr Ravindra Appadoo

Manager: Mr Ravindra Appadoo

Web: www.hiltonlodge.co.uk

Facilities: **En, P, St, R** Specialisms: **OP, D**

Kun Mor and George Kiss Home 48

London N11

Tel: 020 8922 2222 (Jewish Care Direct Helpline)

Owner: Jewish Care

Manager: Yomi Essiet

Web: www.jewishcare.org

Facilities: **En, P, R** Specialisms: **OP, D**

The Limes Residential Care Home 26

11-15 Fenstanton Avenue, Finchley, London N12 9HA

Tel: 020 8446 6609

Email: thelimesresidentialcarehome@hotmail.com

Owner: Highlands Healthcare Ltd

Manager: Shameem Yatally

Facilities: **En, P, St, R** Specialisms: **OP, D**

Care Homes in the London Borough of Barnet - Residential care homes for older people

Meadowside 68

60 Holden Road, North Finchley, London N12 7DY

Tel: 020 8492 6500

Email: sheriff.raji@yourchoicebarnet.org

Owner: Your Choice Barnet

Manager: Sheriff Raji

Web: www.yourchoicebarnet.org

Facilities: **En, P, R** Specialisms: **OP, D, MH, YA**

See our advert on page 9

Nazareth Care Charitable Trust 84

162 East End Road, London N2 0RU

Tel: 020 8883 1104

Email: gm.finchleyuk@nazarethcare.com

Owner: Nazareth Care Charitable Trust

Manager: Gemma Fritz

Web: www.sistersofnazareth.com

Facilities: **En, P, St, R** Specialisms: **OP**

Otto Schiff 42

London NW11

Tel: 020 8922 2222 (Jewish Care Direct Helpline)

Owner: Jewish Care • Manager: Mira Stamatova

Web: www.jewishcare.org

Facilities: **En, P, R** Specialisms: **OP, D**

Roseacres 33

80-84 Chandos Avenue, Whetstone, London N20 9DZ

Tel: 020 8445 5554

Email: manager.roseacres@advinia.com

Owner: Advinia Health Care Ltd

Manager: Mr Howell Lasco

Web: www.advinia.co.uk

Facilities: **En, P, St, R** Specialisms: **OP, D, PD, SI**

Rosetrees 55

London N11

Tel: 020 8922 2222 (Jewish Care Direct Helpline)

Owner: Jewish Care

Manager: Alison Prior

Web: www.jewishcare.org

Facilities: **En, P, R** Specialisms: **OP, D**

Stella and Harry Freedman House 120

London N11

Tel: 020 8922 2222 (Jewish Care Direct Helpline)

Owner: Jewish Care

Manager: Vic Fitzwalter

Web: www.jewishcare.org

Facilities: **En, P, R** Specialisms: **OP, D**

Sunridge Court 44

London NW11

Tel: 020 8922 2222 (Jewish Care Direct Helpline)

Owner: Jewish Care

Manager: Grace Ramalho

Web: www.jewishcare.org

Facilities: **En, P, R** Specialisms: **OP**

Sydmar Lodge 52

201 Hale Lane, Edgware,

Middx HA8 9QH

Tel: 020 8931 8001

Email: info@sydmarlodge.co.uk

Owner: Sydmar Lodge Ltd

Manager: Julia Davey

Web: www.sydmarlodge.co.uk

Facilities: **En, P, R** Specialisms: **OP, D, PD, SI**

Care Homes in the London Borough of Barnet

Residential care homes for people with learning disabilities

Autus Court 6

129 Friern Barnet Road, London N11 3DY

Tel: 020 3561 7863

Email: autuscourt@precious-homes.com

Owner: Precious Homes Limited

Person in charge: The Manager

Web: www.precious-homes.com

Facilities: **En, R** Specialisms: **OP, YA, LDA, MH, SI**

Cedar House 12

208 Barnet Road, Arkley, Herts EN5 3LF

Tel: 020 8440 4545

Owner: Care Tech Community Services Ltd

Manager: Moji Ogundeyi

Web: www.caretech-uk.com

Facilities: **En, R** Specialisms: **LDA**

Colin Garden Lodge 3

67 Colin Gardens, Colindale, London NW9 6EP

Tel: 020 8205 2969

Owner: Dana Care Ltd

Manager: Anne Anderson

Web: www.danacarelimited.co.uk

Specialisms: **OP, YA, LDA, MH, PD, SI**

5 & 6 Duchess Close 6

Friern Barnet, London N11 3PZ

Tel: 0300 303 9002 (Head Office)

