

Your local Health & Wellbeing Guide



Supporting older people
in Manchester to make
more of later life

Does your home fit you?

We could adapt your home to suit your needs.



If you struggle with daily tasks like getting into or out of the bath, climbing the stairs, or getting into or out of your home, you could get a grant for a stairlift, ramp, walk-in shower, etc.

No means test for most adaptations in Manchester.

Apply by email or telephone:
mcsreply@manchester.gov.uk
0161 234 5001.



MANCHESTER
CITY COUNCIL

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About us ...

Like many other of the local independent Age UK organisations, our roots can be traced back to an “older people’s welfare committee”, in our case part of the then Manchester and Salford Council for Voluntary Service.

In January 1976 the first separate charity called “Age Concern Manchester” was launched.

The charity grew steadily and a fundamental review of organisational and managerial structures was in progress when, in June 1996, the IRA bomb that devastated Manchester’s City Centre rendered our Corn Exchange headquarters unusable, causing considerable disruption to the charity’s organisation. However our staff and volunteers worked tirelessly to ensure that our work in the community and in our local day centres continued and that services to older people were sustained throughout a very difficult time.

Ray Gridley joined as Chief Executive and Company Secretary in June 2000. He started out as an operational research specialist with the Ministry of Aviation and then worked as an economist for the United Nations in Ghana before joining the charity SHELTER in its first year of campaigning. He went on to a career in housing, first refurbishing terraced housing with charitable housing associations in London and Manchester, and then in local government, eventually as Director of Housing with Sheffield City Council.

Our charity is registered with the Charity Commission (1083242) and is a Company Limited by Guarantee. Our governing body is the Board of Trustees which meets once a month to receive reports and discuss progress. Trustees currently on the Board are all volunteers and are senior professionals or retired professionals, bringing their combined knowledge of finance, law, accountancy, the management of human resources, charities, transport, nursing, mental health, and social care to the governance of the charity.

Trustees, staff and volunteers are all committed to achieving better outcomes for our older citizens across the City of Manchester. Our understanding of local needs, within the communities that we serve enables us to provide services which reflect the needs of the community. We recognise the great opportunity presented by devolution to focus more on integration and on preventative work in the community to achieve better outcomes for Manchester residents.

Age UK Manchester are proud to have achieved the Age UK Charity Quality Standard which recognises the high standard of our performance as an organisation. The Care Quality Commission rates as “Good” each of our three services that are registered with them: Home Care North Manchester, Home Care South Manchester, and the Holmfield Residential Care Home.

We rely on your support to keep serving the community. We are supported by donations from the public, income from our charity shops, and some charitable grants.



Mr Ray Gridley Chief Executive

Age UK Manchester

20 St Ann’s Square,
Manchester M2 7HG

0161 833 3944

enquiries@ageukmanchester.org.uk
www.ageukmanchester.org.uk



Age UK Manchester

Information & Advice Service



Age UK Manchester's Information and Advice offers free information, advice and support to people aged 60 or over in the Manchester area on a wide range of issues.

We also welcome enquiries from carers, family members or friends of older people who may need some support.

Working from our City Centre offices, our friendly, professional and fully trained Advice Team are able to offer support which is tailored to the needs of local older people. We ensure that all older people contacting our services are offered a holistic assessment which looks to identify any help which they may need with their benefit entitlement, looking after their home or adapting their home to meet their needs. All advice offered is free and confidential.

Examples of issues which we can help with include:

- Checking your benefit entitlement
- Helping with benefit claims
- Challenging adverse benefit decisions
- Accessing social care services
- Identifying your housing options
- Dealing with debt or utility bills

This is by no means a list of everything we cover. If you think we could help, if you have a question that you have been trying to find an answer to or if you need any advice on other issues please contact us.

The service is provided free of charge.

You won't be charged for any of our information and advice. If we signpost or refer you onto another organisation we will tell you if there is any charge for their service. While we provide help free of charge, running the Information and Advice is expensive and only some of the money to do this comes from external funding. Any donation you can make will be greatly appreciated.

The information and advice we provide is independent of any outside influence.

We will never recommend a service or provider to you, including Age UK's own services. Where possible we will always provide you with a choice of alternatives and help you make an informed decision. We're not bound by local or national government policies and will always advise you on what's best for you rather than what's best for the council, the Department for Work and Pensions, Age UK or any other organisation. We will never advise someone to do anything illegal or fraudulent. We will immediately stop advising anyone carrying out illegal or fraudulent actions and may notify the appropriate authorities.

Age UK Manchester have been awarded the Advice Quality Standard which is the quality mark for organisations that provide advice to the public on social welfare issues. It is the only sector-owned, independently audited quality standard awarded to services delivering social welfare legal advice.



How do we provide help?

Telephone advice

If you would like to talk with one of our advisors, telephone our Information and Advice office on 0161 833 3944 Monday to Friday between 9:00am and 4.30pm. This call will be charged at a local rate. If you ring outside of opening hours, or if our adviser is busy, your call will be diverted to Age UK's national Advice Line who will help with your query.

Office appointments

To arrange an appointment at our office located at 20 St Ann's Square, Manchester M2 7HG. Contact our Information and Advice office on 0161 833 3944 Monday to Friday between 9:00am and 4.30pm. Arranging an appointment in advance lets us prepare for your visit and gives us an opportunity to tell you if there are any important documents we need you to bring along. This means we make the best use of our staff and volunteers' time and can hopefully avoid people having to wait in the office for an appointment.

Home visits

If it would be difficult for you to visit us, we will visit you at home for certain types of advice that can't be provided over the phone. For example, we regularly visit people to complete welfare benefit application forms. However, home visits are expensive and time consuming so we will ask you about alternative ways we could help.

If you would like to arrange a home visit, contact our Information and Advice office on 0161 833 3944 Monday to Friday between 9:00am and 4.30pm. We often have a two to three week waiting list for home visits.

We often have a two to three week waiting list for home visits. When we visit we will always arrange the time with you in advance and our adviser will carry identification.

