

# Guide to Later Life in Lincoln & South Lincolnshire



Providing high quality services  
and support to the over 50s in  
Lincoln & South Lincolnshire



## Monson Retirement Home

“Monson Retirement Home is a hidden gem; that only reveals the quality of the interior when you step inside”

A luxury home from home for individuals and couples, carefully designed with an abundance of social areas for socialising, entertainment and activities, with separate cosy areas and spaces for those who prefer peace and quiet or to spend with time family and friends.

A five star residential home which offers a variety of facilities including a purpose built street where residents can enjoy a cinema, shop, café, hairdressing and beauty salon in a safe and supported environment.



Please call Vikky today if you would like to have a look around . Whether you are looking for help today, the future, or would like to just try us out.



### Dementia

A caring environment designed for people living with Dementia We are currently working in conjunction with the Alzheimer's Society, 'Singing for the brain', which will commence April 22nd 2020. This is open to anyone living with memory loss and their carer's who would like to join us for a singalong, in a friendly and supportive environment. Please call Vikky for further details.



### Residential care

Assistance with all your activities of daily living



### Day Care, Respite and Rehabilitation

From a day or week to few months

 [www.monsonrh.co.uk](http://www.monsonrh.co.uk)

 01522 520 643

 9-11 Monson Street, Lincoln, LN5 7RZ





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# Welcome to the first edition of our guide to later life in Lincoln & South Lincolnshire

**Whatever your age it is likely that you, or someone you love, will need our help in the future.**

At Age UK Lincoln & South Lincolnshire we work closely with older people, volunteers and partner organisations to deliver services that offer practical help, care and support to improve the quality of life for people aged 50 and over.

We believe that everyone should be able to enjoy a valued and fulfilling life regardless of how old they are. Established in 1958 as Lincoln Association of Care for the Elderly we have grown and developed over 60 years and now offer services and support countywide.

Our vital support currently reaches over 4,000 people per week. Our Information and Advice, Personal Care, Befriending and Support Service departments aim to improve the lives of older people and enable them to lead full, active lives as well as to stay safe and independent within their homes.

Through our work within communities and with partner organisations we fully understand the hopes, concerns and fears of older people. We have seen the landscape change considerably and we expect this to continue as our ageing population grows and the complexity of need increases.

Our services, events and activities aim to enable older people to become happier and feel more socially included, giving people choice and opportunities. Knowing where to turn to for information and advice on a range of issues, as we grow older is a key part of achieving that.

That is where this guide comes in, to bring together a host of guidance and local contact information. It is designed to take you through a number of common considerations and to be kept as a reference booklet for you and your family.

We hope that this guide will help to address some of the challenges associated with becoming older as well as highlighting some of the opportunities that later life brings.

I hope that you enjoy reading the guide and that it is helpful and informative. If you cannot find the information that you need in the pages that follow then I encourage you to call us for further information. Our friendly team will be happy to help.



**Michele Jolly**  
**Chief Executive Officer**  
**Age UK Lincoln & South Lincolnshire**

**Age UK Lincoln & South Lincolnshire**

36 Park Street  
Lincoln LN1 1UQ

info@ageuklsl.org.uk

**www.ageuk.org.uk/lincolnsouthlincolnshire**

Telephone: **03455 564 144**

Engage with us on social media ...



# Free Information and Advice

**Make Age UK Lincoln & South Lincolnshire your first port of call.**

**Knowing where to turn to for information and advice is essential.**

Age UK Lincoln & South Lincolnshire offers a free and confidential information and advice service for older people, their families and carers. Growing older can bring changes in our lives, with new decisions to be made and questions that we may have never considered before. We may require support as we slow down, our financial situation may change and we can find ourselves in a very different and often confusing place.

Similarly, someone who is supporting an older loved one or friend can be presented with a number of challenges and decisions often needed to be made at short notice.

Age UK Lincoln & South Lincolnshire's Information and Advice Service can provide you with a range of free information and support to help you to remain safe and independent at home for as long as you want to. We can help you to make informed choices about all aspects of later life.

Our experienced, friendly advisers can tell you about our own projects, or if we are unable to provide what you are looking for we can signpost you to the most appropriate organisation to meet your needs and offer support.

Our support can range from help with pension age welfare benefit applications through the welfare benefit system, weighing up housing options or seeking advice on paying for care.

**Free information and advice may also cover:**

- Financial
- Social isolation
- Health and social care e.g. understanding/ paying for a move into residential care, financial assessment
- Mobility
- Housing issues
- Winter fuel pressures

**Do you have enough money?**

You could be entitled to benefits that you were not aware you could claim, which could help you keep your independence and improve your standard of living. We can help to alleviate financial stress and worry.

**Do you need help with finding your way through the social care system?**

Assessments, care plans, eligibility criteria, charges. Accessing social care can be bewildering. We can talk you through the system and the choices you have.

**Would you like to make social connections in your community?**

We can tell you about groups and activities happening near you, helping you to find something to enjoy with others in your area.

**Do you need help at home?**

We can offer information on staying warm at home and access to home aids and adaptations

**Do you need guidance on legal issues?**

We can provide free information guides and factsheets on making a Will, Power of Attorney, and how to deal with an estate

**Our Information and Advice Service is free, confidential and just a phone call away**

You can access the service or request our free Information Guides and Factsheets in a number of ways:

**By phone:** 03455 564144

**By email:** [info@ageuklsl.org.uk](mailto:info@ageuklsl.org.uk)

**At our office:** Book an appointment or drop-in to our offices located in Lincoln and Boston.

36 Park Street, Lincoln, LN1 1UQ

Chantry House, 3 Lincoln Lane, Boston, Lincolnshire, PE21 8RU

**Opening times:**

Call or pop in to our offices to make an appointment with one of the team between 9am and 3pm Monday to Friday.

Drop-ins are available if we have a team member available to see you.





# Support Services to help you remain comfortable and independent in your own home



## Support when you need it

### Your home - your support - your way

**For over 50 years we have been providing high quality services into the homes of our customers across the county.**

We all want to remain independent at home for as long as possible, this can become challenging as our needs change over time. Accepting support when things become difficult can enable you to stay safe, comfortable and in control at home for longer.

There are things we can all do to promote our independence by maintaining social contact and where possible staying active. At some point however extra help may be required to keep us safe and comfortable in our own homes. Being open about suggestions to help at home does not mean losing your independence. It means keeping it.

Our customers are at the heart of everything we do, we believe that through offering vital support services you can feel empowered, in control and independent.

Our person centred support service is growing as we increasingly live in a society where many families live in different geographical locations. Loneliness and isolation are a significant concern for older people and their families. Our services are flexible, tailored to individual need, and vital in providing confidence and reassurance.

## Help in the home

Cleaning, laundry, gardening and handyman services can reduce the pressure and stress around completing household tasks and staying on top of things around your home, allowing you to spend quality time with your family and friends, doing the things you enjoy. In addition, the companionship our staff provide creates laughter, trust and meaningful relationships.

**Our service is so much more than just a visit;**

**It is company,**

**It is invaluable,**

**It is a lifeline.**



# Staying Independent

## The Lifestyle Support Service

Supporting you with a range of activities namely shopping, pension collection and appointment attendance.

Our friendly Home and Lifestyle Support Worker will ensure that our customers continue to live independently and enjoy daily activities and routines that are so important for health, wellbeing and socialisation. We work hard to ensure your families are kept updated and informed with consent and on any change of circumstances or wellbeing.

## Telecare and Response – Daily Living Aids

Our Telecare and Response department can help with a variety of products and services that enable people to live safely and independently in their own homes.

