

Where older  
people are  
valued, able to  
live well, age well  
and retain their  
independence.



# Your Guide to Later Life in Hertfordshire

Information and advice to help you navigate later life,  
stay independent at home and connect socially



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# Welcome to our first Guide to Later Life

**Age UK Hertfordshire is an independent local charity, supporting older people in Hertfordshire to lead fulfilling and enjoyable lives.**

We are very excited to bring you our first Later Life Guide! We hope that this guide provides the information people need to access the range of support services available in Hertfordshire.

We are a person centred charity and our aim is to help people to continue to live independently in their own homes and maintain choice and control over how they live their lives, with our services being delivered in partnership with older people so that we remain responsive and relevant to their changing needs.

We support over 15,000 older people in Hertfordshire each year through our services, and aim to reduce the debilitating health impacts of loneliness and social isolation and to improve mental and physical wellbeing. We also provide opportunities for people to socialise with others to ensure that people stay connected to their communities and benefit from the value that friendships can bring. We also offer a lot of practical support from form filling to cleaning and shopping, and are continually looking at new services to develop to meet the growing and changing needs of the population. In this edition, we are very happy to launch two of our new services – the Handyperson and Gardening services, which we have started in response to the number of enquiries for such services from older people living in Hertfordshire.

We know that there is a growing need for support services, as there are 206,500 people aged over 65 living in Hertfordshire, which is forecast to increase by 36% by 2040. Of these, there are currently 67,489 people living alone, which is also expected to increase by 39% in 2040. This shows that the need for help and support will increase significantly over time and so services are essential and need to grow and adapt to meet the growing demand.

This 1st edition of our guide comes at a poignant time, as the impact of COVID-19 over the last couple of years has had a disproportionate effect on older people compared to any other age group. Our services remained in place throughout this time but found it more difficult to provide the support needed due to the restrictions in place. We are now focussed on supporting as many people as possible as our services are needed now more than ever.

We hope you enjoy the guide and learning about what we offer and please do not hesitate to get in touch with us to find out more!



**Mark Hanna**

*Chief Executive - Age UK Hertfordshire*



**Age UK Hertfordshire**

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**Tel: 01707 323 272**

**Email: [info@ageukherts.org.uk](mailto:info@ageukherts.org.uk)**

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**f @AgeUKHertfordshire t @AgeUKHerts**

Age UK Hertfordshire registered charity number 1116662



# Contents

- 3 Age UK Hertfordshire CEO's welcome
- 4 - 15 Age UK Hertfordshire  
Guide to our services
- 16 - 18 Planning for your future care needs
- 19 - 20 Are you a carer?
- 21 - 22 Choosing care services
- 23 - 26 Funding care
- 27 - 31 Services in your home
- 32 - 39 Care home and retirement living

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**To feature within a publication or for further information please contact:** [info@sure-media.co.uk](mailto:info@sure-media.co.uk)





# Information and Advice

## Our quality assured Information & Advice Team are here for you to:

- Help you explore your rights, entitlements or access to other benefits.
- Support you to arrange lasting Powers of Attorney (Please note that the Information & Advice is free, however our assistance to set it up would be a chargeable service).
- Provide training in a range of Computer Skills - from online grocery shopping to skyping your friends or family, information on staying safe online to scam awareness.
- Provide information on Community Care and Health Services - information and advice on statutory and non-statutory Social Care Services and equipment, payments for care and support at home or residential care.
- Share information on Leisure and Social Activities across the county.
- Provide information on housing - including details on housing options, possible adaptations to help you remain independent in your own home and how to help with heating costs.
- Be aware of Scam Awareness, Elder Abuse and Dementia Support

If you need help with any other enquiry that is not listed above, our team have the experience and knowledge to help you get access to the information and advice you need. Our team are here if you need us, so please don't hesitate to contact us.

## What does Age UK Hertfordshire's LPA service offer?

Our experienced, and Quality Assured, Information & Advice (I&A) Team will provide you, free of charge, with the information, advice and support needed to make a decision about whether you need an LPA, and the options available to you for obtaining one - for example, doing it yourself online, going through your local solicitor, or using the Age UK Hertfordshire service.

## What you can expect from our Document Completion service

If you decide that you would like our assistance in completing the LPA, we will provide a designated advisor who can discuss our LPA service over the phone and arrange a visit to you in your home.

- The visit will be arranged at least two weeks in advance to allow for a 14 day cooling off period, allowing you to change your mind.\*
- This two week period also gives you time to gather together the information and documents needed to complete the process.
- Your advisor will explain, in detail, the process, the documentation and the additional fees charged by the Office of Public Guardian (OPG). The fees for this may be waived, or reduced, depending on your level of income - your advisor will help you with this too.
- We will give you clear options and instructions on how to submit the final, completed application - we cannot submit it for you.

*\*During this 14 day period you have the right to cancel, however we would appreciate it if you could give us as much notice as possible if you decide not to proceed with us.*

### How we helped Mrs. G

Mrs. G contacted Age UK Hertfordshire wanting to set up her Lasting Power of Attorney. After speaking to one of our team members, advising her on all the options available, Mrs. G wanted to proceed. Mrs. G advised that this was a good practical document for her to have in place, and she had discussed this with and chosen the people she trusted to be her 'attorneys' - her appointed people to make decisions on her behalf, if she ever lacked the capacity to do so herself.

**For more information please contact:**

**Information and Advice: Monday - Friday 9.00am - 4.00pm**

**Tel. 0300 345 3446 • Email. [info@ageukherts.org.uk](mailto:info@ageukherts.org.uk) • [www.ageuk.org.uk/hertfordshire](http://www.ageuk.org.uk/hertfordshire)**



## How the process works with Age UK Hertfordshire

1. Initial phone conversation with I&A to decide which option is best for you.
2. The LPA information pack, including our terms and conditions, would be emailed or posted to you.
3. You sign our T&C's and gather all the paperwork and information needed for the LPA visit.
4. Home visit & first stage of application is completed.
5. Payment to Age UK Hertfordshire taken at this point.
6. Forms returned to you by post with written instructions for signatures, OPG registration fee payment and how to register the forms, which will also be discussed at the meeting.

### Our service cannot help you if:

- You wish to place complex instructions or restrictions on the document - then you will need a solicitor.
- You do not have mental capacity to make decisions.

### The cost of the service

-  £250 for one person for 2 documents
-  £400 for a couple for 4 documents

- All payments received by Age UK Hertfordshire will be used to help fund our charitable services for older people living in Hertfordshire.
- Any amendments to the LPA documentation due to incorrect information provided may incur an additional £50 charge.

### How to pay

- There are a few ways you can pay. You can pay via debit card, bank transfer or cheque. Cash might be accepted if no other options would be suitable. It would have to be agreed in advance. We will provide the invoice during our home visit.

**Open: Monday - Friday 9.00am - 4.00pm**

**Tel: 0300 345 3446**

**Email: [info@ageukherts.org.uk](mailto:info@ageukherts.org.uk)**



## Digital help

Our trained volunteers can teach you how to use your tablet or smart phone. Service available to people over 65

With the help of our carefully vetted and trained volunteers, we can show you how to use computer programmes such as Zoom, Facetime and Whatsapp.

These programmes may seem scary to you, however with support you can learn how to use them.

Our volunteers will work at your pace, teaching and supporting you to learn what is important to you, whether this is shopping safely online, video chatting with friends and family, finding information and many other tasks.

We can help you use your existing mobile phone/ tablet and help you use the settings correctly to get the most out of your device and to make them less scary!

**Open: Monday - Friday 9.00am - 4.00pm**

**Tel: 0300 345 3446**

**Email: [info@ageukherts.org.uk](mailto:info@ageukherts.org.uk)**



# Hertswise

Delivered by a partnership of local charities and social enterprises, Hertswise can support people living with dementia, low level memory loss or mild cognitive impairment, their families and their carers with:

- Activity groups and one to one support
- Carer support groups and one to one advice
- Specialist information & advice

The service ensures that people of all ages, living anywhere in Hertfordshire, are able to access information, advice, activities and support.



## Karen's Story

My mum is 78 years old and lives in Hertfordshire, she was recently diagnosed with vascular dementia. She is very independent, but has not attended any activity or social groups before and was reluctant to do so.

The locality worker from Hertswise made a home visit and had a chat with my parents, and then told them about their local groups and their one to one service. Initially, I thought the one to one service would be great to help my mum get into doing things, but when the locality worker talked to mum she liked the idea of a group and I saw a change that day in my mums' demeanour, helped by the way the worker delivered the information and spoke to us.

My mum decided during the visit that she wanted to try with my dad to go to the local Hertswise group run by the locality worker, and so that's what she did. Since then my parents have attended two local centres regularly as well as the Hertswise Dementia Group and she has been really enjoying it.

She is now getting out more and doing things she would have never done prior to the visit from Hertswise.

*\*Karen, Daughter*



# Young Onset Dementia Support

**Our Young Onset Dementia Support Workers can help you with:**

- Information & Advice - to help you explore your rights, entitlements, and access to other benefits.
- Group Activities - a range of activities to promote mental and physical wellbeing.
- One to One Activities - if you don't feel confident joining a group, but would still like support to access activities and pursue benefits, one of our lovely support workers can visit you on a 1:1 basis.