If you have any concerns about someone turning up at your door who claims to be from Age UK Manchester, please ask them to remain outside and ring us on 0161 833 3944. We will confirm if the person works or volunteers for Age UK Manchester and has an appointment with you



Please note on Wednesdays your calls will be taken by Age UK's national Advice Line who will help with your query.

Age UK Manchester Information and Advice
20 St Ann's Square, Manchester M2 7HG
Tel: 0161 833 3944

You can also contact us by email:
advice@ageukmanchester.org.uk

Volunteering Opportunities

We have volunteers who support our Advice Team helping older people to overcome a range of problems, particularly relating to welfare benefit entitlements.

Volunteer roles include:

Generalist Advisor

Form filling visitor

Outcome checker

Training will be provided and the role offers an opportunity to develop excellent transferable skills as well as to make a real difference to the lives of older people in the City.

In return, we ask for a commitment of 6 hours per week (or more!) and the office hours are 9-5, Monday, Tuesday, Thursday and Friday. An enhanced DBS check will be required for this role but there is no cost to the volunteer.

If you are interested in finding out more about the opportunities on offer within our Advice Team then please contact our Advice Manager, Alyson Patchett, on 0161 833 3944 or email advice@ageukmanchester.org.uk

Age UK Manchester

Ageing Well Project

Age UK Manchester is continuing to develop this popular project aimed at promoting positive attitudes towards ageing.

Ageing Well groups run in many areas of Manchester. It was originally stimulated by research that suggested that social activities could be as effective as fitness activities in increasing life-expectancy, and that enhanced social activities may help to increase the quality and length of life.

The Ageing Well groups aim to provide activities with a social emphasis for older people who do not use day centre facilities but would like and would benefit from wider social contact.

The activities can involve art and craft, free health walks, tea dances, lunch club, community projects involving museums and art galleries in Manchester and occasional talks on health issues, benefits - hopefully something to suit most tastes!

A large part of the Ageing Well project is coordinated from our Crossacres Resource Centre in Wythenshawe. However our Ageing Well Project has evolved and adapted to the changing needs of older people within their own locality in Manchester. Promoting positive attitudes and outlooks on ageing by placing social emphasis on the issues that older people face. We focus on the skills that older people possess and provide the support to learn new skills. Many different activities and clubs take place in South Manchester; at independent housing schemes, church and community halls and at Crossacres Resource Centre in Wythenshawe.

A network of Ageing Well workers and volunteers who support the organisation extensively, have witnessed their efforts turn into meaningful successes in Ageing Well.

The groups are open to anyone over the age of 50 provided that they are able to arrange their own transport to the venue where the club is taking place.

For some groups there is a small charge of depending on the activity. Please ask for details.

Ageing Well Activities

Walk & Talk Group

A great way to get around and meet new people.

- It's FREE (to Ageing Well members, £1 to non-members)
- It's kind to the environment
- It's good for your physical health and mental wellbeing.

And a brew at the end!

Twice Weekly Gardening Group

Our gardeners cultivate a plot of around 1 acre and grow fruit and vegetables that we use in our community cafe and to make pickles, jams and chutneys that are sold to raise funds. We have found that therapeutic horticulture is beneficial to adults with both mental and physical health needs and to older adults with a learning disability)

Twice Weekly "Mend and Make" Group

Our Mend and Make group take on small building projects and have recently built an all ability Boules Pitch which is now being used by a number of local community groups

Twice Weekly Craft Group

Our craft group members share their skills and produce items that are sold for fundraising purposes. The craft group use their skills to support local community activities such as helping to decorate a float for the Manchester Pride parade.

Silver Click Digital Inclusion

Helping older people to understand and use computers and the internet.

The Silver Click groups rely heavily on older volunteers who are able to offer “peer to peer” support. Many of the volunteers on this project have themselves been “Silver Click” learners

Community Cafe

Entirely run by older volunteers most of whom have grown sufficiently in confidence to volunteer through attendance at our groups. The cafe offers a cheap, wholesome lunch and the opportunity to socialise and make new friends.

Other activities also include:

- Weekly involvement in the Dementia Swimming Programme
- Weekly Chair Based Exercise group
- Access to Easyline Gym (with a specific range of equipment designed for older adults)
- Community Book Exchange
- Digital photography club
- Local History Group
- We also currently have an artist in residence who is painting portraits and taking life histories for individuals
- We also facilitate a number of “one off “ events through our Ageing Well Programme throughout the year.



For more information or to book on any of the groups available, please contact:

Kim Hyde
Crossacres Care Centre
Peel Hall Road
Wythenshawe M22 5DG
Tel: 0161 437 0717
Email: kim.hyde@ageukmanchester.org.uk

“Out in the Town” and “Out in the City”

A friendly over 50s social and support group for older Lesbian, Gay, Bisexual and Transgender people.

We meet weekly and enjoy:

- Conversation and discussion
- Day trips
- Walks
- Coffee Mornings
- Visits to local attractions (art galleries and museums)

If you would like any further information regarding any of our activities or events, please contact:

20 St Ann's Square
Manchester
M2 7HG
Tel: 0161 833 3944
Email: outinthecity@ageukmanchester.org.uk

Age UK Manchester Counselling Service

Age UK Manchester Counselling Service is for the residents of Manchester aged 60 years and over and their carers.

Home visits (subject to risk assessment) are offered to housebound clients at times and locations suitable to client needs. This is particularly important for older clients with transport and mobility problems as many clients are age 80 years and over.

Our Philosophy

Distinct from Advice, Advocacy and Befriending, the broad aims of counselling are to facilitate clients in expressing and acknowledging their own experience, so that they may discover their own strengths and strategies for living, taking action and making decisions that promote their well being. We aim to respect the client's values, personal resources and capacity for self-determination. We work towards goals defined by the client with the counsellor.