### Our products include:

- Lifeline units
- Pendants
- Pendants
- Fall Detectors
- Smoke Detectors and C20 Detectors
- Key safes
- Response Service

Age UK Lincoln & South Lincolnshire have partnered with one of Lincolnshire's largest suppliers of living aids - Lincolnshire Housing Partnership to form Lincolnshire Telecare Services.



Lincolnshire Telecare Services are working alongside hospitals, technology providers and our customers to ensure that we continually develop and introduce new and emerging products to meet the changing demands of our customers.

We pride ourselves on giving all of our products a robust testing period so that we are satisfied that they operate satisfactorily and will meet the needs of the people using them.

### Why use Lincolnshire Telecare Services?

We are local providers who care about the communities we serve, we are not for profit organisations who invest our money back into our communities

- We are accredited with TSA, the industry body for Technology Enabled Care (TEC), ensuring our installation and monitoring services meet the highest standards.
- We provide value for money, ethical services.
- We have over 20 years' experience.
- All our staff are friendly, helpful and trained in all aspects of the service we provide.
- We respond to all enquires within 48 hours, urgent installs are undertaken within 24 hours and all others within 7 working days.
- We aim to respond to all urgent faults within 48 hours.

For further details please call the Technical Support Services Team on:

**01522 696000 or 03455 564144**

# Person Centered Personal Care



## We believe that people are unique and their care should reflect this.

Age UK Lincoln & South Lincolnshire offer a person centred homeware service recognising the individual needs of each person we care for.

Our aim is to help older people that may be housebound, may have reduced mobility and lack support locally.

The Care Quality Commission rates our high quality personalised care "GOOD".

As we get older, we may require some support to remain independent and carry on living at home. Personal homeware empowers you to live independently and gives you the care that you choose.

There are many benefits to choosing homeware. Our homeware is flexible, offering different levels of care without long-term commitment.

For example, you may just need help with everyday tasks whilst you are recovering from an illness. When you are feeling better, you may not need the extra help.

Our service is fundamental for people with physical health conditions, which can add to loneliness and isolation and increased chances of developing mental health conditions including dementia.

We will work with you to deliver a care service which will empower and enable you to stay independent at home. Following our initial assessment, we will work with you to tailor a care plan to meet your individual needs. This could include assistance with washing, bathing, dressing, food and drink preparation and medication support. We can offer a sitting service to give respite to live in carers.

All of our carers are highly trained, DBS checked and committed to helping our customers to remain independent at home.

Where required we will work in partnership with other professionals involved such as Community Mental Health, Carers, Social Services, GP's, District Nurses, wellbeing.

We take a holistic view and ensure that you are at the centre of everything we do.

*"Staff know exactly how to support me; they help me to move at a pace I can comfortably manage. They anticipate what I want next, nothing is too much trouble and they are so professional and well trained."*

For further information please contact the Care Services Team on:

**03455 564144 Option 3**





# Eccleshare Court

## A state of the art Day Care Centre in Lincoln

Age UK Lincoln & South Lincolnshire manages a state of the art Day Centre for the people of Lincoln and South Lincolnshire.

Eccleshare Court provides support for older people (50+). We provide our customers with the opportunity to have fun and socialise with other people, whilst maintaining their safety and wellbeing.

Our trained and experienced support staff are on hand to provide high quality person centered care and support that reflects the individual choice and needs of each of our clients. This reflects the organisation's quality standard of which the Care Quality Commission rates our high quality personalised care "GOOD".

### **Tackling the barriers that cause loneliness and isolation**

Loneliness and isolation, often due to health conditions and a lack of resources such as transport to leave the home are common barriers for many older people.

### **Do you feel restricted and trapped at home?**

Many people need extra support and encouragement to take part in activities outside the home. Medical conditions such as dementia or limited mobility can reduce the opportunities for people to leave the home and engage elsewhere in social activities.

We can offer family members respite from daily care and offer you the chance to enjoy a change of scenery and engage with others.

You will benefit both physically and emotionally from attending the Day Centre. We offer you the opportunity to socialise and mix with your peers reducing isolation and loneliness.

You can develop, maintain and learn skills by choosing to take part in a variety of activities on offer each week.

Our compassionate, trained and experienced support staff are on hand to provide support and engagement. At Eccleshare Court, you can enjoy a high quality 3-course meal from our award winning catering facility with a varied menu to choose from. Our meals are of a high quality and provide a choice for individual preferences. We are the current recipients of the Healthy Nutrition Award from Lincolnshire Care Awards 2018.

We can provide transport to and from the Day Centre (within six miles of Lincoln). Your primary carers are able to have respite time in the knowledge that you are enjoying your time with us in a safe and support environment.

We have connections with local organisations and professionals to provide a range of activities and services to customers.



# Eccleshare Court

## A state of the art Day Care Centre in Lincoln

We have regular scheduled sessions in seated exercise, music and movement, shared reading, intergenerational activity with a baby and mother toddler group and communal singing facilitated by local musicians to run and develop our Eccleshare choir. We have connections to professional entertainers who provide our customers with the joy of watching live entertainment on a regular basis.

We offer a wide range of daily activities and have access to a range of resources to offer choice and preference. We have a large selection of sport and target games equipment such as New Age Kurling, carpet bowls, basket ball, skittles, darts, and golf.

**Call the Eccleshare Day Centre Coordinator on 01522 684863 or 03455 564144 to arrange a look around or trial day.**

Eccleshare Day Centre  
Ashby Avenue  
Birchwood  
LN6 0ED.



“We have so benefitted from the day centre. It is excellent and we are so appreciative of all the work that the staff do. I don’t know what we would have done without the Day Centre; we would have struggled”

“The Day Centre is really good and it continues to benefit us”

“All the staff are my friends. I look forward to going each week”

“I believe the Age UK LSL Day Centre is perfect. I have been attending the Day Centre for many years and believe that my health has improved as a result. Meeting new people, socialising with friends and taking part in activities at the Day Centre has all helped to keep me healthy”

“I attend the Age UK LSL Day Centre as I enjoy being in the company of others and the activities on offer help to keep my mind active’

# Change a life, change yours – Volunteer with us

Volunteering does not just benefit Age UK Lincoln & South Lincolnshire; it also has the positive effect on the wellbeing of many of those who are donating their time.

## As a volunteer you can:

- Enjoy a sense of purpose and fulfilment that will increase your self confidence
- Stay physically and mentally active
- Enjoy something new
- Share stories, companionship and laughter
- Feel happier
- Be part of a community

## Become an Age UK Lincoln & South Lincolnshire volunteer

At Age UK Lincoln & South Lincolnshire, we have a team of dedicated volunteers of all ages, without whom we would not be able to provide much of what we do for local older people.

We are able to offer volunteering to people of all ages. We nurture young talent, helping individuals to gain experience and expertise in a variety of roles, add valuable attributes and experience for later life. Loneliness and isolation are a concern across Lincolnshire and for some people volunteering can be a route to combat this. The impact of volunteering in the community has been referred to as “double benefit”. Research has suggested that volunteering has a positive effect on your mental health, increases social connections and generates a sense of wellbeing.

Our volunteers are an integral part of the organisation across many different departments. We value and support our volunteers and the feedback that we receive from them is always positive.