For more information about our dementia support services, please call our first point of contact, Herts Help:

Monday - Friday 8.00am - 6.00pm

**Tel. 0300 123 4044**

# Dementia Day Centre

Our friendly, professional and fully trained staff create a caring environment.

**All our activities are person centred and tailored to your individual needs - You can enjoy:**

- Two course hot lunch and refreshments
- Gentle chair based exercises
- Reminiscence and memory games
- Socialisation and good conversation
- Music Therapy
- Arts and craft activities

**This service also provides:**

- Outreach Support
- Carer Respite

## Contact Us

Open: Monday - Friday 9.00am - 4.30pm  
Transport is available to those living locally

## Location:

Clitheroe Health & Wellbeing Centre  
36 Clitheroe Gardens, South Oxhey, Watford  
WD19 6RP

**For more information, please call Ruth on:  
Tel: 01923 774 328**

# Befriending service

**Our Befriending services include our popular Visiting Scheme and Telephone Club.**

Whether you would prefer to have a chat with someone in your own home or over the phone, our Befriending Service can help.

## Visiting Scheme

Our volunteers provide friendship and a listening ear if you are feeling isolated in your own home. A carefully matched volunteer will visit you regularly to share news, views and interest.

## Telephone Club

Our Telephone Club provides friendship and support over the phone. You can enjoy a regular friendly chat with one of our Telephone Befrienders.

**Open: Monday - Friday | 9.00am - 4:30pm**



Working in partnership  
with Hertfordshire  
County Council



"Age UK Hertfordshire have been so friendly and helpful. I'm very grateful."  
**Lilian, 96**

"Terry thinks for all the little things like loosening the tops off jars for me and helping with the recycling. He's so thoughtful and I'm very grateful."  
**Rae, 86**

**For more information, please call the number for the area that you live in:**

- East Herts & Broxbourne: **07772 173 659**
- North Herts & Stevenage: **07538 954 189**
- St Albans & Hertsmer: **07772 173 822**
- Watford & Three Rivers: **07976 207 619**
- Welwyn & Hatfield: **07527 660 988**

**For further information, please email:**  
[trudie.harrington@ageukherts.org.uk](mailto:trudie.harrington@ageukherts.org.uk)

## Eleanor's Story

Eleanor started volunteering for Age UK Hertfordshire in her 70's. She joined our visiting scheme in North Herts and for fifteen years she visited older people in Royston "I met some lovely ladies through volunteering," she says. "My last match was with a man, and that was really interesting. Then when I decided to stop volunteering, my son suggested perhaps I should have a volunteer come and visit me - that way I could still enjoy being part of the scheme."

Trudie Harrington, the Manager for the Visiting Scheme, matched Eleanor with Lizzie. "I was very surprised when Lizzie turned up, as she didn't look like your usual volunteer," says Eleanor. "But we get on wonderfully, she's very entertaining and we often chat for hours."

"I love chatting with Eleanor," Lizzie agrees, "I'm always interested in hearing about her experiences and she has so many fascinating stories about her life, growing up on a farm in Dorset and working as a nurse in the 1940's when the NHS was first established. We talk about all kinds of things and we laugh all the time."

Eleanor has two children, and her son lives close by, so she does have support most days of the week, but says that the weekends can still sometimes be lonely. "I like my own company, but I also like knowing that I will have company again by Monday."

Lizzie decided to be a volunteer for the Visiting Scheme after seeing a poster and realising that she would be able to put her love of people and ability to chat to anyone to good use. "I used to visit my elderly neighbour and chat with him and I worked for the Post Office for most of my life, so I'm used to talking to people from all different walks of life."

Eleanor also uses Age UK Hertfordshire's Help in The Home service, and has a Home Helper who visits her once a week. "At first I didn't think I needed anyone, but my Home Helper is a treasure - she's so nice, and she helps me so much. Trudie also helped me to organise my Attendance Allowance as well, so really Age UK Hertfordshire have made a massive difference to me."

Lizzie agrees: "It's a wonderful scheme, it's indispensable to some people."



# Clitheroe Health & Wellbeing Centre

**Our Clitheroe Health & Wellbeing Centre is in the heart of the community in South Oxhey**

It is a relaxing venue where you can socialise, enjoy a hot lunch and take part in a variety of activities and services including:

- Entertainment, events and quizzes - such as singers and seasonal festivals
- Speakers covering a variety of topics
- Seated exercise sessions
- Information and Advice sessions
- Chiropody and toenail cutting services

"Coming to the club brings me a great deal of comfort and I don't feel so alone anymore."  
**Dawn, 80**



"I felt like part of the group because everyone is just so welcoming, which has done me the world of good since my wife passing away."  
**John, 76**

**Open: Monday - Friday | 9.00am - 4.30pm**

**36 Clitheroe Gardens, Watford WD19 6RP**

**For more information, please contact Kerry: Tel: 01923 256 360**

**Email: [clitheroe@ageukherts.org.uk](mailto:clitheroe@ageukherts.org.uk)**

## Men in Sheds

**Clitheroe Health & Wellbeing Centre is home to the popular Men in Sheds Project.**

It offers a warm and welcoming space for older men, who want to get together with like-minded people to share skills, learn from each other and try new hobbies.

### John's Story

John, 76, lost his beloved wife in July 2018 and living in their home quickly became lonesome. He had pictures of the two of them hanging on his walls, her clothes scattered across the bed - everything just reminded him of her.

A month went by since his wife's passing before John's daughter discovered 'Men in Sheds', a local group run by the Clitheroe Health & Wellbeing Centre.

Since that first day, John has been amazed by the support and kind generosity from both the staff and the other clients that attend.



"On my first day at Men in Sheds I met Alan - who I didn't even know - and we got a little model plane out. He started to help me make it, and then I took it home to finish it."

**Open: Monday & Thursday | 10.00am - 12.00pm**

**36 Clitheroe Gardens, Watford WD19 6RP**

**For more information, please contact Kerry: Tel: 01923 256 360 or 0208 285 507**

**Email: [clitheroe@ageukherts.org.uk](mailto:clitheroe@ageukherts.org.uk)**

# 10 to 3 Clubs

**Our 10 to 3 Clubs offer you the chance to socialise and enjoy a hot lunch with your friends on a weekly basis.**

- Two course hot lunch and refreshments
- Arts and craft activities
- Entertainment, events and quizzes
- Speakers covering a variety of topics
- Seated exercise sessions and much more



Working in Partnership with

Hertfordshire Community Foundation

**Please see the list below for further information and contact details:**

## **Sax House in Letchworth**

Margaret on 07939 933150

Jessica on 07976 206418

## **Kingfisher House in Hitchin**

Katie on 07976 207448

## **Poynders Meadow in Codicote**

Farida on 07950 261766

## **Deanscroft in Knebworth**

Jessica on 07976 206418

## **Queensway in Royston**

Katie on 07976 207448

## **Lime Tree House in Whitwell**

Margaret on 07939 933150

## **Reynolds in Letchworth**

Jessica on 07976 206418

## **Girton Court in Hitchin**

Farida on 07950 261766

## **Follyview in Stansted Abbots**

Fiona on 07508 867534

## **Lord Street in Hoddesdon**

Fiona on 07508 867534

## **The Dell in Hertford**

Ann on 07772 173682

## **Irene's Story:**

Irene was originally referred in 2013 and was a regular member of the Age UK Herts 10-3 up until 2020. During lockdown and the following 18 months, Irene's mental and physical health deteriorated rapidly. The Club leader kept in regular contact by phone and, when restrictions allowed, made regular garden and home visits. Irene was also supported with using her iPad, which she had been bought as a gift but never used, to access social groups online.

Although this all helped, Irene's family were very worried about this rapid change. Prior to lockdown she was a very positive person who loved the club and meeting people but instead of looking forward to the club reopening she said she felt she would no longer be able to come. She had lost a lot of weight and had stopped chatting to her neighbours and she was even reluctant to visit family.

We felt that this behaviour was a real concern and very out of character for her. Lockdown had played a large part, the loss of a close relative and isolation from friends and family had severely affected her. She had lost weight and her mobility had deteriorated. The most important thing was to help build her confidence and get her back to the club. We made regular phone calls and visits and with the support of family and her GP things started to improve. We then suggested a tea visit so that Irene could come to the club and see friends without feeling under pressure to stay for a long time. This went really well and the following week Irene returned as a regular member. Her appetite improved as she was eating with others and using her frame meant that her mobility improved too.

*'I have always loved the Age UK club, I have made good friends and it has always been the highlight of my week. I really struggled during lockdown with all the changes, and I was very isolated. I lost my confidence and became depressed, I didn't think I could get better. With lots of help and support I started to feel better, and I was able to come back to the club, staff were so kind and understanding. I feel so much better now, I don't know what I would do without my club, It is the highlight of my week and I always look forward to it.'*

## Asian Clubs

We also have clubs meeting the specific social and cultural needs of older Asian people in the North of Hertfordshire.