Volunteer counsellors approved by Age UK Manchester are available to help older people and carers of older people to explore and understand problems such as anxiety/stress, depression, bereavement, loneliness, self-esteem, trauma/abuse and ill health.

The service is free and confidential.

How would a counsellor help me?

- By listening to what you say
- By helping you to explore and understand how you feel
- By assisting you to think about ways of coping

We offer you a confidential service in a safe and comfortable surroundings. We will also arrange for either a female or male counsellor, as requested.

Counselling sessions are held in three centres across the city of Manchester.

North:

Age UK Manchester
The Openshaw Resource Centre,
Openshaw M11 1WF

South:

Age UK Manchester
The Crossacres Resource Centre,
Wythenshawe M22 5DG

Central:

Age UK Manchester
Head Office, 20 St Ann's Square,
Manchester M2 7HG

Age UK Manchester Counselling Service and its volunteer counsellors work to the Ethical Framework for Good Practice of the British Association for Counselling and Psychotherapy and to Age UK Manchester Counselling Guidelines.

If you wish to see a counsellor or wish for more information about the service, please phone or write to:

The Counselling Manager
20 St Ann's Square, Manchester M2 7HG
Tel: 0161 833 3944
Email: counselling@ageukmanchester.org.uk



Day Care Centres



Our Care Centres offer a stimulating and enjoyable day out for local older people and encourages people to socialise and to develop their own friendship networks. Social stimulation and the prevention of isolation are essential to the health and wellbeing of older adults. The opportunity to socialise has positive benefits for people with anxiety and depression as well as being very beneficial to people with memory problems associated with Dementia and Alzheimer's disease.

Staff and volunteers are trained to support older adults in a way that helps to promote independence and maintain skills. The focus is on the positive – encouraging and supporting the things that the older person can still do for themselves and the achievements and ambitions they might want to work towards.

Attendance at a Day Centre allows older people the chance to demonstrate existing skills and to learn new ones. Typically our Day Centres offer opportunities to enjoy music and dancing, take part in quizzes and discussions, enjoy exercise and gardening, take part in crafts and computer learning sessions. Our Day Centres offer opportunities for reminiscence and for making new friends and social contacts.

We actively seek out relationships with local schools, other community groups and local businesses, looking for opportunities for involvement in intergenerational work and community projects.

The impact of having older people involved in these sorts of projects allows them to demonstrate existing talents and skills and to make a useful and meaningful contribution to local community life.

Our day centers are open Monday to Friday (excluding Public Holidays) every week. There is a charge for attending our Day Centre. The cost to the client includes transport to and from the centres and a healthy lunch, as well as the regular entertainments, activities and outings.

For more information about our support centres and details of the charges, please contact us:

Central Manchester

Gorton Care Centre, Melland Centre
Mount Road, Gorton M18 7QR

Tel: 0161 223 6062

Fax: 0161 231 8411

E: jean.lamb@ageukmanchester.org.uk or

E: stephen.chapman@ageukmanchester.org.uk

North Manchester

Openshaw Resource Centre, 10 Catherine Street,
Openshaw Manchester M11 1WF

Tel: 0161 205 3851

Fax: 0161 205 7504

E: yvonne.oconnor@ageukmanchester.org.uk

South Manchester and Wythenshawe

Crossacres Care Centre, Peel Hall Road,
Wythenshawe M22 5DG

Tel: 0161 437 0717 or

Tel: 0161 498 8266

Fax: 0161 436 2098

E: michelle.mckinney@ageukmanchester.org.uk



Home Care

We have a team of home care support workers based at our Day Centre's in Wythensawe and Openshaw. They can provide care in peoples own homes across the City of Manchester.

Home care is normally provided on a regular basis, seven days a week, following a home visit and a detailed assessment of the client's needs. However we understand that people may only need support for a short time and we are happy to talk to you about your own personal needs.

Our Home care service is available 352 days a year, 24 hours a day. The home support team can also provide personal assistants for a special trip out as well as.

If you would like someone to call around to help, whether for certain specific jobs, or just to give the normal carer a break to get out to the shops, please don't hesitate to call and see how easy it can be to arrange. If you'd like someone to send you an email explaining how this service can help you, please contact or email one of our home care teams closest to where you live on:

South Manchester and Wythenshawe

Crossacres Care Centre, Peel Hall Road
Wythenshawe M22 5DG

Tel: 0161 637 7227 or

Tel: 0161 637 8898

Fax: 0161 436 2098

E: angela.kitchen@ageukmanchester.org.uk or

E: debbie.meek@ageukmanchester.org.uk

North Manchester

Openshaw Resource Centre

Catherine Street, Openshaw M11 1WF

Tel: 0161 914 9623

Fax: 0161 205 7504

E: pam.bryan@ageukmanchester.org.uk

Home support can be arranged directly or is sometimes arranged through the Adult Social Care at Manchester City Council who can contribute towards the costs. We can also arrange for one of information and advice team to contact you to check that you are in receipt of the benefits that you may be entitled to.

Get Involved

We have opportunities throughout Manchester for our Home Care Service. Age UK Manchester recruits dedicated, committed Home Carers to work in all areas of Manchester.

If you decide to work as a home carer you are sure to find the work enjoyable and rewarding.

You will be helping older people to remain independently in their own homes and improving the quality of their lives.

We can provide NVQ training and lots of support for the right applicant. A caring nature and common sense are our main requirements.

All employment opportunities are published on our website please visit:
www.ageukmanchester.org.uk

Age Concern Home Care South Manchester



Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well-led	Good

Latest report published on 14th October 2017

Age Concern Home Care North Manchester



Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well-led	Good

Latest report published on 18th April 2018

Residential Care at Holmfield

Holmfield Residential Care Home is situated in the leafy suburb of Didsbury Manchester. It owned and managed by Age Concern Manchester, providing a number of services to meet the needs of older people throughout Manchester.

Holmfield is registered with the Care Quality Commission for the regulated activity of "Accommodation for persons who require nursing or personal care".

