

# Your Guide to Later Life in Leeds



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



# Home Care Services



We Offer:

- 🌸 Live in Care
- 🌸 Clinical Services
- 🌸 Home Care



Your home is where you feel safest of all, a place filled with precious memories. We understand how much it means to you to remain living independently in your own home.

We provide personalised care packages and support for you to do just that.

We'd love to hear from you. If you'd like to learn more about our services or just have a chat about what we offer please call

**0113 287 6789**

Alternatively, if you'd like to contact one of our branches directly:

**OR, IF YOU PREFER, YOU CAN EMAIL**

**[info@springfieldhealthcare.com](mailto:info@springfieldhealthcare.com)**

## Our Services...

- 🌸 **LIVE-IN & RESPITE CARE**
- 🌸 **CARE AT HOME**
- 🌸 **CLINICAL SERVICES**
- 🌸 **COMPLEX NEEDS & LEARNING DISABILITIES**
- 🌸 **SUPPORTED LIVING**
- 🌸 **CHILDREN'S SERVICES**





## Welcome to our Wellbeing Guide

Welcome to the first edition of the Age UK Leeds information guide which provides you with information about the range of support and services that we offer to the older people of Leeds, their families and carers

Age UK Leeds is an independent Charity that has worked across the city for forty seven years. In partnership with a number of other organisations in health and social care, as well as other sectors, we have developed and are able to offer a diverse array of services that range from supporting people to settle home after a period of hospitalisation to participation in a range of social activities including our walking group and digital drop-ins.

The impacts of COVID over the past two-years on the general population are well documented, with the negative effects are further exacerbated by age, ethnicity and social inequalities. As we look forward into 2022 a focus pandemic recovery will shape and influence what we do as a Charity in the next 12 months and beyond.

Central to everything that we do as a Charity is understanding the needs and wishes of older people. Based on a recent city-wide survey we have a greater understanding of what is important to the older people of Leeds, in summary the priorities are;

- Maintaining independence and self-reliance
- Being heard and listened to; wanting to be consulted with and not assuming that 'we' know best and to impose things against their wishes
- Accessible services that meet and reflect personal needs, with a particular focus on locally availability
- Security, including financial, emotional and personal

- Choice and control; being respected as individuals and enabled to make their own informed decisions
- Socially connected being included and valued within the community

**In response to these priorities the overarching aims of our work are to;**

- ✓ Prioritise things in life that are important to the older person, enabling them to their life as they choose and to the best of their ability.
- ✓ Support older people to regain and maintain their confidence to actively participate in various activities and social groups
- ✓ Provide a range of health and wellbeing activities including, physical exercise, nutrition and hydration to facilitate and encourage positive, healthy ageing
- ✓ Provide accessible, skilled, knowledgeable, quality assured information and advice on money & benefits, legal matters, costs of care and other issues effecting older people
- ✓ Support older people to plan for their later years, helping to navigate significant life changes and ensure that their explicit wishes are respected

The last two years have been challenging but we are now looking ahead with confidence that Age UK Leeds can and will make a difference to lives of the older people of Leeds that we work with.

***Our friendly, experienced and dedicated team of staff and volunteers are here to help, we look forward to hearing from you.***



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Age UK Leeds Registered charity number 504899



@Age-UK-Leeds



@AgeUKLeeds



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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)



# Help at Home Services

Age UK Leeds Help at Home provides a reliable and tailored service, to older people and unpaid carers, which will enable you (or a loved one) to continue to enjoy living at home. We offer a range of support which can make a big difference to your health and wellbeing. Offering a trustworthy and high-quality service assures peace of mind to your family and friends who may otherwise worry about you.

**Our Help at Home Staff can provide assistance with, but are not restricted to, the following tasks:**

- Support to attend appointments
- Administration assistance
- Respite support for carers
- Support to make a light meal or snack
- 121 social support at home or in the community
- Light Cleaning and organising your home
- Laundry and Ironing
- Shopping
- Light Gardening

We don't offer support with personal care, medication, cutting toe/finger nails or prompting/ assisting to eat.

Our support can be on a regular, short term or ad hoc basis (subject to availability). Help at Home is a paid for service.

*"The support makes such a difference"*



*"I feel included in my support"*



*"My support worker is smashing, I can't fault them"*



Please contact:  
**0113 389 3008** for  
more information or  
email: **Helpathome@  
ageukleeds.org.uk**



# Information Services

## The team and our referrals

The role of the Information Services team is to provide free, impartial information and advice on a wide range of issues, including money matters, applying for benefits (pension age), social care, consumer issues, housing and energy switching.

The main point of contact for our service is our Information Line (0113 389 3000). This line is managed by our team of Information Workers who can take enquiries either signposting callers to relevant local organisations or referring them to one of our other Age UK Leeds services, including our Advice Workers.

The Information Workers also manage generic enquiries that come from our Age UK Leeds website, through email to [info@ageukleeds.org.uk](mailto:info@ageukleeds.org.uk). We also work closely with the National Age UK Helpline, taking enquiries where the caller requires more local support or information.

Our Advice Team are able to accept referrals on all the topics discussed above for clients aged 50+ (with benefits advice being for pension age) and living within the Leeds Council area. A referral will be passed to the team either from our Information Workers, from another Age UK Leeds service or from an external organisation.

Referrals can be sent directly to us by emailing [advice@ageukleeds.org.uk](mailto:advice@ageukleeds.org.uk) or by calling our main information line 0113 389 3000. Referrals are actioned either as telephone calls, office appointments or by a home visit.

Our team is also supported by a dedicated group of volunteers who carry out a range of different tasks, including supporting clients with the completion of attendance allowance forms.

## Scams Prevention and Support

This free service is part of our advice work and is funded by Lloyds Banking Group. It helps to prevent people aged 50 and over from falling for scams by increasing their knowledge and confidence to recognise and deal with attempted scams. It also provides support to older fraud victims recovering after an incident.

Older people can be particularly vulnerable to fraud and scams, which can have a serious emotional and financial impact, and can damage quality of life and wellbeing for many. Sophisticated scams have been on the rise during the pandemic with criminals devising even more ways to target those they believe to be vulnerable. This means it's even more vital to support those that may be at greater risk.