### Hitchin | Tuesday

Ethnic Minority Forum, Hitchin SG5 1PH

### Letchworth | Wednesday

Sax House, Letchworth SG6 4TA

For more information or to join please contact Harmesh Bhandal:

Email: [daycentre.asian@ageukherts.org.uk](mailto:daycentre.asian@ageukherts.org.uk)



## InTouch



### A Confidential Emotional Support Line

**Are you facing a life changing or challenging situation and don't know where to turn?**

**Our friendly and understanding team can help, and will work closely with you on:**

- Listening to your concerns
- Helping you to explore your options
- Supporting you to make the choices that are right for you

### Contact Us

**Open: Monday to Friday | 9.00am - 4.30pm**

**Phone: 01992 629 358 | 01992 634 964**

**Email: [intouch@ageukherts.org.uk](mailto:intouch@ageukherts.org.uk)**



"With help from the InTouch Team, I was able to take back control of my life."

### Margaret's Story

After losing close family connections, mourning the loss of her sister, and being diagnosed with terminal cancer, Margaret was then diagnosed with depression and referred to our InTouch Telephone Support Service.

Maria, one of our InTouch Support Workers, was the first point of call for Margaret.

After getting to know Margaret, Maria discovered that loneliness and isolation were bigger issues than she had let on. Margaret would visit her local shops everyday just to see and speak to other people, even if it was just the cashier.

Maria spoke to Margaret about attending a local lunch club. She agreed to go and enjoyed them a lot, especially the computer lessons, which built her confidence.

In March 2020, COVID-19 changed everything and a lockdown was imposed, meaning Margaret had to stay at home and her social life was cut.

Maria supported Margaret through this, and together they came up with a new routine to stick to whilst shielding.

By taking back control of her life, she slowly felt more empowered to do the things that she loved.



## Hospital & Community Navigation Service

The Hospital & Community Navigation Service is delivered in partnership with local charities, to support people who have recently been discharged from hospital, or those living in the community and need support to manage their health and wellbeing.

### Practical support

- Provide emergency food and short-term support with shopping
- Collect and deliver prescription medication
- Help you to arrange safety equipment; such as pendant alarms and fire safety checks

### Other support

- Help you to find what groups, courses and activities are available in your community
- Support with debts/finance and housing
- Explore how to live a happier & healthier lifestyle

Open: Monday-Friday 9.00am-5.00pm  
Saturday-Sunday 10.00am-4.00pm

**For more information, please contact  
HertsHelp on: 0300 123 4044**

## Nutrition & Dietetics

Having nutritious and varied food is important for good health and wellbeing throughout life. As we age, it becomes even more important.

### How the team in West Herts can help you

In most cases, malnutrition and dehydration are preventable. As we get older, we may find it more difficult to maintain a healthy weight, which can have a big impact on our wellbeing. Being aware of the signs to look out for, and thinking about what may be getting in the way of eating and drinking well will help you to stay healthy and independent.

**As part of a partnership, our Nutrition Support Workers work alongside Dietitians and we can help you by:**

- Helping you to stay independent in your own home for longer
- Provide you with emotional support to improving confidence
- Provide information on services available to you such as lunch clubs and shopping support
- Access to local support such as befriending, interest groups or cleaning help
- Support you with practical tasks such as applying for a Blue Badge or benefits advice



### Staying healthy and improving your outlook through good nutrition and hydration

Having nutritious and varied food is important for good health and wellbeing throughout life.

As we age, it becomes even more important. It is a surprising fact that one in ten people over the age of 65 are at risk of malnutrition and 93% of those who are malnourished live in the community.

Unintentional weight loss in later life is a serious issue. It can cause long-term health problems, meaning more visits to the GP, increase chances of falls and longer recovery times from illnesses.

**Open: Monday-Friday 9.00am-4.30pm**

**For more information, please call: 0300 123 7571**

Select option 5 followed by option 3 and ask to speak to a member of the Age UK Hertfordshire team

**Email: [westherts.dietinfo@nhs.net](mailto:westherts.dietinfo@nhs.net) or [hct.westherts.dietinfo@nhs.net](mailto:hct.westherts.dietinfo@nhs.net)**

# Help in the Home

Our Help in the Home service is designed to help you remain independent in your own home, whilst providing you with domestic cleaning assistance.

Our Home Helpers go through a rigorous screening process including three references, a DBS check (for criminal records and other important information) and they receive additional training to support you in your home.

## We can help with:

- General cleaning
- Changing bedlinen
- Laundry and ironing
- Collecting shopping
- Picking up prescriptions
- Preparing light meals
- Keeping you company or providing a break for your carer

The service costs £20 per hour with a minimum visit of 1.5 hours weekly or 2 hours fortnightly. There is also a one off cost of £30 (non-refundable) for your initial assessment visit to discuss your needs.

“My Home Helper brightens my day, she does a brilliant job.”



## Mrs Mc's Story

Mrs Mc had always completed the housework herself, but due to Mrs Mc having reduced mobility, she decided to ask for help.

She got in contact with Age UK Hertfordshire's Help in the Home Service who paired them with Home Helper Teresa.

“Teresa is a bundle of fun and brightens my day! She's so lovely, she stops to chat then goes off and does a brilliant job”.

During COVID-19 lockdown, Mrs Mc became anxious about getting out and about and relied on the Help in the Home staff for support. She would call the staff 2-3 times a day to speak to someone as she was feeling lonely living on her own.

Our Help in the Home staff supported her and also referred her to Age UK Hertfordshire's Telephone Club.

With help from our Befriending Team, they matched Mrs Mc with one of our wonderful volunteers, who now calls her once a week for a catch up and friendly chat.



To find out more, please speak to our Help in the Home Team:

Monday - Friday 9.00am - 4.30pm

South West Hertfordshire

Tel. 01923 224 472 • Email. [helpinthehome.sw@ageukherts.org.uk](mailto:helpinthehome.sw@ageukherts.org.uk)

Mid, North and East Hertfordshire and Broxbourne

Tel. 01707 386 066 • Email. [helpinthehome.ne@ageukherts.org.uk](mailto:helpinthehome.ne@ageukherts.org.uk)

# Handyperson Service

**The Handyperson Service offers a reliable, friendly and secure welfare service to people**

**What our Handyperson Service can help with:**

- replacing light bulbs
- fitting security equipment such as door chains, locks and spyholes
- installing smoke detectors and alarms
- taking down and putting up curtains
- installing key safes which have been purchased from Age UK
- fitting grab rails
- minor repairs to furniture and moving and assembling small items of furniture
- unblocking sinks and replacing toilet seats
- fitting draught proofing

**What our Handyperson Service cannot help with:**

- Electrical jobs
- Plumbing and central Heating
- Roofing
- Decorating - painting and wallpapering

**Who is it for?**

People aged 50 and over living in Hertfordshire.

Our Handypersons are a trusted visitor who will have the welfare of their clients at heart. Keeping a home secure and well maintained can help deter doorstep crime.

**How much does it cost?**

- We charge £25 per hour, with a minimum charge of £25
- We do not accept cash payments so you can pay on the day by cheque or we will send you an invoice.

**To access the service please call the Handyperson Service on 07951105370 or email: [handypersons@ageukherts.org.uk](mailto:handypersons@ageukherts.org.uk)**



## Gardening Service

Our Gardening service provides local gardeners to keep your garden neat and tidy all year round

All our gardeners are strictly vetted and insured. They are all equipped with a lawnmower, hedge trimmer and strimmer. Each gardener comes with a smile and friendly word and a genuine care for people.

We can arrange either regular weekly or fortnightly visits throughout the year.

**Who is it for?**

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# How you can help

## Help your local community!

- Volunteering is a great way to meet new people, learn new skills, and help deliver the work we do in Hertfordshire.

### Nathan's Story

*"It is a warm feeling knowing that you have improved someone's day by doing something so little."*

Nathan Marvel, 26, is a marvel by name and a marvel by nature. Pre 2017, he used to visit his Nan every day after work for a chat and a cup of tea, and after she passed away he said he 'missed that connection with someone', and thought due to the spare time he had, he would like to do something about it.

After seeing an Age UK Hertfordshire post on his friends Instagram account, he applied to be a befriending volunteer online. After meeting with his coordinator, Jane Atkins, Nathan met with his potential new friend, Ray and his family.

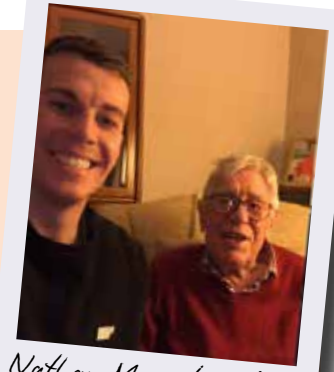
Nathan and Ray hit it off right away and agreed to meet once a week for an hour and a half. When Nathan visits Ray he takes cake with him and they have a slice each with a glass of squash whilst watching Ray's favorite TV show, Flog It.

Nathan says: "Ray quite enjoys my work as a mechanic, so I take pictures of my work and we talk about them for hours."

Nathan has now been visiting Ray for 3 years, he still receives calls from Ray's family, thanking him for the wonderful thing he is doing for Ray, especially taking him out for the day at their local garden centre.