## Our volunteers carry out a variety of roles and here are just a few things you can get involved with when you volunteer for us:

- Restaurant/lunch club volunteers enjoy the vibrant atmosphere in our restaurants and lunch clubs in various locations
- Retail volunteers offer merchandising and sales support in our charity shops
- IT and digital volunteers help older people to get online
- Our friendly reception volunteers are the face of our organisation welcoming in new and existing customers

- Our befriending volunteers are a lifeline to lonely and isolated older people

As a volunteer for Age UK Lincoln & South Lincolnshire you will soon become part of a friendly, welcoming and professional team. We provide full training and support where required and ongoing support and development.

## Don't just take our word for it

### Befriending Volunteer

*“It's a nice way to make contact with an older isolated person. I really look forward to talking to my customers just as much as they look forward to receiving a call. I understand the frustration and sadness of not seeing or speaking to another person from one day to another. The joy comes when they greet me like an old friend. We have built up a good companionship and I feel very privileged to have the clients put their trust in me, it's the best volunteer role I could have”*

### Reception Volunteer

*“Volunteering was the best thing I did after I was widowed. It gave me a reason to motivate myself. Everyone was so welcoming, involved me in things and made me feel wanted again. I would recommend volunteering to anyone”*

### Restaurant Volunteer

*“Volunteering saved my sanity; it gave me a sense of purpose. I have met some lovely people, and made fantastic friends and why not? Give me reason why I shouldn't.”*

### Administrative Volunteer

*“I'm meeting new people and getting more confidence”*

## A message from Alan – Bingo Calling Volunteer

*“My Wednesdays at the Age UK Park Street Day Centre started with lunch and then I played bingo. The other participants were great; they made me feel so welcome. The bingo caller at that time was a much-loved and respected volunteer who sadly passed away at the end of December 2018. I volunteered to do the job and after training I took my first session and it was very rewarding. It was great to be back and feeling useful again.*

*To any lonely person out there do not despair. Give Age UK Lincoln & South Lincolnshire a call to see what is available in your area. Better still, why not pop in to one of their centres (Park Street, Eccleshare Court or Boston) and find out what is on offer”*



# Helping us to help local older people

Age UK Lincoln & South Lincolnshire is an independent charity that relies on support from the general public, local businesses and corporate partnerships to deliver vital services and support to older people in Lincoln & South Lincolnshire.

There are many ways to show your support for our vital work with local older people. As our population ages, demand for our services is on the increase, you can help us to be there.

## Make a donation

There are many ways to donate, you can post us a cheque made payable to Age UK Lincoln & South Lincolnshire, you can donate by visiting our website or support one of our Fundraising campaigns on Just Giving. Visit our website for more information [www.ageuk.org.uk/lincolnsouthlincolnshire](http://www.ageuk.org.uk/lincolnsouthlincolnshire)

## Donate your time

Our 200 plus volunteers are from all age groups and come from a variety of ethnic backgrounds with a broad spectrum of skills, experience and knowledge to share. They share the commonality of wanting to make a difference and be part of a community, helping to improve the lives of older people.

If you have some time each week to spare please take a look at our extensive list of volunteering opportunities, we would love to welcome you to the team.

## Leave us a gift in your will

Choosing to leave a gift in your will would allow us to continue our work and make an enormous difference to those who we support.

Your gift could mean a lonely and isolated older person receives a friendly telephone call each week, or help someone access the advice and support that they need to stay in their beloved home; a gift left in your will could be a real lifeline to someone left struggling financially or emotionally.

As our population continues to get older, we will have to work harder to meet the needs and demands for our services. Your compassionate gift could allow us to do that and to help older people to live in comfort and with the compassion that they deserve. It truly is a wonderful legacy to leave.

## Fundraise for us

Fundraising with us is easy and it is a lot of fun. What would you like to do? Do you dare to skydive from 15,000 feet? Do you dream of trekking in China? Perhaps you just love to bake.

A dinner party, a coffee morning, cake sale, film screening or drastic haircuts – these are all fundraisers that have helped older people but you might have some other ideas up your sleeve.

Visit our fundraising page on our website or email [fundraisingandmarketing@ageuklsl.org.uk](mailto:fundraisingandmarketing@ageuklsl.org.uk) to find out more about our fundraising activities and events.

## Engage with us

Join us across our social media platforms by liking and sharing our posts and events, leave us a review or share a story, connect with our community and us.

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

[www.ageuk.org.uk/lincolnsouthlincolnshire](http://www.ageuk.org.uk/lincolnsouthlincolnshire)



@ageuklsl



ageuklincolnandsouthlincolnshire



ageuklsl

# Connect with your community

Age UK Lincoln & South Lincolnshire covers a vast geographical area offering opportunities to connect people in many areas with new clubs, activities and services continually in development.

Through partnership working and Lincs 2 Advice we can also offer support through signposting service - Connect to Support Lincolnshire.

Connect to Support Lincolnshire is an online information and advice library, community directory and marketplace for adults in Lincolnshire, with information about local groups, activities and services within the community.

For more information visit - **[www.lincolnshire.connecttosupport.org](http://www.lincolnshire.connecttosupport.org)**

As we get older, there may be fewer opportunities to connect regularly with others. Retirement, reduced mobility, stopping driving, lack of local transport services and having less money can all impact on us becoming socially disconnected, this can have a devastating impact on our wellbeing and ability to maintain friendships and relationships, often leading to loneliness and isolation.

## Do you often or always feel lonely?

Do you spend a lot of time alone or even feel lonely when in a group of people? Are you able to leave your home or lack the mobility to get out and about?



It might seem difficult, pointless or not worth tackling these feelings but we can help, no one should have no one to turn to and we are here to offer support and advice.

Call us on **03455 564 144** to discuss what support we can offer.

We can find activities or friendship groups for you to join and help with transportation, we can arrange for someone to call you or call in to see you for a friendly chat and some company. Many of our services are free, don't suffer in silence, call us today **03455 564 144**

## Join a club or activity

Joining one of our groups, clubs or activity classes is a great way to re immerse yourself into your community and join groups of likeminded people.

We have a variety of classes, and clubs countywide offering something for everyone including book groups, craft classes, indoor bowls, walking activities, outdoor activities such as allotments, friendship groups, lunch clubs, dancing, and much more.

Call us on **03455 564 144** for more information

# Patient choice of GP practice

Following changes to GP contracts, all GP practices in England will be free to register new patients who live outside their practice boundary area from January 2015. This means that you are able to join practices in more convenient locations, such as a practice near your work. The idea is to provide you with greater choice and to improve the quality of GP services. These new arrangements are voluntary for GP practices.

## A good GP practice should provide the following to all patients:

- A professional and helpful team of GPs, practice staff and other healthcare professionals.
- A practice that is accessible to everyone and provides a comfortable and organised environment.
- A flexible and efficient appointment booking system.
- Assurance of systems to monitor and improve the safety and quality of care.
- Appropriate, respectful and legal management of patient information.
- A private consultation room that provides reassurance and builds a patient's confidence and trust.
- Opportunities for patients to get involved and have their say.

## Patient involvement groups

Most GP practices have patient involvement groups. These groups are made up of individual patients who take an active interest in patient healthcare and are sometimes known as Patient Participation or Partnership Groups (PPGs).

The involvement groups can have many functions and each group and practice sets its own terms of reference. To find out about your local patient involvement group or to get one

started you should ask at the reception desk of your practice.

## Cancelling and missing appointments.

Please always try to let the GP practice know when you are unable to attend an appointment. It is your responsibility as a patient to cancel any appointment you have made in reasonable time so that another patient can benefit from the appointment slot.

## Making an appointment

Be polite to receptionists. They are busy people who often have to deal with unhappy patients. Being polite to them will encourage them to help you.