## Why is this programme important?

Scams can have a devastating effect on older victims - in England and Wales an older person becomes a victim of fraud every 40 seconds, which is over 800,000 older people every year\*. This shows us just how important this programme is to try and keep the older people in Leeds as safe as possible when it comes to financial crime.



### The service will be delivered in two parts:

**Awareness Talks:** The talks can be delivered online, at our local Age UK Leeds office or across different locations in the community. We aim to reach older people from lots of different backgrounds. Attendees can be an older person, their family and friend or people working/ volunteering in organisations in their communities that have regular contact with vulnerable older people.

**Individual Advice Sessions:** The individual advice sessions will work on a referral basis. We will work with older people who meet one or more of the following criteria:

- Those who may be classed as vulnerable or at risk of scams. This could include people that need help after being targeted by a scam or people who are living alone, recently bereaved, are housebound or disabled, socially isolated or lonely people.
- Older people who have already been a victim of a scam. This group would include people who have sent money and may be struggling to stop responding to scams, those who may be in denial that they are being scammed or those who continue to respond to scams because of more in-depth issues such as mental health problems or social isolation.
- Older people who would find it difficult to attend one of the events because of mobility problems or other health conditions.

\* <https://www.ageuk.org.uk/latest-press/articles/2019/july/older-person-becomes-fraud-victim-every-40-seconds/>

**If you would like to arrange an Awareness Talk, make a referral for individual support or just find out more about the programme please contact us on [advice@ageukleeds.org.uk](mailto:advice@ageukleeds.org.uk) or telephone 0113 389 3000.**

## The simplest way to write your will



### Kwil -The simplest way to write your will

We all know the importance of writing a will, which is why Kwil has partnered up with Age UK Leeds to give you the opportunity to write your will online for free and in as little as 30 minutes. Once your will is complete please enter the code AGEUKLEEDS and there will be nothing to pay.

Age UK Leeds is committed to being there for older people who need them. If you decide to leave a gift in your will, you will be supporting the charity to make life better for older people in Leeds.

Every single gift is vital to Age UK Leeds and they appreciate any gift you may choose to leave after taking care of your family and loved ones. Whatever the value of your gift, it will go a long way to help someone in need.

If you are able to, please consider making a donation to Age UK Leeds in thanks for your will. Any donation you make, no matter how much, will help to support older people that need them.

If you'd prefer to speak to someone then you also have the option to call one of our will writing experts on 0800 061 4934, they will be able to take you through the process over the phone.

**Start writing your will with Kwil today and know you'll have helped Age UK Leeds.**

# Digital Wellbeing Service

Supporting people over 50 to access health and wellbeing tools online, and learn to use devices such as smart phones, tablets and laptops.

We can show people how to make video calls, book appointments online, find useful and reliable information online, benefit from accessibility features, join virtual wellness groups and much more!

## What can we offer?

- **Tablet Loans:** Allowing people to try out new equipment without having to purchase a device first.
- **Connectivity:** If someone doesn't have the internet at home, we can provide data SIM to enable internet access.
- **Volunteer Support:** Our fantastic Digital Champions are able to provide support over the phone, or face-to-face.
- **Inclusivity:** Individualised Digital Assessments which promote the healthy use of technology whilst demonstrating the wide range of potential benefits and accessibility features.
- **Safety:** Ensuring that older people can stay connected and safe during COVID-19 and beyond.
- **Security:** We can support people to feel confident using the internet safely, and avoid scams.

## Our Digital Hub

The new Digital Community Hub at our City Centre office, is a brand

new innovative space, designed specifically with older people in mind, to help them to access a variety of technology in a number of ways. Launched in April 2022, we will be offering a comprehensive programme of activities, as well as the option to drop-in and meet with staff or volunteers face-to-face.

## Digital Champions

Our knowledgeable, enthusiastic and friendly volunteers Digital Champions are available to support our clients in their homes or community venues. Our in-house Digital Champion training ensures that our volunteers are always up to date with the most effective ways of supporting older people to get online and use devices.

**For more information or to make a referral, please call 0113 389 3000**



“The service has been really useful to me. My volunteer has been so helpful in getting me online, making video calls and using health apps – I really enjoy our chats too!”



# Remember Together: group activities for older people

## What is MCST?

Maintenance Cognitive Stimulation Therapy (MCST) is an evidence-based treatment recommended by the National Institute for Clinical Excellence (NICE) for people experiencing mild to moderate dementia or memory problems.

## What do the groups involve?

Our MCST groups for those aged 50 and over involve a range of fun and interactive activities such as games, music, art, cooking and exercise classes. As well as helping with memory and mental activity, such as thoughts, emotions and behaviour, the sessions also give people the chance to meet and socialise with others. Regular attendance can lead to improvements in cognition and quality of life.

Each group has around 8-10 older people, supported by at least 2 facilitators. All sessions are carried out by MCST trained staff, supported by trained volunteers. The groups are designed to be inclusive for people of varying abilities, with activities that focus on people's strengths and value everyone's contributions.

## Who can attend the groups?

MCST is suitable for anyone with a diagnosis of dementia who has some ability to communicate and could manage to take part in structured activities for a 2-hour session (with breaks). In some cases, the groups may be suitable for people with memory difficulties but without a formal diagnosis of dementia; please get in touch if you are unsure whether MCST would be appropriate for you or someone you care for.



## What our staff say about Remember Together

“Our sessions are now open and we’re welcoming local people living with dementia, and their carers, to come along to meet us and try out our activities.

The sessions offer expert help and support, and not only are the activities involved fun and interactive, but we also hope people can build friendships along the way.”



## Where do the groups run?

We run sessions at local community venues across Leeds. Currently we are working with the Young Dementia Leeds Hub in Cottingley, Beeston and Garforth Neighbourhood Elders Team in Garforth. Future groups may take place in other locations across Leeds.

## How do I find out more?

Contact our friendly team who can tell you (and your carer) more about what happens in the group – you can then decide whether you want to join. We also welcome enquiries from family members, friends or relatives and from professionals involved in supporting someone with dementia or memory difficulties.