Nathan said: "My Nan was confined to her four walls and didn't really go out. Coming away knowing you have done something to make someone's day feel really good, even if it is just a tea and chat to you."

**Nathan, 26.**



*Nathan Marvel and his new best friend Ray*

**Open: Monday - Friday 9am - 4:30pm | Email: [Volunteering@ageukherts.org.uk](mailto:Volunteering@ageukherts.org.uk)**

## Fundraising

**At Age UK Hertfordshire the money you raise will not only help us support local older people, but your efforts can also make a real difference in the way Hertfordshire thinks about ageing.**

### Why we need your support ...

**A third of over 75 year olds spend more than 12 hours alone every, single day.**

Age UK Hertfordshire offers a wide range of services, so the funds that you raise can help benefit older people in many different ways. From our Befriending Services to mental health support, Information & Advice to our 10 to 3 Clubs, your fundraising efforts can help change lives.

- With 1 in 5 of us expected to celebrate our 100th birthday, we need your help more than ever to provide life changing support to older people in Hertfordshire.
- Every donation we receive, however big or small, is much appreciated and goes a long way to supporting older people throughout Hertfordshire.

### Fundraising ideas

Find out about easy fundraising ideas for events you could organise to raise money for Age UK Hertfordshire, including cake bakes, parties and sponsored events.

**To get in touch or to share your fundraising idea, please contact: [fundraising@ageukherts.org.uk](mailto:fundraising@ageukherts.org.uk)**

*"I always pride myself on having a positive impact on others; this is one of my core values and beliefs."*

# Planning for your future care needs

There may be times in your life when you think about the consequences of becoming seriously ill or disabled. This may be at a time of ill health or as a result of a life-changing event. It may simply be because you are the sort of person who likes to plan ahead.

You may want to take the opportunity to think about what living with a serious illness might mean to you, your partner or your relatives, particularly if you become unable to make decisions for yourself. You may wish to record what your preferences and wishes for future care and treatment might be.

## The costs of long-term care

Care has never been free and everyone should think about the care they might need in the future. The long-term costs of care can be significant, and while none of us like to think that we will become old, ill or disabled, it does happen. Just like your pension, it is never too early to start thinking and planning your care and support needs and their costs.

Even if you're generally fit and healthy and of working age, don't ignore your future care. If you're making long-term financial arrangements, you may want to take into account the potential costs of your future care needs.

The point at which you may be eligible for financial help from your local authority with your care costs is being extended. Currently, if you have more than £23,250 in assets, such as your home or savings, you will need to meet the full cost of your care.

## How your local authority can help with planning your care

The Care Act 2014 makes clear that local authorities must provide or arrange services that help to prevent people developing care and support needs, or delay people deteriorating to the point where they would need ongoing care and support. Even if you don't want or need financial assistance with your care, your local authority can still help you plan your care, so it is worth contacting the adult social services of your local council to find out the options available to you and your family.

Local authorities must work with people in their areas to provide or arrange services that help to keep people well and independent. This should include identifying the local support and resources already available, and helping people to access them.



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**They should make clear:**

- what types of care and support are available - such as specialised dementia care, befriending services, reablement (short-term care time, for example, to get someone safe, happy and able to live independently in their home after they have been discharged from hospital), personal assistance and residential care
- the range of care and support services available to local people - in other words, what local providers offer certain types of services
- what process local people need to use to get care and support that is available

**Financial planning for future care needs**

Local authorities have to help people get independent financial advice, to enable planning and preparation for future care costs. This encompasses a range of services from generic sources of information and advice, such as

websites or helplines, to tailored advice relating to specific financial products, which can only be provided by a regulated financial advisor. Some of these services may charge a fee.

The Money Helper website has tips on planning ahead for a time when you can't manage your own finances.

**Making decisions about your future care needs and wishes**

If you are nearing retirement age, it's important that you take account of your likely care needs and plan accordingly. You may wish to consider setting up a Power of Attorney or an advanced decision (living will). These will help people to take account of your preferences if you lose the capacity to make decisions. You will also want to ensure that you have thought about how you might pay for the care you need.

Many of us will put off planning for care and support arrangements until the last possible moment. Having an urgent need for care and support after a crisis may mean that we and our



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- Residential conveyancing and equity release

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families feel pressured into making decisions quickly. Under such pressure, asking the right questions, thinking and planning for your future needs - including options for meeting the cost of care - are vital. It is important that you seek good advice on these subjects so that you can consider your best short-term and long-term options.

There are several factors to consider when planning social care. These include:

- the type of condition you have, and the best ways for you to stay healthy and independent
- the type of care you would prefer, and whether it would meet your needs
- where you would like to be cared for – in your own home, in a residential care setting such as a care home, or in the community while you are living at home
- where local people can find independent financial advice about care and support and help them to access it
- how people can raise concerns about the safety or wellbeing of someone who has care and support needs

If you think you need care now, or in the very near future, the best way to plan your care and find out about your care needs is to ask your local authority for an assessment. The sooner you ask for an assessment, the sooner that plans for your care can be made.

These plans should include what should be done in the event of an emergency.

- how much your care is likely to cost and whether you may be entitled to free care or financial help

- who you want to care for you, and whether, if you want friends or family to be your carers, they are able and willing to do so

You will need to weigh up the pros and cons of each care option against these factors. For more information read “**Choosing Care Services**” (p21).

One of the common decisions people are faced with is whether they should sell their home to pay for their care.

If you are thinking about moving into a residential care home and are worried about meeting the costs, ask your council for information about a “deferred payment agreement”.

This is an arrangement whereby the person agrees, with their local authority, to pay some of their care fees at a later date.

This means they should not be forced to sell their home during their lifetime to pay for their care. A person or their estate usually repays the local authority from the sale of their property at a later date. The Care Act 2014 introduces rules that mean councils have to offer deferred payments to people.

### Independent advice on planning your care

If you are making plans for your future care – at whatever stage – it is worth getting advice. You may want to get specific care advice from a charity, general advice from Citizens Advice or specialist legal, financial or welfare rights advice. If you have difficulty communicating or exerting your rights, you may want to have an advocate to deal with these issues on your behalf.

Your local authority social services department should have information about organisations in your area that help people who have social care needs. They may offer an advocacy service.

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guidance, you  
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**0800 138 7777**



**[www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)**

# Are you a Carer?

**If you care for someone, you can have an assessment to see what might help make your life easier. This is called a carer's assessment**

## **It might recommend things like:**

- someone to take over caring so you can take a break
- gym membership and exercise classes to relieve stress
- help with taxi fares if you don't drive
- help with gardening and housework
- training how to lift safely
- putting you in touch with local support groups so you have people to talk to
- advice about benefits for carers

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

It's separate from the needs assessment the person you care for might have, but you can ask to have them both done at the same time.

## **How to get a carer's assessment**

Contact adult social services at your local council and ask for a carer's assessment.

If you're a parent carer or a child, contact the children with disabilities department.

You can call or do it online.

Find your local social services team (England only)

## **How to tell if you're a carer**

You're a carer if you're looking after someone regularly because they're ill, elderly or disabled - including family members.

## **Carers help with:**

- washing, dressing or taking medicines
- getting out and about and travelling to doctors' appointments
- shopping, cleaning and laundry
- paying bills and organising finances

## **They can also give emotional support by:**

- sitting with someone to keep them company
- watching over someone if they can't be left alone

All of these count as being a carer.

## **What happens in the carer's assessment**

Someone from the council, or an organisation the council works with, will ask how you're coping with caring.

This includes how it affects your physical and mental health, work, free time and relationships.

The assessment is usually face to face. Some councils can do it over the phone or online.

Assessments usually last at least an hour



## How to prepare for your carer's assessment

### You'll need:

- your NHS number (if you have one)
- your GP's name, address and phone number
- contact details of anyone who's coming to the assessment with you
- the name, address, date of birth and NHS number of the person you care for (if you have it)
- your email address

Give as much detail as you can about the impact caring for someone is having on your life. This will help make sure you get all the help and support you need.

Which? Later Life Care has a checklist of questions to help you prepare for a carer's assessment, regardless of your age.

### Have someone with you

It can help if you have someone with you during the assessment. This could be the person you care for, a friend or relative.

You could also use an advocate. Advocates are people who speak up on your behalf.

They can help you fill in forms and sit with you in meetings and assessments. They're often free.

HertsHelp: 0300 123 4044

Email: [info@hertshelp.net](mailto:info@hertshelp.net)

## Telephone help

### If you want to talk to someone about carer's assessments, call:

- your local council's adult social services department
- Carers Direct's free helpline on 0300 123 1053
- Age UK's free helpline on 0800 055 6112
- Independent Age's free helpline on 0800 319 6789
- Contact a Family's free helpline on 0808 808 3555

## Getting the results

You'll usually get the results of the assessment within a week.

If you qualify for help from the council, they'll write a care and support plan with you that sets out how they can help.

## Help with costs

Your council might be able to help with the costs. You might need a financial assessment (means test) first. This will be arranged for you after the carer's assessment.

You might also qualify for benefits for carers that can help with costs.

## If you don't qualify for help from your council

If you're told you don't qualify for help and support, your council should give you free advice about where you can get help in your community. Ask if this doesn't happen.