## If you have a complaint or concern about your GP or Practice?

First raise it with the staff member concerned or the Practice Manager. It may just be an issue of poor communication. Ask your practice for a copy of their Complaints process to follow.

If you are not happy with how they respond to your concerns then you can write to NHS England and they will allocate someone to look into your complaint.

**Write to:** NHS England  
PO Box 16738, Redditch, B97 9PT  
**Tel:** 0300 311 22 33  
**Email:** [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Groups can represent patients through collecting patient feedback, sharing best practice by working with other similar groups and working with the practices to improve patient services. They also help to run courses within the practice, volunteer support services and awareness events and provide newsletters and information directories



# 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 one third of people over 65 fall each year, with higher rates for over 75s.

Up to 20 per cent 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 per cent of hip fractures are caused by a fall.

Around 50 per cent 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 or at a specialist clinic.

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.

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

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.

# Volunteering may boost mental wellbeing in older adults

“Giving up time for charity work found to boost mental wellbeing as people get older,” the Mail Online reports. A new UK-based study found that volunteering was associated with increased mental wellbeing; but mainly in adults aged between 40 and 70.

Researchers found that, generally, people’s health and mental wellbeing score got worse as they got older. However, when people got over the age of 40-45, while scores generally continued to get worse for those who never volunteered, they got better for those who did any volunteering.

The study’s main limitation is that this can’t prove cause and effect, or tell the direction of the relationship. People who volunteer may have better health scores because those who feel healthy, active and in a good state of wellbeing are more likely to go out and volunteer to help others than those who feel in poor health. It’s not necessarily the case that the reverse is true; that volunteering has caused the good health state.

It could be that the association works both ways – better wellbeing probably makes you more inclined to help others, and helping others probably boosts your sense of wellbeing.

The demand for volunteers remains high and there is always somebody you can help or something you can do to make the world a better place. Read more about options for volunteering, whatever your age.

## Where did the story come from?

The study was carried out by three researchers from the University of Southampton and University of Birmingham, and was funded by the Economic and Social Research Council, the Office for the Third Sector, and the Barrow Cadbury Trust through the Third Sector Research Centre.

The study was published in the peer-reviewed BMJ Open journal, which as the name suggests, is openly available for access to all.

The media generally takes quite a simplistic view on these findings which do not prove that volunteering boosts wellbeing. The Mail includes messages such as “if you want to get the most out of charity work wait until you are at least 40”, “younger people view helping others as a duty and a chore” and “as people get older, volunteering really boosts their mental wellbeing” – not one of which is demonstrated by the findings of this study.

Similarly, The Daily Telegraph reports that “Volunteering is not beneficial until you hit 40, study finds.” The implication that you should only do charitable work if you are guaranteed to benefit from it seems a little, well, uncharitable.

## What kind of research was this?

This was a cohort study based on data collected during the British Household Panel Survey which aimed to see whether volunteering was associated with mental wellbeing among British people across the course of life.

Previous research has suggested that freely giving to benefit another person, group or organisation can boost a person’s self-rated health, though most studies have looked at older adults. This study aimed to see whether it affects all age groups.

## What did the research involve?

The British Household Panel Survey started in 1991, selecting a nationally representative sample of 5,000 households. Those aged 15 or over were interviewed annually until 2008. The study captures 18 waves of data covering various age groups followed up over time. The survey collected data on various areas of the participants’ life, including occupation, education, health, household consumption, and social life. Information on volunteering was collected in alternative years starting from wave 6 (1996). This was assessed by asking if people “do unpaid voluntary work”.

Researchers used data from the British Household Panel Survey, which is an ongoing survey designed to track social and public health trends.

### Response categories were:

- at least once a week
- once a month
- several times a year
- once a year or less
- never

For the purpose of this analysis the researchers combined groups 2 and 3 to give four overall groups – frequent, infrequent, rare or never.

The outcome of interest was the General Health Questionnaire (GHQ) response, which includes 12 questions covering happiness, mental distress (anguish or depression) and well-being to give a total score of between 0 and 36. The lower the GHQ score, the better a person's health is judged to be.

Researchers adjusted for potential confounding factors including income, marital status, educational level and social group.

### What were the basic results?

After excluding those with missing exposure or outcome data, the researchers had data for 66,343 people (47% male).

Most people (80%) did not do any volunteer work each survey year. About a quarter of those aged 60-74 volunteered compared with 17% in the youngest 15-29 age group. Also, more women (22%) volunteered than men (19.5%).

Those who did any volunteering had slightly better (lower) GHQ scores than those who did none (10.7 vs. 11.4). Scores were lowest among those who frequently volunteered.

When looking at the interaction between volunteering, GHQ score and age, they found that generally, regardless of volunteer status, all people's GHQ score got worse (higher) as they aged. However, when you got above the age of 40-45, scores generally continued to rise for those who never volunteered, but went down again for all those who volunteered – rarely, infrequently or frequently.

### How did the researchers interpret the results?

The researchers conclude: "volunteering may be more meaningful for mental well-being at some points of time in the life course".

### Conclusion

This research doesn't prove that volunteering will improve your sense of health and wellbeing.

The study does have several strengths in that it is a high quality nationally representative survey that collected regular and comprehensive data for a large number of UK citizens.

However, the main limitation is that it's unable to prove cause and effect, or suggest the direction of the relationship. Those who volunteered had better (lower) GHQ scores than those who didn't – and this was most marked in middle aged to older adults. But this may mean that those who feel healthy, active and in a good state of wellbeing are more likely to go out and volunteer to help others than those who feel in poor health. Not necessarily the reverse, that volunteering has caused the good health state.

The score difference was also marginal – on average 11.4 for those who never volunteered compared with 10.7 for those who did. How much of a meaningful difference this small difference would make to the person's everyday life is not possible to say. These are also of course subjective scores – not confirmed diagnoses of depression.

When looking at the volunteer work, the survey did not prompt respondents with examples of what might be meant by "unpaid voluntary work". Neither did it look into the types of work they did. Therefore, it isn't certain that this is a reliable estimate of the frequency of volunteering in Britain.

Additionally, while this study has data for more than 66,000 people, this still only represents two-thirds of those taking part in the surveys, the rest had incomplete data. Those with missing data tended to be younger, female, of lower education and occupational level. The researchers say that GHQ scores did not differ between drop-outs and those analysed, but the full data-set may still have had some difference.

The relationship between a person's self-rated health and wellbeing and whether or not they volunteer is likely to be a complex relationship influenced by many other factors and personal characteristics. It most probably works both ways – better wellbeing probably makes you more inclined to help others, and helping others probably boosts your sense of wellbeing.

You can register to become a volunteer via our website: [www.ageuk.org.uk/lincolnsouthlincolnshire/get-involved/volunteer/](http://www.ageuk.org.uk/lincolnsouthlincolnshire/get-involved/volunteer/) or by contacting us on **03455 564 144** and ask for the volunteering department.



# 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 to getting this sort of help should be to ask your local authority social services department for an assessment of your needs. This assessment 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 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.

The assessment by the local authority is important because it helps them work out what your difficulties are and what services will help you most. Often, only minor assistance is needed – such as meals on wheels and help with washing or dressing, yet these services could make a big difference to your life.

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



After this, if you are eligible for care and support, 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 advise you and provide you with some help.

The best way to get help from your local authority is to ask for a care and support needs assessment. You can do this by contacting the local authority adult social services department.