Owner: Dimensions • Manager: Kris Knyba

Web: www.dimensions-uk.org

Facilities: **En** Specialisms: **LDA**

55 Edgeworth Crescent 6

Hendon, London NW4 4HA

Tel: 020 8202 0037

Email: jeanette.manlegro@norwood.org.uk

Owner: Norwood

Manager: Jeanette Manlegro

Web: www.norwood.org.uk

Facilities: **En** Specialisms: **LDA**

Fairford Court 8

272a Colney Hatch Lane, London N11 3DD

Tel: 020 8368 1196

Owner: Accomplish Group

Manager: Fahmeeda Bhatti

Web: www.accomplish-group.co.uk

Facilities: **En, P** Specialisms: **LDA, MH**

Kemble House 15

272 Colney Hatch Lane, Friern Barnet, London N11 3DD

Tel: 020 8211 3411

Email: info@accomplish-group.co.uk

Owner: Accomplish Group Ltd

Manager: Pascal Kouadio

Web: www.accomplish-group.co.uk

Facilities: **En** Specialisms: **LDA, MH**

The Lavenders 7

145A Friern Park, Finchley, London N12 9LR

Tel: 020 8445 9978

Email: lavenders.finchley@caretech-uk.com

Owner: Care Tech Community Services Ltd

Manager: Marisa van Zyl

Web: www.caretech-uk.com • Specialisms: **LDA**

4 Matlock Close 8

Barnet, Herts EN5 2RS

Tel: 0300 303 9002 (Head Office)

Owner: Dimensions

Manager: Jan Aylott

Web: www.dimensions-uk.org

Specialisms: **LDA**

The Oaks 6

42 Russell Lane, Whetstone N20 0AE

Tel: 020 8361 6500

Email: TheOaks.London@caretech-uk.com

Owner: Care Tech Community Services Ltd

Manager: Grace Jesuorobo

Web: www.caretech-uk.com

Facilities: **R**

Specialisms: **LDA**

Olive House 1

142 Mays Lane, Barnet, Hertfordshire EN5 2LS

Tel: 020 3234 4078

Email: ppcomservice@aol.com

Owner: Ms Mulenga Chanda

Manager: Ms Mulenga Chanda

Specialisms: **OP, YA, LDA**

88 Park Road 5

New Barnet EN4 9QF

Tel: 020 8440 2192

Email: parkroad.barnet@caretech-uk.com

Owner: Care Tech Community Services Ltd

Manager: Sarah Hall

Web: www.caretech-uk.com

Facilities: **En** Specialisms: **LDA**

27 Sampson Avenue 6

Barnet, Herts EN5 2RN

Tel: 0300 303 9002 (Head Office)

Owner: Dimensions

Manager: Dawn Tew

Web: www.dimensions-uk.org

Facilities: **P** Specialisms: **LDA**

Valley Way Respite Service 6

5 Pellow Close, Barnet EN5 2UL

Tel: 020 8441 6515

Owner: Your Choice Barnet

Manager: Sara White

Web: <https://thebarnetgroup.org/ycb>

Facilities: **En, P, R**

Specialisms: **LDA, PD, SI, YA**

See our advert on page 9

Walsingham Homes 5

49 Essex Park, Finchley, London N3 1ND

Tel: 020 8346 3860

Owner: Walsingham

Manager: Warren Hall

Web: www.walsinghamsupport.com

Facilities: **P** • Specialisms: **OP, YA, LDA, SI**

Zinia House 5

2 Lynton Avenue, Colindale, London NW9 6PD

Tel: 020 8205 9822

Owner: Dana Care Ltd

Manager: Anne Anderson

Web: www.danacarelimited.co.uk

Facilities: **En**

Specialisms: **OP, YA, D, LDA, MH, PD, SI**

Care Homes in the London Borough of Barnet

Residential care homes for people with physical disabilities

Brookside 24

Ash Close, Edgware, Middx HA8 8YD

Tel: 020 8959 2792

Owner: Livability • Manager: Pav Hughes

Web: www.livability.org.uk

Facilities: **En, P** Specialisms: **OP, YA, D, PD**

Rela Goldhill at Otto Schiff 12

London NW11

Tel: 020 8922 2222 (Jewish Care Direct Helpline)