**Call: 0113 3893000**  
or email [mcst@ageukleeds.org.uk](mailto:mcst@ageukleeds.org.uk)

# Walking for Health

We know that the Covid-19 pandemic has impacted older people's confidence to do activities outside of the home including attending leisure facilities such as the swimming pool or gym.

Walking can be a gentle way to build back your fitness and improve your level of activity and includes many benefits to your health and wellbeing.

## Walking more can help:

- Prevent illnesses like heart disease, diabetes and high blood pressure
- Reduce the risk of developing dementia and improve wellbeing for those living with dementia
- Improve mobility and flexibility
- Give you that feel good factor, reduce stress and improve your sleep
- Keep yourself at a healthy weight

When done in a group or with friends, walking also has great social benefits. Being part of a walking group can help to tackle feelings of isolation or loneliness.

The Age UK Leeds Walking for Health group helps older adults to enjoy walks around Leeds City Centre and beyond. All walks are risk assessed and led by a great team of experienced walk leader volunteers.

To find out more and to see the latest programme of walks including dates, times and starting locations visit our website <https://www.ageuk.org.uk/leeds/our-services/health-and-wellbeing/>

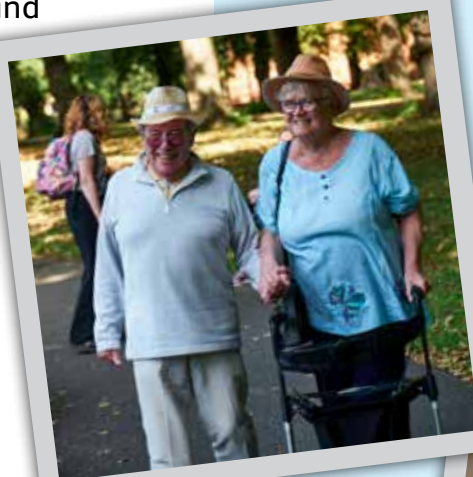


## Are you interested in being a volunteer walk leader?

Walking for Health is a nationwide programme, delivered through the Rambler's Association in partnership with Age UK Leeds, promoting walking as a healthy activity.

We are currently looking for new Walk Leaders to lead or support Walking for Health group walks for older people in the city centre of Leeds.

**If you would like to get involved please contact 0113 389 3000 or email [volunteering@ageukleeds.org.uk](mailto:volunteering@ageukleeds.org.uk)**



# State of The Ark – Engaging older people in meaningful activity

The title ‘State of The Ark’ was suggested by an older person to serve as an umbrella title that would oversee a number of activities and reflect the age of those it aims to attract.

The overall aim is to ensure that all projects and activities are set up in consultation with the older person whether that is in a group context or one to one.

The idea is to give a voice and a sense of purpose to the older people by offering them an opportunity to do something they have always wanted to do, or something they are experienced in but for physical, mental or other reasons they have been unable to pursue their interests. Of course, it is not always possible to offer a completely bespoke service but the activities often have added flair and creativity which gives a stimulus to the participants.

Over the last year, older people have taken part in Radio Broadcasts, written dramas and stories, enjoyed crafting such as tapestry and rug making and are looking forward to begin ballroom and Latin- American dancing.

Another request made by the older participants is to have an infusion of younger people to partake in some of the activities, hence the ‘Now & Then’ intergenerational project has been set up to run a series of workshops between Leeds City College Health & Social Science Students and Leeds Playhouse.

For those people who do not yet have the ability or confidence to join in some activities, they could be directed to the Walking with Confidence Project where clients are encouraged to take small steps.

This may include telephone support by a volunteer followed by a face to face visit. It could entail a sit in the garden or a short, accompanied walk. It may be that a simple bird feeder is placed in an outdoor space which the older person is encouraged to feed and talk about the types of birds that come and go. The bird tables are made and set in place by the older people who attend ‘The Men’s Shed’ Project.

A similar programme of varied activities is replicated across the city. The rolling programme enables people to access the activities and events easily. State of The Ark has a good relationship with a number of agencies and service providers in Leeds which has meant that older clients benefit from specialist services and a wider provision of resources. It has built good relations with 3 Care Homes, college, universities, volunteers and artists and workshop leaders.

Each activity and event is always well attended and very often provides a springboard for other activities to emerge.

The feedback from many clients who attend or have attended the activities has been positive and comments such as ...

*“this has given me something to get out of bed for” and “I wasn’t going to bother having my operation, but now I can help out on the radio programme I can use my skills again”.*

Referrals can come from other organisations which may include, GPs, Neighbourhood networks, friends and family members. Very often people will come for some company but end up staying because they are interested in what’s being offered.

If you would like to get involved please contact 0113 389 3000 or email [volunteering@ageukleeds.org.uk](mailto:volunteering@ageukleeds.org.uk)



# Age UK Leeds is the city-wide SWIFT provider in Leeds

*"You have made me feel like part of the human race again, thank you"*

## SWIFT (Supporting Wellbeing and Independence in Frailty Team)

### Aims of the service

Our SWIFT service aims to support individuals aged 50 years plus who are living with frailty and complex health needs, including severe mental health. We support people to improve their quality of life and to live independently by

- Identifying ways to build self-confidence and resilience
- Providing practical support to help them achieve their aspirations
- Ensuring they are accessing the support service they require

### Above all, SWIFT helps with what matters most to individuals, this could include;

- Being active and healthy
- Being able to do the things you enjoy
- Being socially connected
- Living independently

### What the service offers

SWIFT offers a holistic and person-centred approach, focused on what matters most to people and building on their strengths. Our SWIFT Wellbeing Coordinators use guided conversations and co-produced action plans to motivate people to change and to achieve their aspirations.

Our SWIFT Wellbeing Coordinators also offer 'wrap around' support, working alongside other professionals or organisations involved in someone's care. They also explore ways that the individual can reduce their reliance on health and social care services: this might involve us supporting someone to be more proactive in managing their own wellbeing; or us working with someone to boost their social networks, making them better connected to their community and more resilient.