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
- carrying out any caring responsibilities, such as for a child

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 Care Act 2014 creates new provisions that will come into force from April 2020. It will introduce a "cap on care costs" that, for the first time ever, will offer you protection from the risk of losing everything you have to meet your care costs.

It does this by setting a maximum amount that you will have to pay towards your eligible care needs. This amount will be set nationally, but if you are eligible for local authority support to meet your costs, you will pay much less. Once you reach the cap, your local authority will take over meeting the cost. However, this only applies directly to care services you are eligible for, and you will still have to pay other costs such as a contribution towards your accommodation. Alongside this, 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. From April 2020 this will increase so that more people benefit from financial help.

## 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



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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
- 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.

### **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 Advice Service website has tips on planning ahead for a time when you can't manage your own finances.



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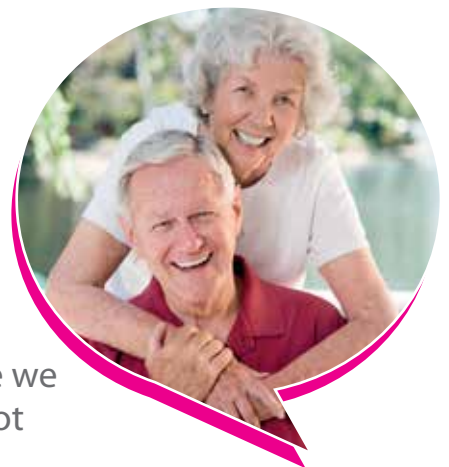
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## Making decisions about your future care needs and wishes

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
- how much your care is likely to cost and whether you may be entitled to free care or financial help
- who you want to care for you, and whether, if you want friends or family to be your carers, they are able and willing to do so

You will need to weigh up the pros and cons of each care option against these factors.

For more information read, “**Choosing Care Services**” (page 26).

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.

If you have a specific condition, you may want to get in touch with a national organisation that supports people with this condition. Your GP surgery should have information on the relevant groups and organisations.



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# Are you a Carer?

## Carers' assessments

### What to do when you first become a carer

If you provide care and support to an adult friend or family member, you may be eligible for support from your local council.

This support could include being offered money to pay for things that make caring easier. Or the local council might offer practical support, such as arranging for someone to step in when you need a short break. It could also put you in touch with local support groups so you have people to talk to.

The Care Act 2014 makes carer's assessments more widely available to people in caring roles.

Local councils now have a legal duty to assess any carer who requests one or who appears to need support.

If you are a carer and you need some support, get in touch with the council covering the area where the person you care for lives. The council will be able to give you information and advice about how the assessment will work.

A carer's assessment is a discussion between you and a trained person either from the council or another organisation that the council works.

The assessment will consider the impact the care and support you provide is having on your own wellbeing, as well as important aspects of the rest of your life, including the things you want to achieve day-to-day. It must also consider other important issues, such as whether you are able or willing to carry on caring, whether you work or want to work, and whether you want to study or do more socially.

The assessment could be done face-to-face, over the telephone or online.

The council will use the assessment to identify your support needs, and to discuss how these could be met. This might mean that the council will give you help or put you in touch with other organisations, such as local charities, that you can talk to.

### Eligibility for care and support services

A carer's assessment looks at the different ways caring affects your life, and works out how you can carry on doing the things that

are important to you and your family. It covers your caring role, your feelings about caring, your physical, mental and emotional health, and how caring affects your work, leisure, education, wider family and relationships.

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

When the assessment is complete, the local council will decide whether your needs are "eligible" for support from them. After the assessment, your council will write to you about their decision and give you reasons to explain what they have decided.

If you have eligible needs, your council will contact you to discuss what help might be available. This will be based on the information you gave them during your assessment.

If you do not have needs that are eligible, your council will give you information and advice, including what local care and support is available. This could include, for example, help from local voluntary organisations.

### Before your carer's assessment

If you have arranged to have a carer's assessment of your needs, give yourself plenty of time to think about your role as a carer and note your thoughts down. You might consider:

- whether you want to continue being a carer
- if you were prepared to continue, what changes would make your life easier
- if there is any risk that you will not be able to continue as a carer without support
- whether you have any physical or mental health problems, including stress or depression, which make your role as a carer more difficult
- whether being a carer affects your relationships with other people, including family and friends
- if you are in paid work, whether being a carer causes problems at your work (such as often being late)



- if you like more time to yourself so that you can have a rest or enjoy some leisure activity
- if you like to do some training, voluntary work or paid work

### Your decision to be a carer

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

- whether to be a carer at all
- how much care you are willing to provide
- the type of care you are willing to provide

There may be some parts of the role that you find more difficult than others.

Take a step back and think about your role as a carer. This can be useful in the discussion you have during a carer's assessment. You may wish to ask in advance for the assessment to happen in private, so that you can speak freely.

It is vital that it considers whether the role of a carer is affecting your health or safety.

Carers sometimes take on physical tasks, such as lifting and carrying, which can cause long-term health problems. Others can find that the stress of the role can lead to depression or other mental health problems. In some cases, safety can be an issue; for instance, because of the behaviour of the person they look after.

During your assessment, explain any mental or physical health problems you are experiencing. Social services will consider all aspects of your health and safety, including caring tasks that might put your health or wellbeing at risk.

Some of the things you might need help with include:

- support to ensure you're able to attend any medical appointments
- support if you need to go into hospital for an operation (including recovery after surgery) that you might have been putting off because of your caring commitment.
- training for you, such as safely lifting

A carer's assessment should also look at your own interests and commitments to see if and how they are disrupted by your role as a carer. If they are disrupted, a social worker could discuss with you whether some support could improve matters for you.

The assessment should look at:

- marriage or other such relationships
- friendships and community role
- paid employment or voluntary work
- interests, sport, leisure and hobbies
- time for yourself

One of the most important parts of your carer's assessment will be a discussion about your wishes concerning paid work, training or leisure activities.

The local council must consider the support you may need if you want to stay in your paid job or return to paid work. They must also consider the support you may need if you want to continue or start studying or training.

### During and after a carer's assessment

If you are looking after someone, the local council will consider a broad range of issues that can affect your ability to provide care as part of their assessment of your needs.

When assessing your needs, social services must consider whether your role as a carer is sustainable. The assessment is about your needs and therefore you should:

- have a reasonably detailed discussion about all the matters relevant to you
- have the assessment in private if you want to, at a convenient time and place for you
- get relevant information, including about welfare benefits you could claim and details of other services
- have a chance to identify the outcomes that you want; any services should be appropriate for you and meet your needs
- be given flexibility and innovation in identifying services that may meet your needs
- have an opportunity to give feedback about the assessment
- be told about any charges before services are arranged

### Support planning for carers

After your assessment, you and the local council will agree a support plan, which sets out how your needs will be met. This might include help with housework, buying a laptop to keep in touch with family and friends, or becoming a member of a gym so you can look after their own health. It may be that the best way to meet a carer's needs is to provide care and support directly to the person that they care for, for example, by providing replacement care to allow the carer to take a break. It is possible to do this as long as the person needing care agrees.

Your support plan should consider whether your situation is likely to change, but you may want to contact social services and ask them to reassess you if this happens.

### Carer's assessments and hospital discharge

You might have a carer's assessment or a review of your support plan if the person you care for has been in hospital and is being discharged.

### Carer's assessments and NHS continuing care

As well as care and support organised by the council, some people are also eligible to receive help from the NHS. This help may be a nursing service for people who are ill or recovering at home after leaving hospital. It could include things like changing the dressings on wounds or giving medication.

If you are eligible for this kind of help, a health professional such as your GP or community nurse should be able to tell you.