# Choosing care services

**Choosing your care services can be a daunting prospect. There are many care options available, but which kind of support is right for you?**



However, your home may not always be the best environment if you have care needs. It may not be safe for you, particularly if you do not have a friend or relative around to help (if you live in an isolated rural area, for example). Or you may have particular needs that cannot be easily met in your home.

If you do need to move out of your home for care reasons, there is a variety of accommodation options that you may want to consider. These include sheltered housing, extra care housing and residential care homes or nursing homes.

Think about what you get most out of in life. You may have particular interests that you want to keep up, or you may simply want to spend time with your family or friends. You may have a job that you want to keep on doing, or a social activity, sport, religion or a political group that you want to keep up with.

Your social care support should – as much as possible – help you to continue to do these things, and may help you find new things to do. When choosing the type of care, you also need to think about:

- location
- services
- standards and quality
- price

## Location of your care

Your own home is often the best place for you to get care services. At home is where you may have family and friends and you'll be in a familiar and hopefully safe environment.

You may want to get help at home, perhaps through having home help come in to help you with daily tasks.

To stay independently at home, you may need to have care services in the form of adaptations to your home (to help with mobility, for example) or perhaps just equipment to help you out.

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If you are thinking about moving, it's worth considering whether it is best to stay in the area you are in now, which you will be familiar with, or whether you should move elsewhere to be nearer family or friends. You may also want to think about the location from a practical perspective (whether it's on a bus route, for example) or for more personal reasons (such as whether you like the surroundings).

### The kinds of care services on offer

If you are choosing a care service – particularly if it's an ongoing service such as home care or a place in a care home, you should think about the particular things you want from the service (this will often be referred to as your "outcomes").

**For more information visit: [www.cqc.org.uk](http://www.cqc.org.uk).**

Use the services search to find out about the location, services, facilities, staff and performance of a Care Quality Commission (CQC) registered care home or homecare provider. Your search results should tell you whether a service can support you if you have particular needs, such as a sensory impairment or a learning disability.

If the service is not registered with the CQC, you may have to ask them directly for information about the services, and you may want to get independent verification, if any is available. Your local council may have a list of local support providers, with information on each.

### Standards and quality of care

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

You should always be able to express a choice in your care.

The standards for social care providers, such as care homes, are set out by the CQC. The CQC's inspection reports will tell you which services are meeting the minimum requirements.

If you do not think the service is meeting these requirements, you may want to make a complaint.

Good quality services, in whatever form they take, will treat you as an individual and attend to your personal needs. If you have homecare, for instance, the care workers who come into your home should listen to your wishes and include you and your family in decisions and care.

When choosing care, you might want to look out for services that are signed up to the social care commitment. Check how well your local council social services are performing.

### The price of your care

When choosing social care services, you will have to consider how much the services may cost. The cost of your care may reflect each of the aspects listed above: location, quality and the kinds of services offered.

If you have had an assessment from your local council, you may get services for free. However, many people have to pay for their own care services (self-funders), and even people who have care funded by the local council will need to know about the costs of care if they are using a personal budget or a direct payment.

### More information

MoneyHelper has more information on choosing the right sort of care services.

**[www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)**



# Funding care

**Care and support services in England have never been free. Most people have to pay something towards their own care and some will have to pay for all of the costs.**

Your local authority (council) may cover some or all of the cost of care in some circumstances, but its help is “means-tested”. This means that who pays depends on what your needs are, how much money you have, and what level and type of care and support you require.

For most people needing social care services, the first place to start is by asking your local authority for an assessment of your social care (care and support) needs.

If the local authority considers that you need support that it can provide, it may also carry out an assessment of your finances. This assessment will determine whether the local authority will meet all the cost of your care, or whether you will need to contribute towards your care cost or whether you will have to meet the full costs yourself. Find out about support paid for by your local authority.

You might be eligible for the local council to pay towards the cost of your care if you have less than £23,250 in savings.

Exactly how much your council will pay depends on what care you need and how much you can afford to pay.

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 the council pays for and arranges your care

If the council is going to pay towards your care, you'll get a personal budget. The amount will be worked out when the council makes a care and support plan with you.

You can choose to get your personal budget in 3 ways, as:

- a direct payment into your bank account each month for you to pay for your care – the council will usually ask for receipts to see you're spending your money on care
- the council arranges and pays for your care for you
- a mixed personal budget – the council arranges some of your care and you arrange and pay for the rest with a personal budget

You can speak to someone for advice on personal budgets by calling the Disability Rights UK Helpline free on 0330 995 0404.

## How to arrange your care as a self-funder

You can:

- arrange and pay for care yourself without involving the council



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- 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.

### 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

Prices for residential care and nursing care 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.

### 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.

Equity release can pay for the fees from the value of property you own. However, you should consider which of these options best meets your needs, and what the overall costs to you will be.

Before taking such significant financial steps as equity release, you might want to get independent financial advice.



### Could equity release fund your home care costs?

Record numbers of over 55s are releasing tax-free cash from their homes to help fund plans for the future.

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## Telephone Help

### Get advice on paying for care from:

- Age UK Hertfordshire on 01707 323 272
- Hertfordshire Adult Social Services on 0300 123 4042
- Independent Age on freephone 0800 319 6789
- Money Helper on freephone 0800 138 7777

You can find information on equity release for care at home from Which? or the Money Helper's equity release information.

If you're planning ahead, you may consider arranging an investment or insurance plan to fund your care. Again, it may be worth taking independent advice on financial arrangements before making major changes. Because of the new rules, there are likely to be more financial products emerging that are designed to help people pay for care.

But you have to pay interest on the money you take out.

## 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 Helper: deferred payment schemes
- Independent Age: guide to care home fees and your property

## Get personal advice on care funding

The cost of care and support is likely to be a long-term commitment and may be substantial, particularly if you choose to go into a care home, or if you have care needs at an early age.

If you or a member of the family need to pay for care at home or in a care home, it's important to understand the alternatives. This makes advice tailored to your individual needs vital.

You can get advice from:

- your local authority – through an assessment of your care and support needs, as well as advice on which services are available locally
- financial advice from a qualified, independent source – there are independent financial advisers who specialise in care funding advice; they are regulated by the Financial Conduct Authority and must stick to a code of conduct and ethics, and take shared responsibility for the suitability of any product they recommend

## We understand that Long-Term Care is often a difficult and complex subject, both to discuss, and arrange.

At Aqua Wealth Management, our goal is to ensure that you and your family understand the choices you can make. Our specialist, qualified care fees adviser can guide you through the process, every step of the way.



## AQUA WEALTH MANAGEMENT

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DipPFS - Cert CII (MP&ER)

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Aqua Wealth Management Ltd is authorised and regulated by the Financial Conduct Authority. The value of your investment can go down as well as up and you may not get back the full amount you invested.

### 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

### 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

### 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.

#### PLEASE NOTE:

The figures quoted are accurate at the time of going to press, however this information may change at any time. For accurate up-to-date information please contact either:

Hertfordshire Adult Social Services on  
0300 123 4042 or

Age UK Hertfordshire on 01707 323 272

*"the personal approach to care choices because later life matters ..."*

## Have you planned for your future?

- Are you worried about care home fees?
- Are you looking after a loved one who needs care?
- Would you like to know more about self funding options and help to understand Local Authority Funding and State Benefits in Later Life?
- Do you or someone you know need some guidance through the care funding maze?

For further details or to discuss a free initial consultation, please contact us:

**Tel: 01992 667417**

**[www.laterlifematters.co.uk](http://www.laterlifematters.co.uk)**

**[enquiries@laterlifematters.co.uk](mailto:enquiries@laterlifematters.co.uk)**



Later Life *matters*

Later Life Matters provide specialist, independent financial advice to people who may find themselves facing some of the challenges experienced in later life; including Long Term Care & Funding Options, establishing entitlement to State help and benefits and Equity Release.\*



\* not all of our services are regulated by the financial conduct authority

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# Services in your home

If you need help around the home, a good option is to have a care worker come in to your home to help you.

## Types of homecare

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

**If you already know what you want, you can search NHS Choices directories for:**

- local homecare services and agencies
- a list of national homecare organisations
- services that can help you stay safe and well in your home on a long-term basis; these services, often known as “supported living services”, can include financial, help with medication, advocacy, social and practical support



- a place to live in a family who will care for you, known as “shared lives services” or adult placement services

If you believe that you might benefit from some help at home, the first thing to do is to contact your social services department to ask for an assessment of your care and support needs. To contact social services, go to GOV.UK: find your local authority.

If you are eligible for homecare services, the local authority 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 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.

### What are the disadvantages of using a homecare agency?

The main disadvantage is the cost of using an agency. The agency will charge a fee on top of the payment made to the care worker to cover their running costs and profit. You normally have to make a regular payment to the agency, which includes both the worker's earnings and the agency's fee.

### Questions to ask when using a homecare agency

The fees some agencies charge can be quite high. Before deciding to go ahead with an agency, you should ask questions about the fee and what it covers, including:

- Does the agency check references?
- What training and supervision do they provide?