Its friendly atmosphere ensures that everyone is able to continue their daily life with personal privacy and dignity, as well as the highest standards of care. Holmfield is a Gold rated residential home which has a dementia care premium award.

As a person-centered care home we value partnerships amongst our care home staff, residents and family members. We believe this will lead to the best outcomes and enhance the experiences of our residents. Our service and support is designed and delivered in a way that is integrated, collaborative and mutually respectful of all persons involved. We feel that our person-centered approach should be incorporated into all aspects of the service; this is achieved by ensuring that all care plans fully take into account the residents expressed preferences. As a result every resident received care specifically designed to meet his or her needs with the emphasis on enhancing the well-being of the person.

In our home we encourage as full and active a lifestyle as possible for each resident. Above all, each resident is treated as an individual and is encouraged to exercise choice in all aspects of their care. We want residents to feel at home.

Holmfield is registered for the provision of residential care for 29 older people with no special nursing or mental health needs. There are 21 single rooms and 4 double rooms.

We employ a team of dedicated and friendly staff, and offer them continuous training and development to help fulfil their potential and make a positive impact on the care we provide.

We encourage people thinking about coming to Holmfield to stay to spend some time here and to maybe share a meal with the other residents or to participate in one of our varied activities that we offer.

There is a member of the management team available to answer any queries.

Please feel free to give us a call on 0161 434 1480 if there is anything we can help you with or email: holmfield@ageukmanchester.org.uk

Jenny Wickstead - Manager
Holmfield Residential Care
2-4 Darley Avenue
West Didsbury
Manchester M20 2XF



Age Concern Manchester Holmfield Residential Care Home



**Overall
Good**

Safe	Good ●
Effective	Good ●
Caring	Good ●
Responsive	Good ●
Well-led	Good ●

Latest report published on 7th March 2018

Age UK Manchester Shops

Age UK Manchester has four shops. They are great places to find bargain clothes, books, DVDs, household goods, and even furniture.

We do appreciate every item that is given to us, and very little is wasted. If there are any items that are not suitable for resale, they are not thrown away, but recycled wherever possible.

Never feel that it is not worth giving items to us. Even the smallest items earn money to help older people in Manchester.

Nearly all the stock sold in the shop is donated, mostly by people filling up the special bags that drop through their letterbox, or by just dropping donations off items during shop opening hours.

We also accept electrical items. You can drop your donations off at any of our shops listed below.

Age Concern Chorlton

426 Wilbraham Road
Chorlton M21 0AS
Tel: 0161 862 9430

Age Concern Gorton

Garratt Way
Gorton M18 8HE
Tel: 0161 223 1362

Age Concern Withington

24-26 Copson Street
Withington M20 3HE
Tel: 0161 637 2337

Age Concern Wythenshawe

10 The Birtles
Wythenshawe Civic Centre
Wythenshawe M22 5RF
Tel: 0161 437 1937

Larger donations, such as items of furniture, can be collected by appointment. Please telephone 0161 817 2356 or email enquiries@ageukmanchester.org.uk.

Arrangements can also be made to deliver larger items to your home. A small charge will be made for this service.

Could you be a volunteer?



Age UK Manchester relies on volunteers to help us offer vital services in the local community.

Why volunteer?

Volunteering is a great way to meet new people, learn new skills, and support the work we do in the community.

Almost anyone can be a volunteer. We have a wide range of roles which suit different people and different skills.

How much time do I need to give?

It depends on the volunteer role you are interested in. Some people give an hour a week, other people do more.

To find out more about volunteering with Age UK Manchester please visit our website:

www.ageukmanchester.org.uk



Planned Retirement Association of Greater Manchester

The Planned Retirement Association of Greater Manchester (PRAGMA) has been established since 1962.

It is a non-profit making charitable organisation which helps individuals to prepare for the many significant changes which retirement can bring. In 2013 PRAGMA Came under the arm of Age UK Manchester.

Retirement can often be a challenging time and we have a team of specialist tutors who provide information and guidance about all aspects of preparation and planning for retirement and for other mid-life changes.

The earlier you begin to think about your retirement the more time you have to put your plans into effect.

At PRAGMA we aim to enable people to make informed choices about their future by providing relevant and independent information to promote good physical and mental well-being, positive relationships and strong social networks.

People get maximum value from pre-retirement courses up to two years before retirement (though they are still valuable even after retirement). How PRAGMA can help:

- encourage employers to provide access to training and information
- advise on course availability throughout Greater Manchester
- provide literature about retirement issues

We run regular courses throughout the Greater Manchester area and are able to provide training to suit the needs of particular groups and employers.



To find out how we can help you contact:

Sue Agar

20 St Ann's Square, Manchester M2 7HG

Tel: 0161 302 4121

E: sue.agar@ageukmanchester.org.uk

www.pragma4retirement.org.uk

pragma 

Planned Retirement Association
of Greater Manchester

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

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

GP SURGERIES

Postcode	Name	Address	Town/City	Phone number
M1 1PL	City Health Centre	32 Market Street	Manchester	0161 839 6227
M1 3LY	The Doc's Surgery	55-59 Bloom Street	Manchester	0161 237 9490
M4 6EE	New Islington Medical Practice	Old Mill Street, Ancoats	Manchester	0161 272 5660
M4 6EE	Urban Village Medical Practice	Old Mill Street	Manchester	0161 272 5656
M8 0DA	New Collegiate Medical Centre	407 Cheetham Hill Road	Manchester	0161 205 4364
M8 4RF	Park View Medical Centre	66 Delaunays Road, Crumpsall	Manchester	0161 795 5667
M8 8UP	Cheetham Hill Primary Care	244 Cheetham Hill Road	Manchester	0161 277 6939
M8 9JT	Wellfield Medical Centre	55 Crescent Road, Crumpsall	Manchester	0161 740 2213
M8 9NT	Jolly Medical Centre	72 Crescent Road	Manchester	0161 740 9864
M8 9NT	The Jolly Medical Centre	74 Crescent Road	Manchester	0161 740 9864
M9 1BA	Conran Medical Centre	77 Church Lane, Harpurhey	Manchester	0161 205 2714
M9 4BE	The Harpurhey Health Centre	1 Church Lane, Harpurhey	Manchester	0161 861 2408
M9 4WH	Willowbank Surgery	1 Church Lane, Harpurhey	Manchester	0161 205 9240
M9 5BH	Conran Medical Centre	77 Church Lane, Harpurhey	Manchester	0161 205 2714
M9 5RD	Fernclough Surgery	U1, Tavistock Square, Harpurhey	Manchester	0161 205 1638
M9 6BA	The Avenue Medical Centre	51-53 Victoria Avenue, Blackley	Manchester	0161 720 9441
M9 7ED	Charlestown Medical Practice	Charlestown Road,	Manchester	0161 795 3065
M9 7HD	Dam Head Medical Centre	1020 Rochdale Road	Manchester	0161 720 9744
M9 8DX	The Neville Family Medical Centre	25 Old Market Street, Blackley	Manchester	0161 721 4865
M9 8PP	Valentine Medical Centre	2 Smethurst Street, Blackley	Manchester	0161 241 5480
M11 1DA	Lime Square Medical Centre	Ashton Old Road	Manchester	0161 371 0678
M11 1JG	Florence House Medical Practice	Ashton Old Road, Higher Openshaw	Manchester	0161 370 2133
M11 3AA	Cornerstone Family Practice	Graham Street, Beswick	Manchester	0161 223 0637
M11 3BB	Five Oaks Family Practice	47 Graham Street, Beswick	Manchester	0844 477 8670
M11 4EJ	The Mazhari and Khan Practice	Clayton Health Centre, 89 North Road	Manchester	0161 223 1658
M11 4EJ	Clayton Health Centre	89 North Road, Clayton	Manchester	0161 223 8388
M11 4EJ	Eastlands Medical Practice	Clayton Health Centre, 89 North Road	Manchester	0161 223 9229
M12 5JE	West Gorton Medical Centre	2 Clowes Street	Manchester	0161 223 5226
M12 5RU	Parkside Medical Centre	187 Northmoor Road, Longsight	Manchester	0161 257 3338
M13 0RR	Longsight Medical Practice	526-528 Stockport Road	Manchester	0161 256 4488
M13 0WQ	Dickenson Road Medical Centre	357-359 Dickenson Road, Longsight	Manchester	0161 224 6522
M13 0YL	Ailsa Craig Medical Centre	270 Dickenson Road, Longsight	Manchester	0161 224 5555
M13 9UJ	Dr Cunningham and Partners	The Vallance Centre, Brunswick Street	Manchester	0161 272 9616
M13 9UJ	Drs Chiu, Koh and Gan	The Vallance Centre, Brunswick Street	Manchester	0161 274 1500
M13 9UJ	Dr Ngan and Partners	The Vallance Centre, Brunswick Street	Manchester	0161 274 1500
M14 4GP	Moss Side Health Centre	Monton Street	Manchester	0161 226 7615
M14 5BY	Surrey Lodge Group Practice	11 Anson Road, Victoria Park	Manchester	0161 224 2471
M14 5LQ	Wilmslow Road Surgery	156 Wilmslow Road, Rusholme	Manchester	0161 224 2452
M14 5NP	Rusholme Health Centre	Walmer Street, Rusholme	Manchester	0161 225 6699
M14 6FS	Hawthorn Medical Centre	Birchfields Road	Manchester	0161 220 6080
M14 6SQ	Mauldeth Medical Centre	112 Mauldeth Road, Fallowfield	Manchester	0161 434 6678
M14 6WP	Bodey Medical Centre	28 Ladybarn Lane, Fallowfield	Manchester	0161 248 6644
M14 6YL	Fallowfield Medical Centre	75 Ladybarn Lane, Fallowfield	Manchester	0161 224 4503
M15 4EA	Cornbrook Medical Practice	204 City Road, Hulme	Manchester	0161 227 9785