In exceptional circumstances, where an adult has a complex medical condition and substantial ongoing care needs, the NHS provides a service called NHS continuing healthcare. NHS continuing healthcare provides care and support in a person's home, care home or hospice.



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# 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).



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### 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”).

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

The Money Advice Service has more information on choosing the right sort of care services.



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# 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.

Currently, local authorities won't provide care services if you have more than £23,250 in savings and property (your “capital”). However, from April 2020, this threshold will rise alongside the introduction of the cap on care costs, so more people will be eligible for help sooner.

## Alternatives to care funded by the local authority

### NHS care

The NHS is responsible for funding certain types of healthcare equipment you may need. In some situations, the NHS is also responsible for meeting care needs. This is usually when your need is mainly for healthcare rather than social care. NHS care could be provided in hospital, but it could be in someone's own home or elsewhere in the community.

### NHS continuing healthcare

If the person you care for has very severe and complex health needs, they may qualify for NHS continuing healthcare. This is an ongoing package of care that's fully funded by the NHS. In some areas of the country, you can arrange your NHS Continuing Healthcare using a personal health budget – similar to the personal budgets for social care outlined above.

### NHS-funded nursing care

You should receive NHS-funded nursing care if:

- you live in a care home registered to provide nursing care, and
- you don't qualify for NHS continuing healthcare but have been assessed as needing care from a registered nurse

The NHS will make a payment directly to the care home to fund care from registered nurses who are usually employed by the care home.

### NHS aftercare

People who were previously detained in hospital under certain sections of the Mental Health Act will have their aftercare services provided for free.

### Help from charities and funds

There are other sources of funding you might be able to access to help you with funding care. Some charities can help with funding care needs. For example, the Family Fund is a government-backed charity that can help with grants if you care for a severely disabled child aged 17 or under. You can get an application pack from the Family Fund website.

### 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

### Paying for your own care and support

Many people who use care and support services will pay for all of the costs. This is known as being a “self-funder”.

The cost of your care will vary depending on its type, intensity, specialisation, location and duration. For example, a place in a residential care home will cost hundreds of pounds a week.

To make decisions that have such major financial implications, you may want to seek independent financial advice and it's always worth researching the costs of alternatives first. For example, if you are considering a care home place, the cost should be weighed against the cost of care and support that may help you remain in your current home, such as homecare.

### **How much will care cost?**

If you are thinking about your future care needs or are facing immediate decisions about care options, it can be helpful to get an idea how much care can cost.

Inevitably, the price you would pay will depend on your particular circumstances and needs. The costs also vary depending on where you live. Unfortunately, care homes and homecare agencies tend not to provide this information publicly but you may find it helpful to search for and contact care services in your area to get some idea of likely costs.

### **The 'cap on care costs'**

Currently, it is not easy to plan for your future care needs, as it's hard to estimate how long you will need care for and how your circumstances may change. From April 2020, a "cap" on the costs of meeting your eligible care needs (but not accommodation associated with care or nursing costs) is being introduced. The cap means that, once reached, the local authority will take over paying the cost of their eligible care needs.

The cap will not cover your daily living costs. These costs include expenses such as rent, food and utilities and the costs you would face even if you did not have care needs. It is important to note that daily living costs will be a nationally set figure. This figure will be a "notional" amount rather than the actual costs. This is designed to support consistency and enable people to plan.

To benefit from the cap once it comes in, you will need to contact your local authority to see if your needs are eligible.

If you are seen to have eligible care needs, the local authority will open a "care account" for you. This account records your progress (the amount of costs you have incurred) towards the cap. The cap does not begin until April 2020 and any costs incurred before this will not count towards the cap.

## **Plan ahead** *enjoy life*



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The BBC's care calculator can estimate how much you may have to pay for care services depending on where you live in England, once the new rules are in place. This will give you an idea of how the cap will work for you, but actual costs will vary to reflect your individual circumstances and needs and how they change over time.

For more information on how paying for care is changing from 2020, read about the changes in the Care Act.

### **Ask for help from your local authority**

It's worth checking whether you're eligible for means-tested support from your local authority or other financial support – for example, through a care needs assessment and a financial assessment.

Few of us will have the income or ready access to the cash to pay for our ongoing care needs, and you may need to look at selling or re-mortgaging any property you may own.

The new Care Act 2014 means more people may be able to benefit from “deferred payments”.

Deferred payments can help people avoid being forced to sell their home in a crisis in order to pay for their care by having the council temporarily cover the cost – usually until you sell your property. Following the Care Act, every local authority in England has to make deferred payment agreements available.

As an alternative, you may be able to enter an “equity release scheme” with a financial organisation. 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? Elderly Care or the Money Advice Service'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.

You may also want to explore whether the NHS would meet some or all of your care and support

costs, or you may have entitlement to benefits that may help you meet costs. Read about other ways of funding care.

### **Advice on paying for care**

Even if your local authority is not able to help fund your care, it will be able to make an assessment of your care and support needs. From this, the local authority can provide you with access to a range of information and advice available locally.

You can also get independent advice from:

- The Money Advice Service website: offers information on paying for care or the option to speak to an online adviser. You can call the Money Advice Service on 0300 500 5000.
- The Society of Later Life Advisers: the society can also help you find advice on how to make financial plans for care in your old age.
- Find Me Good Care: a website of the Social Care Institute for Excellence. It has advice on all aspects of planning and funding social care.
- Age UK: has great advice for older people and those planning for their later years.
- Carers UK: an excellent resource of advice for carers who need to help someone else.
- Which? Elderly Care has a guide to financing care.

### **Deferred payments if you are unable to pay for care services**

Care home fees are a big financial commitment, and the decision to go into a care home is often made at a moment of crisis or urgency, such as when being discharged from hospital. This can make finding the money to pay for fees (usually several hundred pounds a week) challenging for people funding their own care.

In particular, if you own property outright but have little in the way of savings, you may be expected to fund your own care but have little immediately available money to pay for it. Some people going to stay in a care home for a long time find that they have no option but to sell their property to pay the care home fees.

Your council may be able to help you if you are at risk of having to sell your home. Where there is a delay in selling the property, or you don't want to sell the property immediately, you may be eligible to have your care fee payment “deferred”. This is where the local authority helps you to pay your care fees temporarily, and you repay the costs to the local authority at a later date.

If the local authority agrees to the deferred

payment and pays the care home fees, it will take payment from the money raised once the property is sold. This can be:

- during your lifetime if you choose to sell your home
- once you die, the local authority can be repaid from your estate

All councils must offer people the chance to defer payment if they meet a set of eligibility criteria.

A deferred payment scheme is only available if you don't have enough income to cover your care home fees, and you have less in savings than £23,250. In these circumstances, the savings don't include the value of your property, but does include money in bank accounts. The local authority will put a "legal charge" (similar to a mortgage) on the property and will then pay the remaining care fees in full. You will then be assessed to see whether they are able to pay a weekly charge to the authority. Your ability to pay is based on your income less a set "disposable income allowance".

Before considering deferred payments, you should look into whether the property will or won't be counted in how your capital is calculated. For instance, it may be disregarded because your partner still lives there, and if it is a deferred payment agreement wouldn't be necessary.

It's wise to get independent financial advice before agreeing to a deferred payment, and it's worth bearing in mind that choosing deferred payments can impact on some welfare benefits.

### Protection for self-funders

While you may have the savings in place to afford care services, if you lack the capacity to make the arrangements, the local authority can step in to help.