- What is their complaints policy?
- Who will be responsible for insurance?
- Is there any out-of-hours or emergency contact if needed?
- Will they be able to provide staff if your own care worker is ill or away? (If an agency contracts to provide care every day, it must ensure that it does.)

### Hiring a personal assistant (P.A.)

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.

GOV.UK has more information on becoming an employer, while Which? Elderly Care also has advice on employing private individuals.



# Live well, *your* way

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♥ Home Help

● Personal Care

▮ Live-in Care

▮ Companionship

◆ Dementia Care

East Hertfordshire  
01279 721443  
[homeinstead.co.uk/eastherts](http://homeinstead.co.uk/eastherts)

St Albans  
01727 895941  
[homeinstead.co.uk/stalbans](http://homeinstead.co.uk/stalbans)

Hemel Hempstead and Chilterns  
01442 493594  
[homeinstead.co.uk/hemelhempestead](http://homeinstead.co.uk/hemelhempestead)

Watford  
01923 250513  
[homeinstead.co.uk/watford](http://homeinstead.co.uk/watford)

Stevenage & North Herts  
01462 600462  
[homeinstead.co.uk/northherts](http://homeinstead.co.uk/northherts)

Welwyn and Hatfield  
01707 240650  
[homeinstead.co.uk/welwyn](http://homeinstead.co.uk/welwyn)

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## 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.

Marie Curie Nurses can provide practical and emotional support for people near the end of their lives in their own homes.

## Safeguarding vulnerable groups

The DBS makes decisions about who is unsuitable to work or volunteer with vulnerable adults or children. It makes this decision based on information held by various agencies and government departments.

The service decides who is unsuitable to work or volunteer with vulnerable adults or children. If someone who is barred from working with children or vulnerable adults is working, volunteering or trying to work or volunteer with these groups, they are breaking the law. They could face a fine and up to five years in prison. Employers must apply for an enhanced DBS check (formerly known as a CRB check) when taking on new employees or volunteers to work with vulnerable adults or children. This includes a check of the barred lists. If an organisation fails to make the relevant checks, they can be penalised.

If an organisation dismisses an employee or volunteer for harming a child or vulnerable adult, they must tell the DBS. The DBS must also be notified if any employee or volunteer harms a child or vulnerable adult, but isn't

dismissed because they leave voluntarily. If their organisation does not tell DBS, they will be acting illegally. Questions can be answered by the DBS call centre on 0870 909 0811.

## Employing a care worker on a private basis

If you employ a care worker privately, you will not be obliged to use the DBS scheme, but you can use it if you choose to. You need to ask social services or the police to make the checks on your behalf. The care worker must have already applied to be vetted, and must consent to the check.

If you have concerns about the suitability of someone you employ privately to work with a vulnerable adult or child, you can ask social services to investigate the matter. They can refer the worker to the ISA on your behalf.

## Manual handling

If you need help to move, or you need someone to lift you (such as getting out of bed or getting on to the toilet), this can put the person doing the lifting at risk of injury. This "manual handling" can result in back pain and in the most serious cases, permanent disability if not done correctly. The law says that employers must take reasonable precautions to ensure their employees don't do any manual handling that carries a risk of them being injured. This applies to you if you directly employ a personal assistant to care for you (but most likely will not if you hire someone through an agency). It is particularly important to consider insurance in this situation. This would cover any risk of the care worker injuring themselves, as well as any risk of them causing an injury.

## HOME CARE AGENCIES

Postcode	Name	Address	Town/City	Phone number
AL1 1LE	Helping Hands	London Road	St. Albans	01727 224171
AL1 3TF	Heritage Healthcare	2 Victoria Square	St. Albans	01727 884669
AL1 3TF	SureCare	2 Fountain Court	St. Albans	01707 903898
AL1 5FL	Abbots Care	Campfield Road	St Albans	01727 891004
AL2 1QL	Bluebird Care	104 High Street	St. Albans	01727 261000
AL3 6EN	Home Instead Senior Care	St Albans Enterprise Centre	St Albans	01727 895941
AL4 0JJ	Caremark	Alban Park	St. Albans	01707 817337
AL7 1HG	Goldleaf Homecare	Martinfield	Welwyn Garden City	01707 800523
AL7 1JU	Visiting Angels	62 Bridge Road East	Welwyn Garden City	01707 585888
AL7 1SB	Teapot Home Care	Swallowfields	Welwyn Garden City	07471 471000
AL7 1TS	Regus (Ho)	Watchmead	Welwyn Garden City	07533 582525
AL7 1TW	My Homecare	2 Falcon Gate	Welwyn Garden City	01707 909066
AL7 2AA	Care Herts	No 20	Welwyn Garden City	01707 386106
AL7 2AA	Home Instead	Weltech Business Centre	Welwyn Garden City	01707 240650



**HOME CARE AGENCIES**

<b>Postcode</b>	<b>Name</b>	<b>Address</b>	<b>Town/City</b>	<b>Phone number</b>
AL7 2AA	Right at Home	Ridgeway	Welwyn Garden City	01707 682100
AL7 3PN	Blueberry Hill Care	149 Ludwick Way	Welwyn Garden City	01707 881258
AL8 7SR	ENA Hourly Care	Wentworth Lodge	Welwyn Garden City	01707 383034
AL9 5AF	Bluebird Care	Salisbury Square	Hatfield	01707 263723
AL9 7HF	Care By U	Travellers Lane	Hatfield	02080 998276
AL10 0DE	Meadow Care Services	Lemsford Road	Hatfield	01707 271512
AL10 0LG	La Belle Care	Kennelwood Lane	Hatfield	01707 274111
AL10 0RN	Alina Homecare	Fiddlebridge Lane	Hatfield	02088 019844
AL10 0RN	Alina Homecare	Fiddlebridge Lane	Hatfield	01582 218222
AL10 9NA	Cherish Social Care	Bishop Square	Hatfield	07746 387909
AL10 9NA	Living Plus Care Services	3 Bishops Square	Hatfield	01707 707599
AL10 9NA	Loving Hands Domiciliary Care	3 Bishops Square	Hatfield	01707 226664
CM23 2LD	Professional Nursing Services	North Street	Bishops Stortford	01279 507077
CM23 3DH	Care By Us	Southmill Road	Bishops Stortford	01279 755875
CM23 3YT	Kindherts Care	London Road	Bishop's Stortford	01279 654999
EN6 1AE	Luna Care Services	Darkes Lane	Potters Bar	01707 502004
EN6 3LT	Nyadowa Care	Earls Farm	Potters Bar	01707 659099
EN6 5AJ	Home Instead	35a High Street	Potters Bar	01707 243880
EN6 5BL	Wilnash Care	230 High Street	Potters Bar	01707 830037
EN8 0DW	First Choice Medical Solutions	Church Lane	Waltham Cross	01992 879665
EN8 0NL	Myrtle Care Providers	Fairways	Waltham Cross	02034 883240
EN8 9DE	Advance Home Help	206 Turners Hill	Waltham Cross	02083 506239
EN8 9SH	Hope Homecare Services	Delamare Road	Waltham Cross	01992 760520
EN11 0ES	Portfolio Homecare	Plumpton Road	Hoddesdon	01920 333500
EN11 8LQ	Adico Care	Upper Marsh Lane	Hoddesdon	01992 469540
HA6 3EZ	Reagle Home Care Services	Cedar House	Northwood	01923 824125
HP1 2HH	PAI Healthcare	19 Damask Green	Hemel Hempstead	01442 462696
HP1 3LG	Pro Target Care	16 Rossgate	Hemel Hempstead	01442 910059
HP2 4BF	By Your Side Homecare	Wood Lane End	Hemel Hempstead	07849 067731
HP2 5HL	Alina Homecare	50 St. Marys Road	Hemel Hempstead	01442 793222
HP2 6EZ	Shire Homecare	Gaddesden Home Farm	Hemel Hempstead	01442 503920
HP2 7DA	Nash Homecare	15 Sovereign Park	Hemel Hempstead	01442 824137
HP2 7DX	Care4u2day	Maxted Road	Hemel Hempstead	01442 213379
HP2 7DX	Compassionate Herts	575-599 Maxted Road	Hemel Hempstead	01442 927420
HP3 9HN	Doves Care Agency	9 Corner Hall	Hemel Hempstead	01923 693755
HP3 9HS	Herts Homecare	123 Lawn Lane	Hemel Hempstead	01442 213289
HP3 9QU	Right at Home	London Road	Hemel Hempstead	01442 953141
HP3 9RJ	Home Instead	The Lockhouse	Hemel Hempstead	01442 233599
SG1 1ER	Destiny Support Care	Quadrant Lodge	Stevenage	01438 488110
SG1 2DX	Greenleaves Homecare	Bessemer Drive	Stevenage	01438 310068
SG1 2DX	Heritage Care	Bessemer Drive	Stevenage	01438 878676
SG1 2DX	Maiden Care Services	Bessemer Drive	Stevenage	01438 310034
SG1 2DX	Real Care Solutions	Bessemer Drive	Stevenage	01438 300800
SG1 2EF	Alina Homecare	Rutherford Close	Stevenage	01438 722663
SG1 2FP	Living Well Homecare	Gateway 1000	Stevenage	01438 300360
SG1 2XU	Fortis Care	Caxton Way	Stevenage	01438 487270
SG1 3BG	Joy Caring Services	Mindenhall Court	Stevenage	01438 311704