Owner: Jewish Care • Manager: Mira Stamatova

Web: www.jewishcare.org

Facilities: **En, P, R** Specialisms: **YA, PD, SI, LDA**

Residential care homes for people with multiple disabilities

12 Hyde Close 17

Flats A-D, 12 Hyde Close, High Barnet,

Herts EN5 5TJ

Tel: 020 8051 7820

Owner: Sense

Manager: Debra Beavis

Web: www.sense.org.uk

Facilities: **P** Specialisms: **LDA, PD, SI**



To advertise on our website or in any of our range of London Care Directories, please call **Peter Devall** on

020 8364 8428

Email: info@londoncaresdirectories.co.uk

This Directory is also available to view on-line at:

www.londoncaresdirectories.co.uk

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We publish care directories in the following boroughs:

***Barnet, Croydon, Ealing, Enfield, Haringey,
Hillingdon, Hounslow, Redbridge and Sutton***



 **LondonCare**
Directories.co.uk

Finding Care in London

Care Homes in the London Borough of Barnet

Residential care homes for people with mental health problems

Baytree Lodge 12

270-272 Ballards Lane, London N12 0ET

Tel: 020 8445 8114

Owner: Baytree Community Care

Manager: Gerald Ndoping

Web: www.baytree.org.uk

Facilities: **En, R** Specialisms: **MH**

Elm Park Lodge 27

2-4 Elm Park Road, Finchley N3 1EB

Tel: 020 8349 2388

Email: elmparklodge84@gmail.com

Owner: Mr K C Lim • Manager: Lucy Ujamaa

Web: www.elmparklodge.co.uk

Facilities: **En, R** Specialisms: **MH, YA**

Foxlands House 6

1 Cranesbill Close, Colindale Avenue, London NW9 5RQ

Tel: 020 8205 4048

Email: colindale@richmondfellowship.org.uk

Owner: The Richmond Fellowship

Manager: Juliana Manjoro

Web: www.richmondfellowship.org.uk

Facilities: **En** Specialisms: **MH, YA**

Friern Residential Care Home 18

26-30 Stanford Road, Friern Barnet, London N11 3HX

Tel: 020 8368 6033

Email: frierncarehome@hotmail.com

Owner: Mr M Gunpath • Manager: Sati Bhagbut

Facilities: **En, St, R** Specialisms: **MH, YA**

Glasson House 6

93 Belmont Avenue, Barnet, Herts EN4 9JS

Tel: 020 8449 7808

Email: glassonhouse@aol.com

Owner: Mr and Mrs M Bourke

Manager: Patricia Shanahan

Facilities: **En** Specialisms: **MH**

Glenholme Health Care Ltd 18

30-32 Woodside Park Road, North Finchley, London N12 8RP

Tel: 020 8446 3401

Email: kchamberlain@glenholme.org.uk

Owner: Glenholme Health Care Ltd

Manager: Kelly Chamberlain

Web: www.glenholmehealthcare.co.uk

Facilities: **En, R** Specialisms: **MH**

Jack Gardner House 15

London NW11

Tel: 020 8922 2222 (Jewish Care Direct Helpline)

Owner: Jewish Care

Manager: Norma Christie

Web: www.jewishcare.org

Facilities: **En, P** Specialisms: **YA, MH**

Lyndhurst Care Home 21

28-30 Woodhouse Road, Finchley, London N12 0RG

Tel: 020 8445 2833

Email: lyndhurst.london@caretech-uk.com

Owner: Care Tech Community Services Ltd

Manager: Lydia Maurice-Gill

Web: www.caretech-uk.com

Facilities: **En, R** Specialisms: **MH, AD**

Care Homes in the London Borough of Barnet - Homes for people with mental health problems