GP SURGERIES

Postcode	Name	Address	Town/City	Phone number
M15 5TJ	The Arch Medical Practice	175 Royce Road, Hulme	Manchester	0161 226 0606
M16 7AP	Alexandra Park Health Centre	2 Whitewood Close	Manchester	0161 226 3620
M16 8EE	The Range Medical Centre	121 Withington Road, Whalley Range	Manchester	0844 499 6977
M16 8NG	The Alexandra Practice	365 Wilbraham Road,	Manchester	0161 860 4400
M16 9RT	Ashville Surgery	171 Upper Chorlton Road,	Manchester	0161 881 4293
M18 7BQ	Mount Road Surgery	110 Mount Road, Gorton	Manchester	0161 231 4997
M18 8LJ	Gorton Medical Centre	46 Wellington Street, Gorton	Manchester	0161 223 1113
M19 1EW	Burnage Healthcare Practice	Burnage Lane	Manchester	0161 432 1404
M19 1UG	Kingsway Medical Practice	720 Burnage Lane	Manchester	0344 477 3625
M19 2AF	West Point Medical Centre	167 Slade Lane	Manchester	0161 248 5100
M19 3BS	Ashcroft Surgery	803 Stockport Road, Levenshulme	Manchester	0161 224 1329
M19 3BX	Levenshulme Health Centre	Dunstable Street, Levenshulme	Manchester	0161 225 4033
M20 1BH	Princess Road Surgery	471-475 Princess Road, Withington	Manchester	0161 445 7805
M20 1EB	The Borchardt Medical Centre	62 Whitchurch Road, Withington	Manchester	0161 438 2821
M20 2RN	Barlow Medical Centre	828 Wilmslow Road, Didsbury	Manchester	0161 445 9000
M20 3HE	Al-Shifa Medical Centre	4-6 Copson Street, Withington	Manchester	0161 434 2753
M20 4SS	Ladybarn Group Practice	54 Briarfield Road, Withington	Manchester	0161 448 4500
M20 6BA	Didsbury Medical Centre	645 Wilmslow Road, Didsbury	Manchester	0161 445 3731
M21 0UF	Wilbraham Surgery	515 Wilbraham Road, Chorlton	Manchester	0161 881 6120
M21 7NN	Merseybank Practice	36 Mersey Bank Avenue, Chorlton	Manchester	0161 445 5559
M21 8HA	David Medical Centre	274 Barlow Moor Roa, Chorlton	Manchester	0161 881 2297
M21 8UP	Corkland Road Medical Practice	9 Corkland Road, Chorlton	Manchester	0161 881 6223
M21 9NJ	Chorlton Health Centre	1 Nicolas Road, Chorlton	Manchester	0161 881 4545
M22 0EP	Tregenna Group Practice	Woodhouse Park, Wythenshawe	Manchester	0161 499 3777
M22 4DH	The Northenden Group Practice	489 Palatine Road, Northenden	Manchester	0161 998 3206
M22 5RX	Peel Hall Medical Practice	Simonsway, Wythenshawe	Manchester	0161 375 1000
M22 9UH	Brownley Green Health Centre	171 Brownley Road	Manchester	0161 493 9493
M22 9UH	Benchill Medical Practice	171 Brownley Road	Manchester	0161 493 9101
M23 0PH	Northern Moor Medical Practice	216 Wythenshawe Road,	Manchester	0161 998 2503
M23 1JX	Bowland Medical Practice	52 Bowland Road, Baguley	Manchester	0161 998 2014
M23 1NA	Baguley Clinic	Baguley Clinic, Hall Lane	Manchester	0016 143 8168
M23 2SY	The Maples Medical Centre	2 Scout Drive, Newall Green	Manchester	0161 498 8484
M23 9AB	The Park Medical Centre	434 Altrincham Road, Baguley	Manchester	0161 998 5538
M23 9JH	Brooklands Medical Practice	594 Altrincham Road, Wythenshawe	Manchester	0161 998 3818
M23 9RL	Woodlands Medical Practice	9 Maple Road, Brooklands	Manchester	0161 962 1332
M40 1NT	Droylsden Road Family Practice	125 Droylsden Road	Manchester	0161 241 2723
M40 1NZ	Brookdale Surgery	202 Droylsden Road	Manchester	0161 681 4265
M40 2JF	Newton Heath Medical Centre	2 Old Church Street	Manchester	0161 681 1353
M40 3HD	Hazeldene Medical Centre	97 Moston Lane East, New Moston	Manchester	0161 241 8039
M40 5HP	St George's Medical Centre	St Georges Drive, Moston	Manchester	0161 870 3449
M40 7LH	Victoria Mill Medical Practice	10 Lower Vickers Street	Manchester	0161 265 4407
M40 7QH	Whitley Road Medical Centre	1 Whitley Road, Collyhurst	Manchester	0161 205 4407
M40 7QH	Whitley Road Medical Centre	1 Whitley Road	Manchester	0161 265 4407
M40 9NB	Simpson Medical Practice	361 Moston Lane	Manchester	0161 203 5550

Staying physically active

Keeping physically active improves your health and quality of life, and can also help you to live longer. It's never too late to start doing some exercise.

Health benefits

Physical activity means anything from everyday tasks, like cleaning the house, heavy gardening or walking the dog. Or specific exercise like keep fit, swimming, golf, football, gym-based activity or tennis. The best type of activity is one that makes you feel slightly warmer and breathe a bit heavier, getting your heart and pulse pumping faster than usual.

Some of the benefits of keeping active include:

- a reduced risk of developing a life-threatening disease
- a greater likelihood of maintaining or reaching a healthy weight
- a greater sense of well-being
- improved sleep and increased day-time vitality
- stay independent
- have a healthy heart
- reduce falls
- keep up with children you know
- meet people and share the company of others
- feel happier and keep your brain sharp
- age better

If you stay physically active, you're also likely to stay independent longer. Exercise can make you stronger. You'll feel more confident and involved in life.

Remember, before beginning a new exercise regime, it's a good idea to talk to your doctor first. Your GP is also a good place to start to learn about exercise for your health.

There is no reason to give up a sport or exercise you enjoy just because you are getting older. You should aim to do at least 30 minutes of moderate physical activity five or more times a week.

The risks of physical inactivity Inactivity puts you at greater risk of:

- heart disease
- some cancers
- diabetes
- osteoporosis, leading to fractures (half the number of hip fractures could be avoided with regular physical activity)
- obesity and related health problems

Getting started

If you haven't done any exercise for years - and it's estimated that four out of 10 people over 50 do little or no exercise - then start gently and build up gradually.

If you're exercising for the first time or are unsure if you should try a particular activity, talk to your GP.

Experts recommend thirty minutes of moderate exercise a day at least five times a week. It can be all in one half-hour, or split into three periods of ten minutes or in smaller bouts of activity throughout your day.

A good starting point may be to begin with a short five-minute brisk walk in your local park. Then build up gradually, increasing slowly to the full 30 minutes over a number of weeks. Walking is great for your health. There are walking groups open to different ages around the country.

Age guidelines

There is no reason to give up a sport or exercise you enjoy just because you are getting older. You should aim to do at least 30 minutes of moderate physical activity five or more times a week. Even if you haven't been particularly athletic at a younger age, there are many benefits of improved fitness as you get older. Remember to keep moving and retain your mobility and flexibility through daily activity as well.

If you're in your 80s or 90s, regular, gentle exercise can help retain muscle strength and improve mobility. Through daily activity you can retain mobility and flexibility.