**HOME CARE AGENCIES**

<b>Postcode</b>	<b>Name</b>	<b>Address</b>	<b>Town/City</b>	<b>Phone number</b>
SG1 3LL	Serve Homecare	The Old Bank	Stevenage	01438 576789
SG1 6AY	Lead Care Services	19 Blackdown Close	Stevenage	07813 699989
SG4 0TP	Laniwyn Care Services	54 Wilbury Way	Hitchin	01462 429759
SG4 0TW	Crossroads Care	Wilbury Way	Hitchin	01462 455578
SG4 0TY	Lead Care	Knowl Piece Business Centre	Hitchin	01462 453332
SG4 8XG	Careinmyhome	2 Bakers Lane	Hitchin	01438 820999
SG5 1NB	Alina Homecare	109 Bancroft	Hitchin	01462 341922
SG5 1RT	Anchusa Care	Bury Mead Road	Hitchin	01462 338343
SG6 1GJ	Compassion PLUS Healthcare	Works Road	Letchworth Garden City	01462 416101
SG6 1JG	Right at Home	Pixmore Avenue	Letchworth Garden City	01462 559159
SG6 1LH	Caremark	Arden Press Way	Letchworth Garden City	01462 708714
SG6 1NE	Hales Home Care	608 Jubilee Road	Letchworth Garden City	01438 765715
SG6 2HW	Bluebird Care	Fifth Avenue	Letchworth Garden City	01462 676555
SG6 2HW	Home Instead	Fifth Avenue	Letchworth	01462 600462
SG6 3EA	Helping Hands	9 Leys Avenue	Letchworth Garden City	01462 530924
SG7 6NG	Helpers Homecare	Horizon House	Baldock	01462 896853
SG8 9BA	Tilly's HomeCare	The Florin Suite	Royston	07423 865217
SG11 2ET	Sierra Homecare	The Old Vineyard	Ware	01279 501678
SG12 8HG	Freedom Care	The Maltings	Ware	01992 939045
SG12 9EN	Caremark	Sucklings Yard	Ware	01920 733026
SG13 8DE	Herts at Home	County Hall	Hertford	01438 845220
SG14 1DB	In Home Care	Four Rivers House	Hertford	01992 911345
SG14 1DX	Eureka Care Services	15 Bull Plain	Hertford	01992 472975
WD3 4DP	AevaCare	The Drive	Rickmansworth	02039 070707
WD3 5PW	Heronsmere Home Care	Old Shire Lane	Rickmansworth	07429 076755
WD4 8JE	Bluebird Care	Railway Terrace	Kings Langley	01442 933499
WD4 8JU	1st Homecare	Sunderland Estate	Kings Langley	01923 269877
WD6 1AG	Right at Home	87-89 Shenley Road	Borehamwood	02080 929994
WD6 1GS	Crossroads	Warwick Road	Borehamwood	02089 051158
WD6 1JN	Exceptional Care At Home	4 Imperial Place	Borehamwood	02071 839440
WD6 1SL	Chelmscare	2 Penta Court	Borehamwood	02089 538369
WD6 2LS	Destiny Nursing & Care Agency	5 Norfolk Gardens	Borehamwood	07950 461139
WD17 1AP	Promedica24 UK	Cassiobury House	Watford	01923 381200
WD17 1DU	Sarah's Home Care	54 Clarendon Road	Watford	07437 856836
WD17 1SJ	Caremark	95 St Albans Road	Watford	01923 729898
WD18 0PD	Helping Hands	20 Market Street	Watford	01923 932029
WD18 7FR	R4R Home Care Service	Rickmansworth Road	Watford	01923 239400
WD18 9AB	Home Instead	Lewis House	Watford	01923 250513
WD18 9HG	Regent Home Care	27 Church Street	Watford	01923 350369
WD18 9SB	Bluebird Care	The Metro Centre	Watford	01923 775300
WD19 5EF	Ruby Grange Homecare	Suite A3, Carpenders Park	Watford	02084 211400
WD19 7NU	Fortune Life Home Care	235 Hayling Road	Watford	07938 102512
WD23 1FX	Care Embassy Domiciliary	20 Sparrows Herne	Bushey	01923 678093
WD24 5BD	Home Help Watford	173 St Albans Road	Watford	01923 800100
WD24 7UB	Elstree Home Care	Sandown Industrial Estate	Watford	01923 223331
WD24 7UB	Novus Care	Sandown Road	Watford	01923 252401
WD25 8HA	New Shepherd Care	Elton Way	Watford	01923 628377

# Care homes & retirement living

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.

## Consider other options for care first

Going into a care home is a major commitment for your future – it involves changing where you live and potentially committing to paying a considerable amount of money for your ongoing accommodation and care needs.

Before you opt for a move to a care home, you should think about other less disruptive – and potentially less costly – options, including:

- home care
- help to live independently at home

You should also consider whether you really need the amount of care on offer at a care home, and look at alternatives such as “extra care” housing schemes or warden-controlled sheltered accommodation. These options offer independence with an increased level of care and support.

## 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. Find care homes without nursing.

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. Find care homes with nursing.

## 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.

Local authority help with the cost of residential care is means-tested. 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.

In the financial assessment, the local authority can only take into account income and assets you own. The local authority cannot ask members of your family to pay for the basic cost of your care. Read more about local authority funding for care and funding your own care





If you choose a care home that costs more than the local authority usually expects to pay for a person with your needs, you may still be able to live in the care home if a relative or friend is willing and able to pay the difference between what the local authority pays and the amount the care home charges – this is known as a “top-up” fee.

However, if their situation changes and they are no longer able to pay the top-up, the local authority may have no obligation to continue to fund the more expensive care home place and you may have to move out. It is worth thinking about this potentially difficult situation when deciding on care home options.

Do not cancel your tenancy or sell your home until the final decision has been made by the local authority. The value of your home must not be included in the local authority’s means-testing until 12 weeks after you’ve confirmed that the care home placement will be permanent.

The Care Act 2014 is changing how people are able to pay for their own care, introducing the right for you to ask for the local authority to pay for the cost of your care while you try to sell your home. This is known as a “deferred payment scheme”.

### **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. Read on for tips on choosing your care home.

### **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, such as those put together on NHS Choices Website.
- 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.

### A good care home will:

- offer new residents and their families or carers a guide (in a variety of accessible formats) describing what they can expect while they're living there
- have staff who have worked there for a long time, know the residents well, and are friendly, supportive and respectful
- employ well-trained staff, particularly where specialist care such as dementia nursing is required
- involve residents, carers and their families in decision-making
- support residents in doing things for themselves and maximising their independence
- offer a choice of tasty and nutritious food, and provide a variety of leisure and social activities taking residents' needs into account
- be a clean, bright and hygienic environment that's adapted appropriately for residents, with single bedrooms available
- respect residents' privacy, modesty, dignity and choices
- be accredited under the Gold Standards Framework for end of life care

### An unsatisfactory care home might:

- have a code of practice, but not adhere to it
- fail to take into account residents' needs and wishes, with most decisions made by staff
- let residents' care plans become out of date, or fail to reflect their needs accurately
- have staff who enter residents' rooms without knocking, and talk about residents within earshot of other people
- deny residents their independence – for example, by not allowing someone to feed themselves because it "takes too long"
- have staff who don't make an effort to interact with residents and leave them sitting in front of the TV all day
- be in a poorly maintained building, with rooms that all look the same and have little choice in furnishings
- need cleaning, with shared bathrooms that aren't cleaned regularly

### 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 local authority 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.

#### You should also:

- contact the benefits office, if you have one (including disability benefits, as these can be affected by care home stays)
- make sure other services at your previous address have been notified
- let friends and family know your contact details and when you might feel up to receiving visitors

### 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.

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CARE HOME



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**Layston Grove Care Home**

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[halcyoncarehomes.co.uk](http://halcyoncarehomes.co.uk)