### How SWIFT can help

A SWIFT Wellbeing Coordinator can provide regular support phone calls or home visits to the individual, providing the opportunity for the individual to share what is important to them, what they would like to achieve as well as together identifying resources and activities to enhance their wellbeing.

We know many individuals may be finding it hard getting back to the things that they have previously enjoyed, having shielded for a long time, or because of health worries. Some may find that they would like to explore new connections and activities but are apprehensive due to ongoing concerns Covid-19.

### In this situation a SWIFT Wellbeing Coordinator can support people to get back to everyday life and normal activities by;

- Managing fear and anxiety
- Managing mood and coping with frustration
- Improving memory and concentration

### Who can refer to the service?

People can refer themselves or family members, friends or other professionals involved in supporting someone can make a referral.

### Working in partnership

We work in partnership with Armley Helping Hands, Bramley Elderly Action, Cross Gates & District Good Neighbours Scheme, Feel Good Factor, Health for All, H.O.P.E, MAECare & Opal, MHA Rothwell & District Live at Home Scheme, Richmond Hill Elderly Action and Seacroft

Friends & Neighbours. This ensures individuals receive the most appropriate support within their locality.

**For more information please email: [swiftcitywide@ageukleeds.org.uk](mailto:swiftcitywide@ageukleeds.org.uk) or call 0113 389 3001**

*"Your support has built my confidence and I can achieve things that I thought I would never be able to do again. Thank you"*

# Hospital To Home Service

Returning home from a Hospital stay, whether it be a few hours or a much longer period of time, can be a stressful and challenging experience for all those involved.

1 in 5 patients within the UK, will experience an issue during their transition home (62% of which could be minimised or even prevented) and this may result in readmission to hospital. In the past decade, readmission rates have risen by 22.8% - with 30% of those being potentially avoidable - and this is where Hospital To Home can help.

Our Hospital To Home Service focuses on a "Home First" and "person-centred" ethos for each one of our clients, regardless of their circumstances.

By working closely in partnership with a variety of professionals, such as the Leeds Teaching Hospital Trust, Leeds Community Healthcare, Adult Social Care and the Leeds Oak Alliance, we are able to support individuals to transition home through a safe, supportive and caring approach.

Our highly-trained team of Care Coordinators and Support Workers work with the patient and their healthcare team to assess needs, create and implement a discharge plan and follow up with further short-term support.

**Operating 7 days a week from our base at St. James' University Hospital, we offer a broad range of services across the city of Leeds, including (but not limited to):**

- transport home,
- food parcels,
- support to make light meals/snacks,
- transport to follow-up appointments at your discharge hospital,
- sign-posting, and, above all,
- emotional and wellbeing support

In the unfortunate event of a hospital attendance, if you, or someone you know, feel like you would benefit from our FREE help – please speak to a member of your healthcare team and ask them to refer you to Hospital To Home (we can only take referrals from Healthcare Professionals).



## What our clients say:

"I was so nervous to leave hospital as I live alone and had been in for some time. The team made me feel safe, secure and supported and even gave me a food parcel so I didn't need to go to the shops!"

# Home Comfort Service

The Home Comfort Service is a support service unlike any other! We pride ourselves on offering high-quality, emotional and well-being support 7 days a week in conjunction with an extensive network of external partners throughout the community.

Our primary aim is “admission avoidance” whether that be helping an individual stay safe and well in their own home or to settle back home comfortably after a recent hospital stay (and avoid readmission).

No two individuals are the same and so no two support plans are ever the same. Our experienced and caring team work with you and your healthcare team to develop a flexible and adaptable short term plan centred around your needs and wishes.

**We offer a broad range of services, such as:**

- shopping (with or on behalf of),
- light cleaning and organising of the home,
- support to leave the home safely,
- assistance with basic administration,
- wellbeing calls and/or visits,
- prescription collection and medication delivery
- one to one social support,
- respite for carers, and
- companionship and emotional support.

Our wonderful clients are referred to us by a range of external partners through citywide community healthcare projects ensuring timely support when it is needed most.

*“Nothing was too much trouble for the lovely team.”*



*“I was treated with respect, empathy and you listened to my wishes.”*



*“Without you, I wouldn't have been able to stay at home... you really make a difference.”*





# Better Together

## Age UK Leeds working in partnership to support older people, their families and carers

At Age UK Leeds we believe in building partnerships that change older people's lives. From delivering social prescribing services that improve older people's health and wellbeing to providing advocacy, information and advice services that empower older people and allow them to have greater choice and control over their lives, our partnerships are as diverse and interesting as the older people we work with.

In all our partnerships we bring our unique insights into working with older people, their families and carers. We help colleagues to understand what day to day life looks like for older people and what support they need. We share our understanding of what's important to older people and what techniques can be used to help older people realise their potential. We also guide our partners so that they avoid making assumptions about older people's abilities or preferences as well as bringing a wealth of experience of how to promote, design and deliver services which are accessible and age appropriate.

### Here are just some examples of how we currently work in partnership with other organisations across Leeds.

If you are interested in finding out more about our partnership work, or want to discuss new opportunities to partner with us to support local older people please get in touch on 0113 389 3000 or email [info@ageukleeds.org.uk](mailto:info@ageukleeds.org.uk)



**Home Plus** is a service aimed at enabling and maintaining independent living through improving health at home, helping to prevent falls and cold related health conditions. Working partnership with Care and Repair Leeds and Groundwork NEWY we provide Information, advice and assistance with benefits like Attendance Allowance, Pension Credit and Housing Benefit to ensure people have the means to live safely and independently in their own homes.

**Linking Leeds** is a city-wide social prescribing service delivered in partnership by 7 different local charities including Age UK Leeds. Our social prescribers help people across the city to address concerns in their life that are having a negative effect on their physical and mental wellbeing. We work closely with NHS partners and all the GP surgeries in Leeds to deliver this service.

**Advonet** provides statutory and community and self-advocacy services that help people make their voice heard and uphold their rights in Leeds. Working alongside The Advonet Group and Touchstone, our Advocates provide a range advocacy services including Community Advocacy, Care Act Advocacy and Independent Mental Health Advocacy that help empower people and support them to make informed decisions.