Daily activities

It's easy to boost your physical activity without making huge changes to your lifestyle. You can begin by incorporating it into your everyday life with little effort or planning. You can:

- walk upstairs - don't use the lift or escalator
- get off the bus or train a stop or two earlier to walk home or to work
- spend more time enjoying active interests, like gardening or golf
- leave the car at home more
- clean the car by hand
- vacuum the house
- use email less and walk to talk to people in your office
- play movement games with children you know – children can always come up with great ideas
- take a walk with friends rather than sitting with them for a chat
- move around the house, for example every time you make a cup of tea, walk up the stairs while the kettle boils or the tea brews

Organised activities

There are lots of other ways to stay fit. You could take up a weekly Tai Chi class, play bowls, go swimming, ramble or cycle.

In some areas, your local council might offer free or cut-price gym-based exercise at the local sports or leisure centre.

How much activity is enough?

Try to be active for 2 hours each week and do activities to improve muscle strength at least twice a week." A little activity every day (a 'daily dose') can make a big difference.

Remember:

- routine activities like carrying the washing or shopping can help improve muscle strength
- regular walking can improve your health
- go at your own pace
- listen to your body
- Little and often, preferably in short periods of at least 10 minutes - all the little periods of activity add up

Physical activity guidelines for older adults

How much physical activity do older adults aged 65 and over need to do to keep healthy?

To stay healthy or to improve health, older adults need to do two types of physical activity each week: aerobic and strength exercises.

Guidelines for older adults aged 65 and over

Older adults aged 65 or older, who are generally fit and have no health conditions that limit their mobility, should try to be active daily and should do:

- At least 150 minutes of moderate aerobic activity such as cycling or walking every week, and strength exercises on two or more days a week that work all the major muscles (legs, hips, back, abdomen, chest, shoulders and arms).
- 75 minutes of vigorous aerobic activity such as running or a game of singles tennis every week, and strength exercises on two or more days a week that work all the major muscles (legs, hips, back, abdomen, chest, shoulders and arms).

OR

- A mix of moderate and vigorous aerobic activity every week. For example, two 30 minute runs, plus 30 minutes of fast walking, equates to 150 minutes of moderate aerobic activity, and strength exercises on two or more days a week that work all the major muscles (legs, hips, back, abdomen, chest, shoulders and arms).

A rule of thumb is that one minute of vigorous activity provides the same health benefits as two minutes of moderate activity.

You should also try to break up long periods of sitting with light activity, as sedentary behaviour is now considered an independent risk factor for ill health, no matter how much exercise you do. Find out why sitting is bad for your health.

Older adults at risk of falls, such as people with weak legs, poor balance and some medical conditions, should do exercises to improve balance and co-ordination on at least two days a week. Examples include yoga, tai chi and dancing.

What counts as moderate aerobic activity?

Examples of activities that require moderate effort for most people include:

- walking
- water aerobics
- ballroom and line dancing
- riding a bike on level ground or with few hills
- playing doubles tennis
- pushing a lawn mower
- canoeing
- volleyball

Try the aerobic video workouts in the NHS Fitness Studio.

Moderate activity will raise your heart rate and make you breathe faster and feel warmer. One way to tell if you're exercising at a moderate level is if you can still talk, but you can't sing the words to a song.

Daily chores such as shopping, cooking or housework don't count towards your 150 minutes, because the effort isn't enough to raise your heart rate, but they are important nonetheless, as they break up periods of sitting.

What counts as vigorous aerobic activity?

There is good evidence that vigorous activity can bring health benefits over and above that of moderate activity.

Examples of activities that may require vigorous effort for most people include:

- aerobics
- swimming
- riding a bike
- tennis
- hiking
- dancing





Try the aerobic workout videos in the NHS Fitness Studio.

Vigorous activity makes you breathe hard and fast. If you're working at this level, you won't be able to say more than a few words without pausing for breath.

In general, 75 minutes of vigorous activity can give similar health benefits to 150 minutes of moderate activity.

What activities strengthen muscles?

Muscle strength is necessary for:

- all daily movement
- building and maintaining strong bones
- regulating blood sugar and blood pressure
- maintaining a healthy weight

Muscle-strengthening exercises are counted in repetitions and sets. A repetition is one complete movement of an activity, like a bicep curl or a sit-up. A set is a group of repetitions.

For each strength exercise, try to do:

- at least one set
- eight to 12 repetitions in each set

To gain health benefits from strength exercises, you should do them to the point where you find it hard to complete another repetition.

There are many ways you can strengthen your muscles, whether at home or in the gym. Examples of muscle-strengthening activities include:

- carrying or moving heavy loads, such as groceries
- activities that involve stepping and jumping, such as dancing
- heavy gardening, such as digging or shovelling
- exercises that use your body weight for resistance, such as push-ups or sit-ups
- yoga
- lifting weights

You can do activities that strengthen your muscles on the same day or on different days as your aerobic activity – whatever's best for you.

Muscle-strengthening exercises are not an aerobic activity, so you'll need to do them in addition to your 150 minutes of aerobic activity.

It is always best to discuss your options with your GP or health profession when planning to engage in any exercise regime



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

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.

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

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".

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.ageukmanchester.org.uk or by contacting us on 0161 833 3944 or email: enquiries@ageukmanchester.org.uk



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 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.



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 34).

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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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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.

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

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- 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).

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”).



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

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

www.cqc.org.uk



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.



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 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.



Each year, many people are told they have to self-fund their own long term care.

Some self-funding options can be quite straightforward, whilst others are much more complicated. Our specialist Care Fees Advisers will help you to compare and assess all your options before deciding which one is the right one for you.

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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.

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 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" (currently £144 per week).

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.

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.)



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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.

Homecare from charities

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

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

Safeguarding vulnerable groups

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

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

Employers must apply for an enhanced DBS check (formerly known as a CRB check) when taking on new employees or volunteers to work with vulnerable adults or children. This includes a check of the barred lists. If an organisation fails to make the relevant checks, they can be penalised.

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

Employing a care worker on a private basis

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

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

Manual handling

If you need help to move, or you need someone to lift you (such as getting out of bed or getting on to the toilet), this can put the person doing the lifting at risk of injury.

This “manual handling” can result in back pain and in the most serious cases, permanent disability if not done correctly.