## NURSING HOMES

Postcode	Name	Address	Town/City	Phone number
AL1 5HL	The Orchard Nursing Home	129-135 Camp Road	St. Albans	01727 832611
AL2 3TN	Allington Court Care Home	Lye Lane	St Albans	01923 894542
AL2 3TN	Tenterden House Care Home	Lye Lane	St Albans	01923 679989
AL3 4DH	Verulam House Nursing Home	Verulam Road	St Albans	01727 853991
AL3 4GD	Fonthill House	Cassius Drive	St Albans	01727 532001
AL6 9SN	Autumn Vale Care Centre	Danesbury Park Road	Welwyn	01438 714491
AL6 9SN	Heath Lodge	Danesbury Park Road	Welwyn	01438 716180
AL7 2FF	Anson Court	Shackleton Way	Welwyn Garden City	01707 379700
AL7 4DT	Oakview Lodge	Princes Avenue	Welwyn Garden City	01707 375345
AL10 9EZ	Hatfield Residential & Nursing Home	Tamblin Way	Hatfield	01707 255270
CM23 5HL	Conewood Manor Nursing Home	60 Dunmow Road	Bishops Stortford	01279 657933
EN6 4AA	Cuffley Manor Care Home	Coopers Lane Road	Potters Bar	01707 593236
EN6 4AE	Cooperscroft Care Home	Coopers Lane Road	Potters Bar	01707 644179
EN8 9NQ	Kingfisher Nursing Home	College Road	Cheshunt	01992 627939
HA6 3LN	Northwood Nursing Home	24 Eastbury Avenue	Northwood	01923 826807
HP2 5JU	Lime Tree Manor	171 Adeyfield Road	Hemel Hempstead	01442 217755
HP2 5NP	Queensway House	Jupiter Drive	Hemel Hempstead	01442 266088
HP2 5XW	St Pauls Care Centre	Long Mimms	Hemel Hempstead	01442 229170
HP4 3LZ	Kilfillan House Care Home	Graemesdyke Road	Berkhamsted	01442 877115
SG2 9RZ	Woodlands View Care Home	Magpie Crescent	Stevenage	01438 740230
SG3 6JE	Knebworth Care Home	59 London Road	Knebworth	03333 218602
SG4 7HT	Wymondley Nursing & Residential	Stevenage Road	Hitchin	01438 312434
SG4 9QY	Benslow Nursing Home	Benslow Rise	Hitchin	01462 459773
SG6 1UA	Trembaths	Talbot Way	Letchworth Garden City	01462 481694
SG6 3PR	St Catherines Nursing Home	Spring Road	Letchworth Garden City	01462 678888
SG8 5AQ	St George's Nursing Home	42 Kneesworth Street	Royston	01763 242243
SG12 7LP	Westgate House Care Centre	Tower Road	Ware	01920 426100
SG12 8RQ	Ashview Nursing Home	Ware Road	Ware	01279 842458
SG13 8EG	Bentley House	Pegs Lane	Hertford	01992 515600
SG14 2JA	Broad Oak Manor Nursing Home	Broad Oak End	Hertford	01992 551900
WD3 5BY	Chorleywood Beaumont	Rickmansworth Road	Chorleywood	01923 285111
WD3 5HA	Dapplermere Nursing Home	Shepherds Lane	Rickmansworth	01923 283972
WD3 5TQ	Signature at Chorleywood	High View	Rickmansworth	01923 287750
WD6 1EP	Forest Care Village	Forest Care Village	Borehamwood	02082 362000
WD6 3DE	Hill House Care Home	Elstree Hill South	Elstree	02082 360036
WD18 7QR	The Chase Care Centre	4 Printers Avenue	Watford	01923 232307
WD23 1JQ	Kestrel Grove Nursing Home	Hive Road	Bushey	02089 504329
WD25 7AJ	Lancaster Court	108 High Road	Watford	01923 689348
WD25 8HA	Elton House	Elton Road	Watford	01923 254176

## RESIDENTIAL HOMES

Postcode	Name	Address	Town/City	Phone number
AL1 2PB	Vesta Lodge	Watling View	St Albans	01727 799600
AL1 3SP	Strathmore Lodge	2 Hall Place Gardens	St Albans	01727 856864
AL1 4DD	Clare Lodge Care Home	8 Battlefield Road	St Albans	01727 864379
AL1 5DL	Beau Sejour Care Services	12-14 Castle Road	St Albans	01727 859948
AL3 4LA	Fosse House	Ermine Close	St Albans	01727 819700
AL3 7QG	St Matthews Care Home	Chequer Lane	Redbourn	01582 792042
AL4 9DH	Lyndon House	2 High Street	St Albans	01727 851050
AL4 9DQ	Tara's Retreat Care Home	High Street	St Albans	01727 850527
AL5 3DD	Harpenden Bethesda Home	201 Luton Road	Harpenden	01582 761359
AL5 5SD	Willow Court	Aldwickbury Crescent	Harpenden	01582 466244
AL6 0PL	Broadview	8 Great North Road	Welwyn	01438 718929
AL6 9SN	Heath Lodge	Danesbury Park Road	Welwyn	01438 716180
AL8 7SR	St Andrews Care Home	Great North Road	Welwyn Garden City	01707 324208
AL8 7TD	Stanborough Lodge	Great North Road	Welwyn Garden City	01707 275917
AL9 5AR	St Audrey's	15 Church Street	Hatfield	01707 272264
AL10 0BU	Greenacres	Wellfield Close	Hatfield	01707 280500
AL10 0FJ	Acacia Mews Care Home	St Albans Road East	Hatfield	01707 278160
CM23 1EN	Hazel End Care Home	Kitchener Road	Bishop's Stortford	01279 925388
CM23 2NF	Elmhurst	Windhill	Bishops Stortford	01279 713100
EN4 0PH	Greenhill Care Home	Waggon Road	Barnet	02084 498849
EN6 1QN	Mayfair Lodge	The Walk	Potters Bar	01707 871800

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## RESIDENTIAL HOMES

Postcode	Name	Address	Town/City	Phone number
EN8 9JX	Newgrange Residential Home	Cadmore Lane	Waltham Cross	01992 642449
EN10 7LE	St Catharines Care Home	24 St Catharines Road	Broxbourne	01992 462224
HP1 3SD	Highview Lodge	Cherry Orchard	Hemel Hempstead	01442 239733
HP2 4EX	Mountbatten Lodge	Old Crabtree Lane	Hemel Hempstead	01442 244188
HP2 5BW	The Lodge Care Home	5 Broad Street	Hemel Hempstead	01442 244722
HP4 1PL	Robin Hood House	Nettleden Road	Little Gaddesden	01442 842759
HP4 2ST	Ashlyns Care Home	Chesham Road	Berkhamsted	01442 870565
HP4 3HY	Dunsland House	5 Shrublands Road	Berkhamsted	01442 866703
HP23 4DH	St Joseph's Care Home	Aylesbury Road	Tring	01442 823159
SG1 5BS	Jubilee Court	Hayward Close	Stevenage	01438 730000
SG1 5LL	Martins House	Jessop Road	Stevenage	01438 351056
SG4 7LU	Halcyon Days	Church Lane	Hitchin	01438 362245
SG4 9AL	Milford Lodge Care Home	Priory End	Hitchin	01462 432524
SG4 9RW	Highbury Rise	6 Highbury Road	Hitchin	01462 437495
SG5 1HB	Elmside	Elmside Walk	Hitchin	01462 451737
SG5 2EN	Foxholes Care Home	Pirton Road	Hitchin	01462 410767
SG6 2AB	Guysfield Residential Home	Willian Road	Letchworth Garden City	01462 684441
SG6 2PP	Garden City Court	Whiteway	Letchworth Garden City	01462 473100
SG7 6TT	Providence Court	Providence Way	Baldock	01462 490870
SG8 7AB	Richard Cox House	Dog Kennel Lane	Royston	01763 249111
SG8 8JS	Margaret House	Church End	Royston	01763 848272
SG9 9SU	Layston Grove Care Home	Keen Avenue	Buntingford	01763 274327
SG12 7BY	Ashwood Care Home	New Road	Ware	01920 468966
SG12 8AS	Willowthorpe Care Home	High Street	Stanstead Abbots	01920 871811
SG13 7NY	Belmont View	Hailey Lane	Hertford	01992 450304
SG14 3UD	Beane River View	1 Beane View	Hertford	01992 503619
WD3 1FH	Seymour House	13-17 Rectory Road	Rickmansworth	01992 503619
WD3 3JB	Clarendon Lodge	Croxley Green	Rickmansworth	01932 775134
WD3 5TQ	Signature at Chorleywood	High View	Rickmansworth	01923 287750
WD3 7EJ	Meresworth	Dell Wood	Rickmansworth	01923 714300
WD4 8BH	St Lauras	32 High Street	Kings Langley	01923 260827
WD6 3RG	Signature at Elstree	Edgwarebury Lane	Borehamwood	02082 360100
WD6 4AL	The Mead	Castleford Close	Borehamwood	02089 538573
WD6 5RG	The Radley Care Home	Gregson Close	Borehamwood	02082 073700
WD7 9BB	Villa Scalabrini	Green Street	Shenley	02082 075713
WD7 9BW	Wilton Lodge Residential Home	73-77 London Road	Radlett	01923 854623
WD17 4DH	Prince Michael of Kent Court	Stratford Road	Watford	01923 234780
WD17 4JR	Greenbanks	Greenbank Road	Watford	01923 255160
WD17 4PE	Montrose Care Home	95 Langley Road	Watford	01923 804337
WD17 4QY	Tremona Care Home	Alexandra Road	Watford	01442 236020
WD18 7DY	St Anthony's	3 Mildred Avenue	Watford	01923 226174
WD18 7HR	Amberside	17-19 Park Avenue	Watford	01923 618555
WD19 5RE	Auburn Mere	Oxhey Lane	Watford	01923 247310
WD19 7HR	Pinewood Lodge	Oxhey Drive	Watford	02084 217900
WD23 1GH	Heath House	Elstree Road	Bushey	02089 010900
WD23 1JQ	Kestrel Grove Nursing Home	Hive Road	Bushey	02089 504329
WD24 5GW	Courtland Lodge	Courtlands Close	Watford	01923 681231





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020 3879 4441

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