The local authority can also help people who lack capacity by negotiating fees with a care provider and paying them directly. The local authority will need to be reimbursed.

Anyone entering into a contract for care services should be given adequate information about the fees. Care providers should supply:

- information about the fees charged for various services provided
- arrangements for paying the fees
- the fees charged for any additional services

If your capital falls below the set levels for local authority funding (currently £23,250), you will be eligible for reassessment for help with funding your care.

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# Care 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 and Carers Trust can provide home help and domestic assistance services. The Carers Trust supports carers by giving them a break from their caring responsibilities through homecare services.

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

## Safeguarding vulnerable groups

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

If someone who is barred from working with children or vulnerable adults is working, volunteering or trying to work or volunteer with these groups, they are breaking the law. They could face a fine and up to five years in prison.

Employers must apply for an enhanced DBS check (formerly known as a CRB check) when taking on new employees or volunteers to work with vulnerable adults or children.

This includes a check of the barred lists. If an organisation fails to make the relevant checks, they can be penalised.

If an organisation dismisses an employee or volunteer for harming a child or vulnerable adult, they must tell the DBS.

The DBS must also be notified if any employee or volunteer harms a child or vulnerable adult, but isn't dismissed because they leave voluntarily. If their organisation does not tell DBS, they will be acting illegally. Questions can be answered by the DBS call centre on 0870 909 0811.

## Employing a care worker on a private basis

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

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

## Manual handling

If you need help to move, or you need someone to lift you (such as getting out of bed or getting on to the toilet), this can put the person doing the lifting at risk of injury. This "manual handling" can result in back pain and in the most serious cases, permanent disability if not done correctly.

The law says that employers must take reasonable precautions to ensure their employees don't do any manual handling that carries a risk of them being injured. This applies to you if you directly employ a personal assistant to care for you (but most likely will not if you hire someone through an agency). It is particularly important to consider insurance in this situation. This would cover any risk of the care worker injuring themselves, as well as any risk of them causing an injury.




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# Care homes

If you're looking for a residential care home, there's a huge variety of options available. There are permanent care homes for older people, homes for younger adults with disabilities, and homes for children. Care homes may be privately owned or run by charities or councils. Some will be small care homes based in home-like domestic dwellings, while others will be based in large communal centres.

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

## Consider other options for care first

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

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

- home care
- help to live independently at home

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

## Personal care or nursing care?

Care homes for older people may provide personal care or nursing care. A care home registered to provide personal care will offer support, ensuring basic personal needs are taken care of. A care home providing personal care only can assist you with meals, bathing, going to the toilet and taking medication, if you need this sort of help. Find care homes without nursing.

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

## Choice of care home

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

Social services must first agree the home is suitable for your needs and it would not cost more than you would normally pay for a home that would meet those needs.

Local authority help with the cost of residential care is means-tested. You are free to make your own arrangements if you can afford the long-term cost. However, it is worth asking the local authority for a financial assessment, because it might pay some or all of your care costs.

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

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

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

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

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

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

If you are funding your own care, you have a great deal of options, and you will need to do a



lot of research on which care home provides the best options for you in terms of its cost, location, services, and a host of other potential factors. Read on for tips on choosing your care home.

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

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

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

### Tips on choosing a care home

- Check the most recent inspection report to see how well the care home is doing and if there is anything of concern. You can get inspection reports by searching for the care home on the Care Quality Commission website
- Consider the location of a care home. Is the care home near family and friends? Are there shops, leisure or educational facilities in the area? Is the area noisy?
- Is the care home focused on the residents' individual needs, or do they insist that residents adapt to their routine?
- What arrangements are there for visitors? Can residents come and go as they please, as far as it is safe to do so? Are staff able to help residents to go out? Are outings arranged?
- What involvement would you have in the care home? How would you communicate with staff? Are there any support groups or regular meetings?
- If safety and security are issues, what arrangements or supervision can the care home provide?
- Will the care home meet your specific religious, ethnic, cultural or social needs?
- Will the correct diet be provided? Will the right language be spoken? Will there be opportunities to participate in religious activities? Do they allow pets?
- When you are choosing accommodation it may be a lifelong decision, so you may want to think about planning for end of life care at the same time.

- You might also want to check what people who have used the care home say about it from online feedback and review services, such as those put together on NHS Choices Website.
- Ask for a temporary stay in the care home before you decide. Temporary stays in care homes can also be arranged in certain circumstances, such as after a stay in hospital.

### A good care home will:

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

### An unsatisfactory care home might:

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

- need cleaning, with shared bathrooms that aren't cleaned regularly

### If you move into a care home

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

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

### You should also:

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

### Rights of care home residents

The Care Quality Commission (CQC) is the regulator of health and adult social care in England, whether it's provided by the NHS, local authorities, private companies or voluntary organisations. Under existing rules, independent healthcare and adult social services must be registered with the CQC. NHS providers, such as hospitals and ambulance services, must also be registered.

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

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

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

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LN1 2PG	The Old Rectory	Sturton Road	Saxilby	01522 702346
LN1 2QD	Wispington House	41 Mill Lane	Saxilby	01522 703012
LN1 3TP	Ruckland Court	Ruckland Avenue	Lincoln	01522 530217
LN10 5DT	Nightingale House	Main Road	Bucknall	01526 388261
LN10 6SD	Heatherlea House	109 Tor O Moor Road	Woodhall Spa	01526 353394
LN10 6SP	Eastwood Lodge	Stanhope Avenue	Woodhall Spa	01526 352188
LN10 6SQ	Westerley	The Broadway	Woodhall Spa	01526 352231
LN2 2EX	Ermine House	Laughton Way	Ermine Estate	01522 529093
LN4 2RG	Canwick House	Hall Drive	Canwick	01522 522275
LN4 4BU	York House	15 Waterside	Billinghay	01526 860378
LN4 4NL	Bramhall	1 Butt Lane	Tattershall	01526 342632
LN4 4SJ	Toray Pines	School Lane	Coningsby	01526 344361
LN5 0LA	Holmleigh	Lincoln Road	Navenby	01522 810298
LN5 0NH	Welbourn Manor	High Street	Welbourn	01400 272221
LN5 7RZ	Monson Retirement Home	9-11 Monson Street	Lincoln	01522 520643
LN5 8ES	Canwick Court	78 South Park	Lincoln	01522 544595
LN5 8EW	Bernadette House	South Park	Lincoln	01522 521926
LN5 8PQ	Ashley Court	Boundary Street	Lincoln	01472 256440
LN5 8RX	Brantley Manor	Brant Road	Lincoln	01522 543866
LN5 9RF	St Michaels	High Street	Waddington	01522 723292
LN6 0ED	Swanholme Court	Ashby Avenue	Lincoln	01522 689400
LN6 0ED	Hartsholme House	Ashby Avenue	Lincoln	01522 683583
LN6 0PA	Stones Place	Skellingthorpe Road	Lincoln	01522 684325
LN6 5UW	The Grove	14 Church Road	Skellingthorpe	01522 500710
LN6 7PH	Boultham Park House	Rookery Lane	Lincoln	01522 681500
LN6 8AA	Fosse House	Hykeham Road	Lincoln	01522 524612
LN6 8UZ	Swallow Lodge	Fen Lane	North Hykeham	01522 300430
LN6 9UA	Neale Court	Neale Road	North Hykeham	01522 682201
NG31 7GQ	Apple Trees	Arlington Gardens	Grantham	01476 542700
NG31 8BN	Gregory House	Welby Gardens	Grantham	01476 562192
NG31 9AA	Birchwood	6-8 Dudley Road	Grantham	01476 562042
NG31 9DN	Maple Leaf Lodge	37 Beacon Lane	Grantham	01476 590674
NG32 3DP	Caythorpe	77 High Street	Caythorpe	01400 272552
NG34 0QA	The Old Hall	1 High Street	Billingborough	01529 240335
NG34 0SF	Five Bells	28 Market Place	Folkingham	01529 497412
NG34 7EE	Ashdene	89 Eastgate	Sleaford	01529 304872
NG34 8ND	Roxholm Hall	Roxholm	Sleaford	01526 832128
NG34 9DE	Chestnuts	Station Road	Ruskington	01526 832174
NG34 9RP	Greenacres	71 Cameron Street	Heckington	01529 460935
PE6 0EG	Abbeygate	North Street	Crowland	01733 211429
PE6 8AN	Rose Lodge & Holland House	35a Church Street	Market Deeping	01778 344454
PE6 8ED	The Laurels	45 High Street	Market Deeping	01778 344414
PE9 1UN	Whitefriars	St Georges Avenue	Stamford	01780 765434
PE9 4RP	Tallington Lodge	Main Road	Tallington	01780 692189
PE10 0TL	Yew Tree	60 Main Road	Dowsby	01778 440247
PE10 9AZ	Digby Court	Christopher's Lane	Bourne	01778 422035
PE11 1JQ	St John's	66 Hawthorn Bank	Spalding	01775 710567
PE11 1PS	Southfield House	Woolram Wygate	Spalding	01775 724612
PE11 1QZ	Bungalow Retirement Home	156 Park Road	Spalding	01775 724995
PE11 2PN	Southernwood House	20 Matmore Gate	Spalding	01775 760563
PE11 3XY	Brun Lea	21 Surfleet Road	Pinchbeck	01775 680576
PE11 4PB	Bank House	Gosberton Bank	Gosberton	01775 840297
PE11 4PJ	Stonehaven	117 Main Road	Quadring	01775 820885
PE12 6QB	Abbeygate	High Street	Moulton	01406 373343
PE12 7AG	Mayfield	Fleet Street	Holbeach	01406 426063
PE12 7LJ	Patchett Lodge	Stukeley Road	Holbeach	01406 422012