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

HOME CARE AGENCIES

Postcode	Name	Address	Town/City	Phone number
M1 6DE	Key Care & Support	40 Princess Street	Manchester	0161 2340147
M2 4NH	Tordan Healthcare	76 King Street	Manchester	0161 8175002
M2 6DN	Sugarman Health and Wellbeing	1 St James's Square	Manchester	0161 8311600
M2 7AT	Community Care	37 King Street	Manchester	0161 2282431
M3 1EZ	The Care Company Plus	47-49 Carnarvon Street	Manchester	0161 2415150
M9 7ED	Eachstep Blackley	198 Charlestown Road, Blackley	Manchester	0161 7956641
M9 7HR	Carewatch (Whitebeck Court)	Moorway Drive, Charlestown	Manchester	0161 6824675
M11 1WF	Age Concern Home Care - North	10 Catherine Street, Openshaw	Manchester	0161 9149623
M14 7HR	Spectrum Care Services	300 Princess Road	Manchester	0161 2563519
M19 1WA	Care 24	11a Lane End Road, Burnage	Manchester	0161 4324627
M19 2TF	Mediline Supported Living	1069 Stockport Road, Levenshulme	Manchester	0161 3209060
M20 5WR	H.S.L Care	960 Kingsway, East Didsbury	Manchester	0161 4455320
M20 6FJ	Assist and Care	197 Fog Lane	Manchester	0161 2223353
M20 6TR	Crossroads Care	6 Barlow Moor Road, Didsbury	Manchester	0161 4459595
M21 0SH	Caring Hands	7 Silverdale Road, Chorlton	Manchester	0161 8820511
M21 9DJ	Home Instead South Manchester	5-7 High Lane, Chorlton	Manchester	0161 8840562
M22 1TG	Manchester Home Care Associates	294 Portway, Woodhouse Park	Manchester	07792 894412
M22 4US	Equality Homecare	124 Altrincham Road, Sharston	Manchester	0161 4289496
M22 5DG	Age Concern Home Care - South	Peel Hall Road, Wythenshawe	Manchester	0161 4370717
M40 8BB	My Homecare	Sawley Road, Miles Platting	Manchester	0033 0045485
M40 8WN	Angel Care	Monsall Road	Manchester	0161 2250033



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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.

Care home closures

Care homes will sometimes close. This can be because the owner decides not to carry on providing the service in that location (for instance, if they retire), or because the home has been sold or failed to meet legal standards. Proposals to close a care home can obviously cause great distress. If the care home is operated by the local authority, it has to follow a consultation process with residents and families.

It may be best to get specialist legal advice in this situation. You can find an appropriate solicitor through the Law Society.

NURSING HOMES

Postcode	Name	Address	Town/City	Phone number
M8 5UU	Chataway Nursing Home	19-21 Chataway Road, Crumpsall	Manchester	0161 2055546
M9 5YA	Oakbank Care Home	off Rochdale Road	Manchester	0161 2058848
M9 7ED	Eachstep Blackley	198 Charlestown Road, Blackley	Manchester	0161 7956641
M9 7EN	Polefield Nursing Home	77 Polefield Road	Manchester	0161 7954102
M13 0AQ	Richmond Care	9 Plymouth Grove West	Manchester	0161 2734557
M13 0AR	St Joseph's - Manchester	52 Plymouth Grove West, Longsight	Manchester	0161 2734147
M16 8LT	Chorlton Place Nursing Home	290 Wilbraham Road	Manchester	0161 8820102
M18 8DF	Beyer Lodge Nursing Home	65 Taylor Street	Manchester	0161 2237785
M21 9HP	Yorklea Nursing Home	15-17 York Road	Manchester	0161 8629338
M22 1PY	Marion Lauder House	20 Lincombe Road, Wythenshawe	Manchester	0161 4373246
M40 8NQ	Norlands Nursing Home	Monsall Road, Newton Heath	Manchester	0161 2059525

RESIDENTIAL HOMES

Postcode	Name	Address	Town/City	Phone number
M8 0AX	Wellington Lodge	334a Waterloo Road, Cheetham	Manchester	0161 7408549
M8 5DU	Israel Sieff Court	7a Bennett Road, Crumpsall	Manchester	0161 7408597
M8 5SR	Chestnut House	69 Crumpsall Lane, Crumpsall	Manchester	0161 7214949
M9 6GN	St. Euphrasia's Care Home	116 Chain Road, Blackley	Manchester	0161 6532010
M9 6PF	Blackley Premier Care	70 Hill Lane, Blackley	Manchester	0161 7408552
M9 7EN	Allendale Residential Home	53 Polefield Road, Blackley	Manchester	0161 7953051
M16 8BB	Dom Polski Residential Care Home	18 Carlton Road, Whalley Range	Manchester	0161 2261836
M16 8QN	Wellfield House	38-44 Athol Road, Whalley Range	Manchester	0161 8819700
M20 2XF	Holmfield Care	2 & 4 Darley Avenue, West Didsbury	Manchester	0161 4341480
M21 9HP	Yorklea Nursing Home	15-17 York Road	Manchester	0161 8629338
M23 0DF	The White House	84 Wythenshawe Road, Northenden	Manchester	0161 9987632
M40 2XP	Eden House	2 Lawton Street, Droylsden	Manchester	0161 6378661
M40 3PP	Lindenwood Residential Home	208 Nuthurst Road, New Moston	Manchester	0161 6814255
M40 3WQ	Acacia Lodge Care Home	90a Broadway, New Moston	Manchester	0161 6881890
M40 5QD	Silverdene Residential Home	709-711 Moston Lane, Moston	Manchester	0161 6824901
M8 0AX	Wellington Lodge	334a Waterloo Road, Cheetham	Manchester	0161 7408549
M8 5DU	Israel Sieff Court	7a Bennett Road, Crumpsall	Manchester	0161 7408597
M8 5SR	Chestnut House	69 Crumpsall Lane, Crumpsall	Manchester	0161 7214949
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