**Leeds Oak Alliance** is a joint initiative between Age UK Leeds, Care and Repair, Carers Leeds, St Gemma's Hospice and Wheatfields Hospice. The organisations came together with an aim to improve services for people with frailty, at end of life and carers. The organisations behind Leeds Oak Alliance all share values of delivering high quality services focused on meeting the needs of each individual. We work together as organisations to help simplify and improve access to the vital support provided by local charities in Leeds.

# Keeping mobile and preventing falls

**There's a lot you can do to maintain your mobility and independence as you age. You can take steps to improve safety and prevent falls.**

## Who is at risk?

About a third of people over 65 fall each year, with higher rates for over 75s. Up to 20% of falls require medical attention. Falls make up half of the hospital admissions for accidental injury, especially hip fractures.

Half of the falls reported by older people follow a trip or an accident. Some 90% of hip fractures are caused by a fall. Around 50% of falls are preventable.

## Assessing your level of risk

There are things to look out for that can help you, your family or carers know whether you are at risk of having a fall. To find out what the risks are, you can ask for a falls risk assessment at your GP's surgery.

The falls assessment aims to discover anything that might cause you to fall and highlights specific things that can be done to help.

Following the assessment, the doctor or nurse will prepare a plan for you to help reduce your risk of falling in future.

You should ask your GP for more information if you think you need an assessment.

## Make your home safer

There are changes you can make at home that will help you to prevent falls, like installing hand rails to keep you steady in the bathroom or out in the garden.

Some organisations, for example, your local Council, Housing association or a local private community alarm provider may offer a 24-hour community alarm service. The service provides help and reassurance in an emergency to people who are elderly and at risk of falls. You can keep your alarm with you at all times as a pendant around your neck or on your wrist.

If you fall you press the button on the pendant to activate a separate alarm unit. This alarm unit has a powerful microphone and loud speaker, letting you talk to a member of staff who will get help. You might also consider the option of sheltered housing, where you maintain your independence but have background support when you need it.

## Keeping yourself steady

To stay firmly on your feet, a few simple changes - like making sure stairs are kept clear and well lit - can make all the difference and keep you mobile.

## What to do if you have a fall

Try not to panic, but get help by making a noise like banging or shouting, using your personal alarm or dialling 999.

- make sure you keep warm, even just by tensing your arm and leg muscles
- wrap yourself with anything warm to hand

Afterwards, it's important to tell your doctor what's happened - that way you can receive the correct medical assistance.



**Exercise is one of the best ways to prevent falls, as well as making you more confident and able to enjoy life.**

# Your right to social care and support

If you think you need social care support, you'll need to think about what types of support you need - be it homecare workers, equipment or respite breaks.

Your first step should be to ask your local authority social services department for an assessment of your needs. This will help you decide on the type of services you may want, as well as helping the local authority understand which services you need.

Your local authority may be able to offer you some care services for free. It's worth finding out if you can get free services from your local authority because the cost of buying care services is likely to be high if you have long-term care needs, and they could increase as you get older.

As part of the **CARE ACT** your local authority now has an obligation to assess anyone who appears to require care & support needs.

The authority should:

- Make an assessment of your needs regardless of your personal financial circumstances
- Provide you with information about services and options available to you in your area
- Offer you a carer's assessment if you are an unpaid informal/family carer

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



## MEMORY LANE

### RESPIRE & REMEDY

[WWW.MEMORYLANECARE.CO.UK](http://WWW.MEMORYLANECARE.CO.UK)

**ACTIVITY DAY CENTRE - FOR PEOPLE LIVING WITH ALZHEIMER'S AND DEMENTIA**

Activity & Cognitive Stimulation  
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Home Visits also Available

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Ingots Building, Cemetery Road, Yeadon, Leeds, LS19 7UP

Monday  
to  
Friday  
10am to 4pm





If your local authority decides you are eligible for social care support, they will carry out a financial assessment to determine how much you will need to pay towards your care, if anything. After this, social services or an independent adviser will work with you to create a care and support plan. If you feel that your needs have changed over time, you can request a review of your care plan, or a re-assessment if you were not originally eligible for care and support. Contact the social care team at your local authority to discuss this.

### **Assessing your care and support needs**

If you have care and support needs and find it difficult to look after yourself, your local authority may be able to provide you with some help.

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

The local authority will involve you throughout the assessment to identify what your needs are and how these impact on your wellbeing. They will also discuss with you how you wish to live your life and whether there are certain aims you would like to achieve but you are unable to do so because of your care and support needs.

The assessment will start to consider how your care needs might be met. This could include identifying how preventative services like simple aids (such as devices to open jars and tins more easily), adaptations to your home (such as handrails) or information about support available in the community might meet your need. It will also identify if you have a higher level of need where you may need help in your own home or care in a care home.

The assessment should be carried out in a way that ensures your involvement and that takes the right amount of time to capture all of your needs. If you have a friend or family member looking after you as an unpaid carer, they can have a carer's assessment to see if they need support to carry on their caring role. The local authority must give you a copy of your needs assessment or carer's assessment.

### **What are the national eligibility criteria for care and support?**

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

#### **Local authorities must consider whether the person's needs:**

- arise from or are related to a physical or mental impairment or illness
- make them unable to achieve two or more specified outcomes
- as a result of being unable to meet these outcomes, there is likely to be a significant impact on the adult's wellbeing

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

#### **The specified outcomes measured include:**

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

Local authorities do not have responsibility for providing NHS services such as patient transport, but they should consider needs for support when the adult is attending healthcare appointments.

# 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.

## 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 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.

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.