## RESIDENTIAL HOMES

Postcode	Name	Address	Town/City	Phone number
PE12 8LL	Field House	Fleet Hargate	Nr Holbeach	01406 423257
PE12 9DF	The Bancroft	50 Market Street	Long Sutton, Spalding	01406 362734
PE12 9EA	Kimberley Care Village	23 London Road	Long Sutton, Spalding	01406 364309
PE12 9SG	Nene Lodge	224 Bridge Road	Sutton Bridge	01406 351000
PE20 1BT	Frampton House	West End Road	Frampton	01205 724216
PE20 1DS	Woodlands Court	Boston Road	Kirton	01205 723355
PE21 0JW	Vauxhall Court	Vauxhall House	Freiston Road	01205 354911
PE21 7BS	Manor Gate	190 Causeway	Wyberton	01205 366260
PE21 8EY	The Gardens	88 Sleaford Road	Boston	01205 359797
PE21 9EG	Willoughby Grange	Willoughby Road	Boston	01205 357836
PE21 9NU	Skirbeck Court	55a Spilsby Road	Boston	01205 361444
PE22 8AY	The Old Rectory	Main Road	Stickney	01205 480885
PE22 9AJ	The Minstrels	Main Road	Wrangle	01205 870910
PE23 4DB	Manor Care Centre	Fen Road	East Kirkby	01790 763381
PE23 5HT	Eresby Hall	Ancaster Avenue	Spilsby	01790 752495
PE23 5NZ	The Old Hall	Northorpe Road	Halton Holegate	01790 753503
PE25 3DH	Rayleigh House	17 Derby Avenue	Skegness	01754 764382

## NURSING HOMES

Postcode	Name	Address	Town/City	Phone number
LN1 2ZD	Tennyson Wharf	Park Lane	Burton Waters	01522 848747
LN2 2UJ	St Luke's Nursing Home	35 Main Street	Scottern	01673 862264
LN2 4WQ	Bunkers Hill Care Home	1 Ross Close	Lincoln	01522 575139
LN3 4JW	Willow Court	Croft Lane	Cherry Willingham	01522 595391
LN4 1NT	Woodview	127 Lincoln Road	Branston	01522 790604
LN4 3QY	Martin Hall Nursing Home	High Street	Martin	01526 378251
LN4 4AY	Blair House	Skirth Road	Billingham	01526 860432
LN5 7RZ	Homer Lodge Care Centre	23-26 Monson Street	Lincoln	01522 530108
LN5 8ES	Eastholme Care Home	74-75 South Park	Lincoln	01522 521956
LN5 8QJ	Grosvenor Hall Care Home	Newark Road	Lincoln	01522 528870
LN5 9HE	Bassingham Care Centre	2 Lincoln Road	Bassingham	01522 788215
LN5 9RF	St Paul's Care Home	High Street	Waddington	01522 721764
LN6 0ED	Eccleshare Court	Ashby Avenue	Lincoln	01522 695458
LN6 5SA	White Gables	Lincoln Road	Skellingthorpe	01522 693790
LN6 9QX	Beckside	Middle Street	North Hykeham	01522 693461
NG31 8AF	Newton House	148 Barrowby Road	Grantham	01476 578072
NG31 9HX	Harrowby Lodge Nursing Home	4 Harrowby Lane	Grantham	01476 568505
NG34 7DJ	Oakdene Care Home	4 Eastgate	Sleaford	01529 415253
NG34 7DZ	Ashfield Lodge	Ashfield Road	Sleaford	01529 307330
NG34 9PL	St Andrew's Nursing/Care Home	Main Street	Ewerby	01529 460286
PE6 8GP	Braeburn Lodge	Braeburn Road	Deeping St James	01778 381920
PE9 1QP	Red House Care Home	11 Emllys Street	Stamford	01778 380756
PE10 0GT	Abbey Court Care Home	Falcon Way	Bourne	01778 391390
PE10 9TU	Woodgrange	Westminster Lane	Bourne	01778 424010
PE10 9UQ	The Cedars	Church Walk	Bourne	01778 421555
PE11 2UA	Cedar Falls Care Home	Little London	Spalding	01775 713233
PE11 3AU	Ashwood Nursing Home	43 Spalding Common	Spalding	01775 723223
PE12 8QJ	Beech Lodge Nursing Home	Frogs Abbey Gate	Holbeach	01406 423396
PE20 1DS	Woodlands Court Care Home	Boston Road	Kirton	01205 723355
PE20 1EP	White Gables Care Home	21 Willington Road	Kirton	01205 723874
PE21 6RY	The Georgians	50 Wide Bargate	Boston	01205 364111
PE21 7HB	Hunters Creek Care Home	130-134 London Road	Boston	01205 358034
PE21 8EU	Westfield Nursing Home	34 Sleaford Road	Boston	01205 365835
PE21 8EY	Elmwood House Nursing Home	88 Sleaford Road	Boston	01205 369235
PE21 9EG	Willoughby Grange Care Home	Willoughby Road	Boston	01205 357836



**Age UK Lincoln & South Lincolnshire**

36 Park Street  
Lincoln LN1 1UQ

[info@ageuklsl.org.uk](mailto:info@ageuklsl.org.uk)

[www.ageuk.org.uk/lincolnsouthlincolnshire](http://www.ageuk.org.uk/lincolnsouthlincolnshire)

Telephone: **03455 564 144**

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