Meridan House 9

1 Stonecrop Close, Colindale Ave, Colindale, London NW9 5RG

Tel: 020 8205 4048

Email: colindale@richmondfellowship.org.uk

Owner: The Richmond Fellowship

Manager: Juliana Manjoro

Web: www.richmondfellowship.org.uk

Facilities: **En, P** Specialisms: **MH, YA**

Oakleigh House 5

110 Oakleigh Road North, London N20 9EZ

Tel: 020 8446 1919

Email: woodfieldhomes@hotmail.co.uk

Owner: Woodfield Homes

Manager: Sia Juanah

Facilities: **En, R** Specialisms: **MH**

The Roland Residential Care Home 7

163 Hampden Way, Southgate, London N14 7NB

Tel: 020 8368 1323

Email: marnie@rolandcarehomes.co.uk

Owner: Mr & Mrs Ranetunge

Person in charge: The Manager

Facilities: **En, R** Specialisms: **MH, AD, YA**

St Cristophers House 6

6 Mays Lane, Barnet, Herts EN5 2EE

Tel: 020 8364 8085

Email: jane.ingram@platinumhealthcare.co.uk

Owner: Platinum Health Resources Ltd

Manager: Jane Ingram

Web: www.platinumhealthcare.co.uk

Facilities: **R** Specialisms: **MH**

Trinity House 10

105 -107 Station Road, Hendon, London NW4 4NT

Tel: 020 8202 0114

Email: staff@trinityhouseuk.com

Owner: Quality Housing & Social Care Limited

Manager: Martin Ogiogwa

Facilities: **En, R** Specialisms: **MH**

Woodfield House 6

63 Cool Oak Lane, West Hendon, London NW9 7NB

Tel: 020 8205 0257

Email: woodfieldhomes@hotmail.co.uk

Owner: Alice Tutu

Manager: Sia Juanah

Facilities: **En** Specialisms: **MH, YA**

Care Homes in the London Borough of Barnet

Nursing homes

Aarandale Manor 65

Holders Hill Road, London NW7 1ND

Tel: 020 3879 9000

Owner: Abbey Healthcare Ltd

Person in charge: The Manager

Web: www.abbeyhealthcare.org.uk

Facilities: **En, P, R** Specialisms: **SI, D, OP, PD**

Appletree Court Care Home 77

158 Burnt Oak Broadway, Burnt Oak, Middx HA8 0AX

Tel: 020 8381 3843

Owner: Maria Mallaband

Manager: Iqbal Gurib

Web: www.appletreecourtcarehome.co.uk

Facilities: **En, P, R** Specialisms: **OP, YA, D, PD, SI**

The Arkley Bupa Care Home 50

140 Barnet Road, Barnet EN5 3LJ

Tel: 020 8108 4432

Email: carehomes@bupa.com

Owner: Bupa Care Homes

Manager: Dionne Chapman

Web: www.bupa.co.uk/the-arkley

Facilities: **En, P, St, R** Specialisms: **OP, YA, PD**

See our advert on page 7

Ashton Lodge Care Home 93

95 The Hyde, Edgware Road, Colindale, London NW9 6LE

Tel: 020 8732 7260

Email: ashtonlodge@lukkahomes.com

Owner: Macneil Limited

Manager: Susana Carvalho

Web: www.lukkahomes.com

Facilities: **En, P** Specialisms: **OP, D, PD, SI**

Candlewood House Care Home 86

175-185 Cricklewood Lane, London NW2 2TD

Tel: 020 3893 2929

Owner: Candlewood House Ltd

Manager: Jessa Avila

Web: www.candlewoodhouse.co.uk

Facilities: **En, P, R** Specialisms: **OP, YA**

Carlton Court Care Home 85

112 Bells Hill, Barnet, Herts EN5 2SQ

Tel: 020 8447 4790

Email: home.manager@carltoncourtcarehome.co.uk

Owner: TLC Group

Manager: Pradeep Dcruz

Web: www.carltoncourtcarehome.co.uk

Facilities: **En, P, R** Specialisms: **OP, D, YA**

Cedars Care Centre 42

12-18 Richmond Road, New Barnet EN5 1SB

Tel: 020 8364 8839

Email: cedars@foresthc.com

Owner: Forest Healthcare

Manager: Fran Walsh

Web: www.foresthc.com

Facilities: **En, P, St, R**

Specialisms: **OP, YA, D, LDA, MH, PD, SI, AD**

Eleanor Palmer Nursing and Residential Home 33

Cantelowes House, Spring Close, Barnet, Herts EN5 2UR

Tel: 020 8364 8003

Email: admin@cantelowes.org.uk

Owner: Eleanor Palmer Trust

Person in charge: The Manager

Facilities: **En, P, R**

Specialisms: **OP, D, PD, SI, YA**

Care Homes in the London Borough of Barnet - Nursing homes

Elmstead House 50

171 Park Road, Hendon NW4 3TH

Tel: 020 8202 6177

Email: helen.hulme@careuk.com

Owner: Care UK

Manager: Helen Hulme

Web: www.careuk.com

Facilities: **En, P, R**

Specialisms: **OP, D, LDA, MH, PD**