# 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.

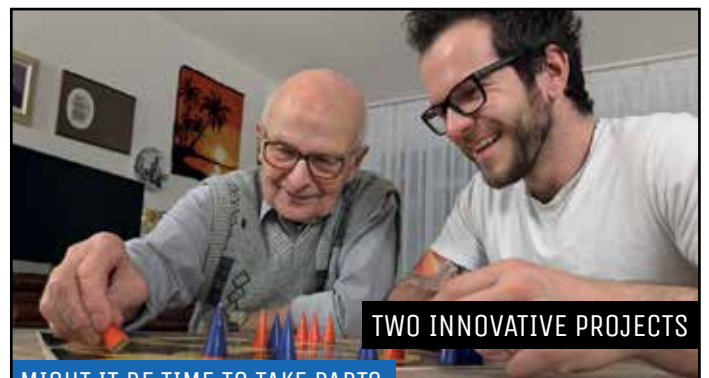
## What happens in the carer's assessment

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



TWO INNOVATIVE PROJECTS

## MIGHT IT BE TIME TO TAKE PART?

**Shared Lives and Leeds Homeshare - provide a unique approach to meeting the needs of local people.**

Both schemes are part of Leeds City Council.



## SHARED LIVES

### CAN YOU HELP?

As a paid Shared Lives carer, you'll open up your home and family life to include someone who needs care and support.

More info can be found here:  
[www.leeds.gov.uk/joinsharedlives](http://www.leeds.gov.uk/joinsharedlives)  
or by emailing:  
[shared.lives@leeds.gov.uk](mailto:shared.lives@leeds.gov.uk)

## LEEDS HOMESHARE

### PROVIDING HELP

The Homeshare is to match a person who is looking for help in their own home - and who has a spare room - with a caring home-sharer.

If you are looking for help in your own home, more info can be found here:  
[www.leeds.gov.uk/homeshare](http://www.leeds.gov.uk/homeshare)  
or by emailing:  
[homeshare@leeds.gov.uk](mailto:homeshare@leeds.gov.uk)

FOR FURTHER DETAILS ON EITHER PROJECT, PLEASE RING 0113 378 5410

## 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.

Find an advocate in your area

## 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?**



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.

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.

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)**

Alternatively, Age UK Leeds maybe able to help, you can contact them on **0113 389 3000**.

# 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
- 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)

**Money  
Helper**

For free and  
impartial money  
guidance, you  
can call us on

**0800 138 7777**



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

## 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.

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

### 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.

### Telephone Help

#### Get advice on paying for care from:

- Age UK Leeds on 0113 389 3000
- Adult Social Care Leeds on 0113 222 4401
- Independent Age on freephone 0800 319 6789
- Money Helper on freephone 0800 138 7777

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:

Leeds Adult Social Care on 0113 222 4401 or  
Age UK Leeds on 0113 389 3000

# 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.

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### Homecare from charities

Charities such as Age UK Leeds and Carers Trust can provide home help and domestic assistance services. Age UK Leeds Help at Home service can be contacted on 0113 3893000.

The Carers Trust supports carers by giving them a break from their caring responsibilities through homecare services.

### 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. All Age UK Leeds staff have completed a DBS check before commencing work with older people.

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.

## HOME CARE AGENCIES

Postcode	Name	Address	Town/City	Phone number
LS1 2HJ	Reed Specialist Recruitment	Infirmary Street	Leeds	0113 394 2940
LS2 7QA	Complete Contemporary Care	16- 20 Regent Street	Leeds	0773 380 0660
LS2 7QA	Angel Wings Healthcare	22 Regent Street	Leeds	0333 987 4688
LS6 2QH	Caremark	1 Servia Hill	Leeds	0113 264 4466
LS7 1AB	Aegis Care Solutions	26 Roundhay Road	Leeds	0113 467 3545
LS7 1AB	iCare World	26 Roundhay Road	Leeds	0794 913 2322
LS7 2BB	Step Ahead Home Care Services	Dunbar Business Centre	Leeds	0113 247 3911
LS7 2BB	SureCare North Leeds	Northside Business Park	Leeds	0113 457 4772
LS7 3DX	Ethical Homecare Solutions	231-235 Chapeltown Road	Chapeltown	0113 345 9492
LS7 3HZ	Cardinal Care Services	21 Savile Mount	Leeds	0113 322 9664
LS7 3HZ	Yorkshire & Humber Alliance	21 Savile Mount	Leeds	0113 262 1866
LS7 4DR	Love In Care	49 Cowper Street	Leeds	0753 902 2642
LS8 1AP	Helping Hands	61 Street Lane	Leeds	0113 322 9150
LS8 3LG	Prestige Nursing	Oakwood Lane	Leeds	0113 275 2555
LS8 3LG	Personal Care Specialists	408 Oakwood Lane	Leeds	0113 345 0630
LS8 3LG	Goshen Social Care	408 Oakwood Lane	Leeds	0113 414 1113
LS9 0DG	Angels Community Enterprises CIC	70 Cross Green Lane	Leeds	0113 277 2222
LS9 6NW	Arch Healthcare	595 York Road	Leeds	0751 572 6408
LS9 6PW	Hales Care	York Road	Leeds	0113 208 3346
LS9 8SS	Loidis Care Services	Shannon Street	Leeds	0113 450 1081
LS11 5HL	Lotus Home Care	Tunstall Road	Leeds	0113 493 1993

## HOME CARE AGENCIES

Postcode	Name	Address	Town/City	Phone number
LS11 5HL	Allied Health	Carr Moor Side	Leeds	0113 201 8281
LS11 5SF	OOJ Homecare Services	Parkside Lane	Leeds	0773 557 9243
LS11 7HL	AS Care	Dewsbury Road	Leeds	0113 242 8822
LS11 8LQ	Roche Caring Solutions	Unit 1, Manor Court	Leeds	0113 271 9456
LS11 9RT	People Matters	Croydon Street	Leeds	0113 234 6896
LS12 1EG	MK Care Services	Percy Street	Leeds	0113 834 6703
LS12 2EJ	Page Alliance Healthcare	94 Armley Road	Leeds	0113 350 1185
LS12 6AJ	Caring Partnership	Royds Hall Road	Leeds	0113 426 0805
LS14 6UF	My Homecare Yorkshire	Killingbeck Drive	Leeds	0333 920 9500
LS15 4TA	Cared4Leeds	York Road	Leeds	0113 318 4843
LS15 4TA	Trust Life Care	York Road	Leeds	0113 823 2858
LS15 8DX	Healing Hands Care	50 Austhorpe Road	Leeds	0787 897 9701
LS16 6EB	Meridian Health and Social Care	Ring Road	West Park	0113 278 2001
LS16 6QE	Bluebird Care	Clayton Wood Close	Leeds	0113 258 9677
LS17 6AZ	Moorcare	311 Stonegate Road	Leeds	0113 268 4211
LS17 8UB	Total Care Nursing	4 Plane Tree Avenue	Leeds	0113 288 8728
LS18 5DU	Epoch Homecare	77C Broadgate Lane	Horsforth	0113 258 4294
LS18 5PA	Dovetail Care	11a Station Road	Horsforth	0113 258 7373
LS19 7AS	Caring Heart & Hands	5A Victoria Avenue	Yeadon	0113 834 3787
LS19 7BN	Dynamic Social Support	Zeal Court	Yeadon	0113 457 1646
LS19 7ZA	Complete Care Agency	1 Airport West	Yeadon	0333 200 0441
LS20 9AX	Reflections Community Support	4 Oxford Street	Guiseley	0194 387 6649
LS21 1AG	Rest Assured Homecare	51 Boroughgate	Otley	0194 346 6292
LS22 7DN	Home Instead	Sandbeck Way	Wetherby	0193 722 0510
LS23 6BH	Grayson Home Care	169 High Street	Wetherby	0193 791 8141
LS25 2GH	Medacs Healthcare PLC	12 Fusion Court	Garforth	0113 887 3800
LS25 2GH	Springfield Healthcare	2 Fusion Court	Garforth	0113 287 6789
LS27 9DY	Connections Care	Queen Street	Morley	0113 277 2272
LS28 6BN	Caring Folk	Richardshaw Lane	Pudsey	0113 213 6655



# What's Extra Care Housing?

**Extra Care Housing, sometimes known as assisted living, is a great choice for older people with care and support needs who wish to be active and independent.**

Schemes are run with the view that getting older gives you time to do more and get more out of life. You will have your own flat, house or bungalow which you can rent, buy or part-buy, on your own or as a couple. Each Extra Care scheme is designed to be a community hub with a wide range of facilities.

This could include a restaurant, hairdresser, shop, health and wellbeing suite and hobby room. Older people from the local community are also able to use some of the facilities.

## What's in it for me?

- Your own flat, house or bungalow with your own front door
- The right level of care and support for you, seven days a week, 24 hours a day
- An active social life with residents and other members of the community

- Plenty of activities with your hobbies, interests and wellbeing in mind - it's unlikely you'll get bored.

## Making an informed decision

Moving house is always a big decision, whatever your age, especially if you have lived in one place for some time. However, the right information, advice and support will help you choose.

**We've compared some later life housing options below:**

## Care and support in your own home

For many people, adding the right adaptations or equipment can help them continue to live independently. Other people may require a burst of short term help, for example after a recent illness or disability.







### Extra Care Housing

Extra Care accommodation is usually part of a larger complex with onsite facilities which can often be used by other older people in the community. It includes a 24 hour emergency alarm system, personal care and domestic help.

### Sheltered or supported housing

This provides low level support for people who want to live independently. Schemes have individual properties with 24 hour emergency alarm systems and planned face to face welfare checks, depending on the level of support agreed.

### Residential care homes

If you require specialist nursing care or need a very high level of personal care making it difficult to live independently, you may choose a care home.

### Useful contacts:

**For more information call  
Leeds City Council Supported Services  
Team on**

**0113 378 2188**

(Monday, Tuesday and Thursday  
9.00am to 5.00pm,

Wednesday and Friday 9am to 4pm).

**[www.leeds.gov.uk](http://www.leeds.gov.uk)**

## Frequently asked questions

### Will there be staff on duty 24 hours?

Yes, there is always someone who can provide your planned care and respond to emergencies.

### Who will provide my care and support?

There will be a team onsite who will work closely with the Council to provide your care and support. The care and support team will either work for the Extra Care Housing provider or for a partner care provider.

### Are meals provided?

Usually a main meal lunch is provided in the restaurant at an extra cost, although some schemes include this as part of your agreement.

### What facilities will be provided in my apartment?

Most properties have central heating and water included. Some have meters for electricity, which you will be expected to pay. Most kitchens have a cooker and hob included, and some already have a fridge.

There are washing machines you can use in the communal laundry, or a care worker can do this if it's part of your support plan or for an extra cost.

You will also need to bring your own furniture and pay for things like phone and internet charges and council tax.

### Can I have friends and family to stay?

You can have anyone to visit and stay in your flat as it is your home. Most Extra Care Housing schemes also have a guest room which can be booked.

### How long is the waiting list?

It varies depending on the accommodation you have applied for and the level of your care and support needs. If you need more help to live independently, you will be prioritised higher up the list.

# 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



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Wetherby, LS22 7DN  
01937 586 651



**Lydgate Lodge**  
Batley, WF17 6EZ  
01924 355 020



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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.