Fernbank Nursing Home 34

Finchley Way, London N3 1AB

Tel: 020 8349 3426

Email: fernbank@ecghomes.co.uk

Owner: Mr and Mrs Bhanji

Manager: Sylvia Mthabela

Web: www.ecghomes.co.uk

Facilities: **En, P, R** Specialisms: **OP, D**

Hadley Lawns Bupa Care Home 43

Kitts End Road, Hadley Highstone, Barnet EN5 4QE

Tel: 020 8108 4182

Email: carehomes@bupa.com

Owner: Bupa Care Homes

Manager: Tryness Tshuma

Web: www.bupa.co.uk/hadley-lawns

Facilities: **P, R** Specialisms: **OP**

See our advert on page 7

Henry Nihill House 30

94 Priory Field Drive, Edgware, Middx HA8 9PU

Tel: 020 8905 4200 • Email: henrynihill@edgwareabbey.org.uk

Owner: The Community of St Mary at the Cross

Manager: Catherine Palmer

Facilities: **En, P, R** Specialisms: **OP, PD**

The Sidney & Ruza Last Foundation Home at The Yehoshua Freshwater Centre *A home where nursing takes place...*

Sage is a fully equipped nursing home operational 24 hours a day, 365 days a year. We have facilities for 40 Jewish elderly & frail plus a further 20 dementia sufferers. The Home is staffed by fully qualified specialist nurses and in-house physio. Enquiries welcome from both private and state funded applicants. Please call for more information.

208 Golders Green Road London NW11 9AL

Tel: 020 8201 8111 • Fax: 020 8201 8204

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Care Homes in the London Borough of Barnet - Nursing homes

Lansdowne Care Home 92

Claremont Road, Cricklewood NW2 1TU

Tel: 020 8830 8444

Email: lansdowne.cricklewood@fshc.co.uk

Owner: Four Seasons Health Care Ltd

Manager: Geoffrey Odur

Web: www.fshc.co.uk

Facilities: **En, P, R** Specialisms: **OP, YA, D**

Magnolia Court 62

181 Granville Road, Golders Green, London NW2 2LH

Tel: 020 8731 9881

Email: magnolia@barchester.com

Owner: Barchester Health Care Ltd • Manager: Octavian Stanciu

Web: www.barchester.com

Facilities: **En, P, R** Specialisms: **OP, YA, D**

Potters Grange 20

Barnet Road, Potters Bar, Herts EN6 2SJ

Tel: 01707 938938

Email: pottersgrange@ardale.co.uk

Owner: Ardale

Manager: Evan Arceo

Web: www.pottersgrange.co.uk

Facilities: **En, P, R** Specialisms: **OP, YA, D, PD, SI**

See our advert on page 7

Sage Nursing Home 60

208 Golders Green Road, Golders Green, London NW11 9AL

Tel: 020 8201 8111

Email: enquiries@thesagehome.com

Owner: Service to the Aged

Manager: Ana Liza Eborde

Web: www.thesagehome.com

Facilities: **En, P, R** Specialisms: **OP, D, YA**

See our advert on page 39

Signature at Barnet 102

59 Wood Street, Barnet, Herts EN5 4BS

Tel: 020 4527 0062

Email: enquiries.barnet@signaturesl.co.uk

Owner: Signature Senior Lifestyle

Manager: Victoria Read

Web: www.signature-care-homes.co.uk

Facilities: **En, P, R** Specialisms: **OP, YA, D, PD, SI**

See our advert on pages 12 and 13

Signature at Hendon Hall 100

Ashley Lane, Hendon, London NW4 1HF

Tel: 020 4527 1852

Email: enquiries.hendon@signaturesl.co.uk

Owner: Signature Senior Lifestyle

Manager: Jackie Bennett

Web: www.signature-care-homes.co.uk

Facilities: **En, P, R** Specialisms: **OP, YA, D, PD, SI**

See our advert on pages 12 and 13

Sonesta Nursing Home Ltd 32

795-797 Finchley Road, London NW11 8DP

Tel: 020 8458 3459

Email: sonestanursing@tiscali.co.uk

Owner: Sonesta Nursing Home Ltd

Manager: Mrs Chowdry

Web: www.sonestanursinghome.co.uk

Facilities: **En, P, R** Specialisms: **OP, D**

Help-at-Home Angels

Live your life - your way

At **Help-at-Home Angels** we know that older or other vulnerable groups in society can find it harder to manage those day-to-day tasks that make so much difference to our personal happiness and independence. With the bit of extra help that we offer, we put you firmly back behind the wheel!

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