## NURSING HOMES

Postcode	Name	Address	Town/City	Phone number
LS6 2DE	Mount St Joseph	Shire Oak Road	Headingley	0113 278 4101
LS6 3AE	Headingley Nursing Home	15 Cardigan Road	Headingley	0011 323 0496
LS7 3PD	Harrogate Lodge Care Home	25 Harrogate Road	Chapel Allerton	0113 239 2173
LS7 4HA	Harewood Court Nursing Home	89 Harehills Lane	Chappel Allerton	0113 226 9380
LS8 1SF	Gledhow	145 & 147 Brackenwood Drive	Gledhow	0113 288 8805
LS8 2JH	Park Avenue Care Home	8 Park Avenue	Roundhay	0113 212 0602
LS8 2JH	Park Lodge	10 Park Avenue	Roundhay	0113 265 9353
LS8 2JU	Elmwood Care Home	3 Wetherby Road	Oakwood	0113 232 3501
LS8 2PA	Sabourn Court Care Home	Oakwood Grove	Leeds	0113 265 8398
LS8 2QU	Aberford Hall	Oakwood Green	Roundhay	0113 232 3225
LS9 6NH	Wykebeck Court Care Home	York Road	Leeds	0113 368 2020
LS9 9EJ	Atkinson Court Care Home	Ings Road	Cross Green	0113 391 8800
LS10 4HX	Middleton Park Lodge	Acre Close	Middleton	0133 271 2307
LS11 7DB	RecoveryHub@SouthLeeds	Atha Crescent	Leeds	0113 843 5777
LS11 8QB	Sunnyview House	Manorfield	Beeston	0113 277 7160
LS14 2DA	Ravensdale	Naburn Walk	Whinmoor	0113 273 9620
LS14 6JL	Seacroft Grange Care Village	The Green	Seacroft	0113 345 2300
LS15 8EA	Sunnyside Nursing Home	41 Marshall Terrace	Crossgates	0113 260 2867
LS19 6PU	Sunningdale Nursing Home	Town Street	Rawdon	0113 250 5003
LS19 7JN	RecoveryHub@NorthwestLeeds	Silver Lane	Yeadon	0113 378 3128
LS20 9LT	Ghyll Royd Nursing Home	New Ghyll Royd	Guiseley	0194 387 0720
LS22 6RS	Wetherby Manor	St. James Street	Wetherby	0191 460 5219
LS22 7TF	Ashfield Nursing & Residential	3 Ashfield	Wetherby	0193 758 4724
LS26 0BP	Mulgrave House Nursing Home	9-11 Springfield Street	Rothwell	0113 282 1937
LS28 8ED	Charlton Court Nursing Home	477-479 Bradford Road	Pudsey	0127 466 1242
LS28 9AP	The Gables Nursing Home	231 Swinnow Road	Pudsey	0113 257 0123



We are the independent regulator of health and social care services in England

We make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve.

[www.cqc.org.uk](http://www.cqc.org.uk)



## RESIDENTIAL HOMES

Postcode	Name	Address	Town/City	Phone number
LS5 3ED	Aire View Care Home	29 Broad Lane	Kirkstall	0113 388 5440
LS5 3LJ	Kirkstall Court	119-129 Vesper Road	Kirkstall	0113 259 1111
LS6 2BG	Grove Park Care Home	100 Grove Lane	Leeds	0113 278 9612
LS6 2DD	Headingley Hall Care Home	5 Shire Oak Road	Headingley	0113 275 9950
LS6 2EZ	Halcyon Court Care Home	55 Cliffe Road	Leeds	0113 274 3006
LS7 2PS	Carr Croft Care Home	Stainbeck Lane	Chapel Allerton	0113 278 2220
LS7 3QB	Dyneley House	10 Allerton Hill	Chapel Allerton	0113 268 1812
LS7 4HA	Harewood Court Nursing Home	89 Harehills Lane	Chappel Allerton	0113 226 9380
LS7 4LF	Neville House	12 Montreal Avenue	Chapel Allerton	0113 262 9764
LS8 2PE	Oakhaven Care Home	213 Oakwood Lane	Leeds	0113 240 2894
LS9 6BT	Oak Tree Lodge	Foundry Approach	Gipton	0113 249 1583
LS9 6NH	Wykebeck Court	York Road	Leeds	0113 368 2020
LS10 2AD	Larchfield	Joseph Street	Leeds	0113 277 2284
LS12 3QH	The Spinney Residential	21 Armley Grange Drive	Armley	0113 279 2571
LS12 3SG	Hillcrest Residential Home	12 Hill Top Road	Leeds	0113 263 9002
LS12 3UA	Paisley Lodge	Hopton Mews	Leeds	0113 263 2488
LS12 3UE	Beech Hall	1 Far Fold Lane	Armely	0113 224 4621
LS12 4LL	Amber Lodge	Thornhill Road	Wortley	0333 999 8664
LS12 5HA	Manor House Residential Home	Hall Lane	Old Farnley	0113 231 0216
LS16 5BB	Alexandra Court Residential	333 Spen Lane	West Park	0113 274 3661
LS16 9BQ	Ashcroft House	18 Leeds Road	Bramhope	0113 284 2822
LS18 4EJ	Olive Lodge	Broadgate Lane	Horsforth	0113 259 3800
LS20 9EP	Primrose Court	Orchard Way	Guiseley	0194 387 5690
LS21 1RJ	Tealbeck House	Crow Lane	Otley	0800 085 4329
LS21 3LJ	Spring Gardens	Westbourne Grove	Otley	0194 346 4497
LS22 7DN	Windsor Court	Sandbeck Way	Wetherby	0193 758 6651
LS25 1HG	Augustus Court	Church Lane	Garforth	0113 385 0000
LS25 1NW	St Armands Court	25 Church Lane	Garforth	0113 287 1808
LS26 0UD	Dolphin Manor	Stonebrigg Lane	Rothwell	0113 282 4942
LS26 9AB	Oaklands Residential Home	14 Pinfold Lane	Mickletown Methley	0197 751 5451
LS26 9BH	Cedars Care Home	Church Side	Methley	0197 751 2993
LS27 0DW	Ferndale Care Home	Britannia Road	Morley	0113 253 3196
LS27 7HR	Stone Gables Care Home	Street Lane	Morley	0113 252 9452
LS27 8QB	Knowle Manor	Tennyson Avenue	Morley	0113 253 4740
LS27 9DL	Morley Manor Residential Home	Brunswick Street	Morley	0113 253 0309
LS27 9JJ	Alexander Residential Home	Victoria Road	Morley	0113 253 2046
LS27 9PW	Springfield House	Springfield Avenue	Morley	0113 252 1969
LS28 7BW	Acacia Court	Crawshaw Hill	Pudsey	0113 255 9933
LS28 7RF	Airedale Care Home	Church Lane	Pudsey	0113 257 2138
LS28 7RZ	Red Court & The Grove	Chapelton	Pudsey	0113 433 3020
WF3 3QQ	Lofthouse Grange and Lodge	340 Leeds Road	Lofthouse	0192 482 2272
WF17 6EZ	Lydgate Lodge	Soothill Lane	Batley	01924 355023





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