

**Supporting  
older people in  
Sunderland to  
make more of  
later life.**



# **Your Guide to Later Life in Sunderland**

**ISSUE  
4**

Health and well-being information and guidance for people over 50 who live in all areas of Sunderland including Washington and The Coalfields



# Staying active, happy and healthy

## No matter your age, regular physical activity is good for your body and mind.

We cannot stop the process of ageing but we can make changes to fit our life to help ourselves keep active and feel better, every day.

Being active doesn't have to mean working up a sweat or joining a gym – just a few small changes can make a big difference to your physical and mental health. Don't know where to start? We can help!

## How much exercise should I do?

Older adults should do some type of physical activity every day, even if it's just light activity. Any type of activity is good for you. You should:

- Do activities that improve strength, balance and flexibility at least 2 days a week, for example yoga or pilates.
- Do at least 150 minutes of moderate exercise a week, for example walking, cycling or swimming.

## Get moving

Sunderland has a wealth of cycling networks, clubs and groups offering you a range of activities - all year round - to get active!

## Walking Routes and led Walking Programme

Including free Nordic walking, nature trails, and heritage and sculpture trails. See [www.sunderland.gov.uk/walking](http://www.sunderland.gov.uk/walking) for maps and details of the led walking programme.

## Everyone Active

Sunderland has a number of Everyone Active leisure centres offering a wide range of sports, gym classes, swimming and much more. See [www.everyoneactive.com](http://www.everyoneactive.com) for some great opportunities to be active.

To find out more visit [www.sunderland.gov.uk/activesunderland](http://www.sunderland.gov.uk/activesunderland)

## Managing your money

Find out more by  
visiting:

[www.sunderland.gov.uk/  
managingyourmoney](http://www.sunderland.gov.uk/managingyourmoney)

### To do list...

1. Know your rights
2. Assert your rights
3. Make your money go further





# Welcome to our 4th edition Age UK Sunderland's (AUKS) Health & Wellbeing Information Guide for the City of Sunderland.

**This guide contains health and well-being information and guidance for people over 50 who live in all areas of Sunderland including Washington and The Coalfields.**

Information is provided on the services and activities delivered by AUKS and how to access them.

There is also information aimed at older people and their carers who may need to access social care support, either now or in the future.

The contents of this guide also reflect current guidelines that have been sourced from a variety of government agencies, including the Care Quality Commission (CQC) and NHS Choices.

As a local Sunderland independent Charity, we are committed to supporting older people to make informed choices when looking to access social care providers across the city, as well as a list of all GP practices.

It is good to be able to tell you about what AUKS deliver so well, alongside invaluable information for all older people

I hope that you and your family or carers will find this publication useful and a practical source of contacts in one guide.



**Graeme Miller**  
Chair of  
AUKS



**Tracy Collins**  
Director of  
AUKS



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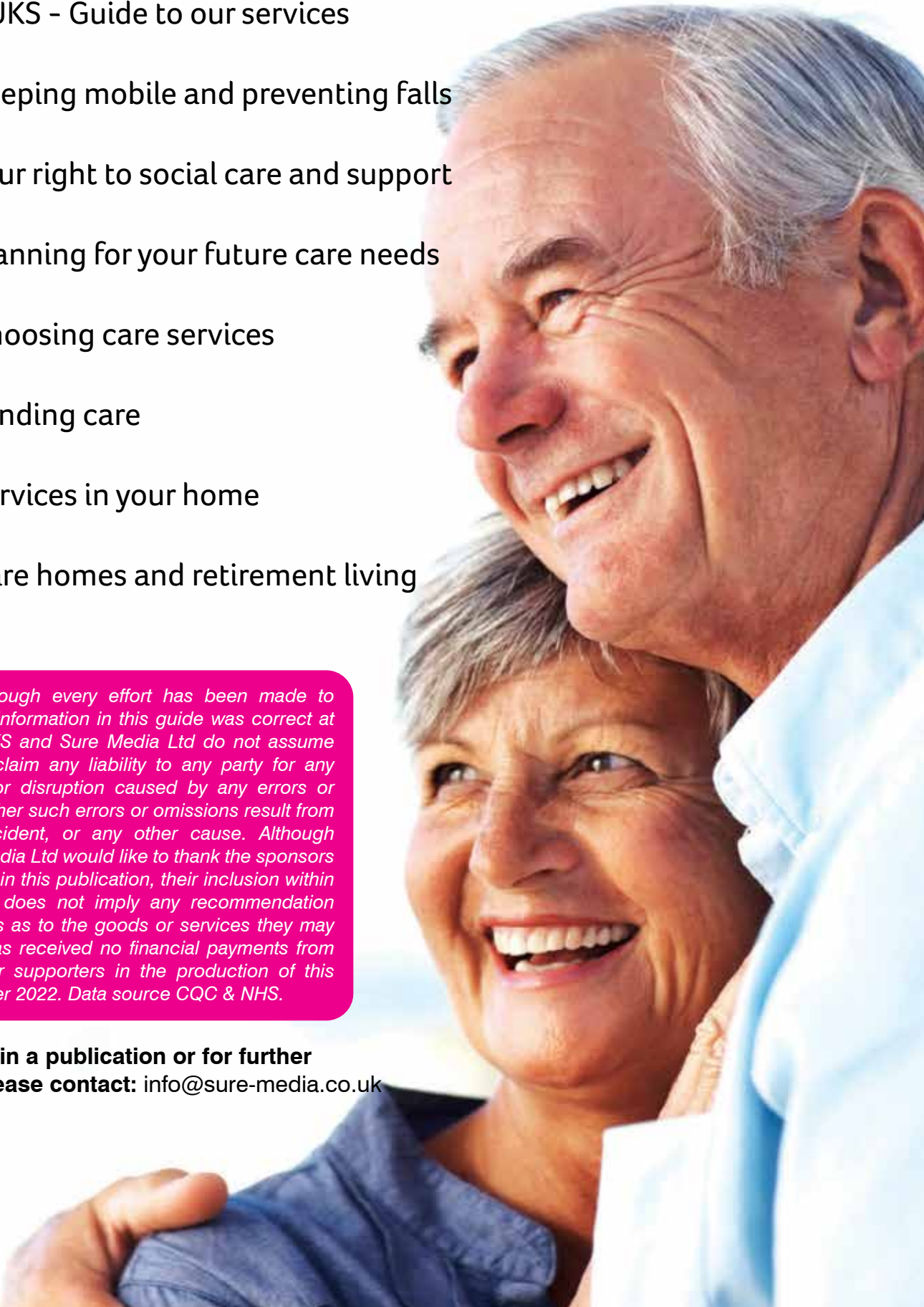
[www.ageuk.org.uk/sunderland](http://www.ageuk.org.uk/sunderland)

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



“

I now know where to come to avoid reaching crisis point in the future. Thank you so much.

”

“

Age UK Sunderland are lifesavers. I will never forget the kindness shown to me that day.

”

“

Thank you for your help. I couldn't have done this on my own and would have just given up.

”

“

I would not have coped recently without the support I received. The link worker helped me get the support I needed in an empathetic and friendly manner”.

”



## The Front Door Service (FDS) – Social Prescribing Programme



**Providing a single point of contact our Front Door Social Prescribing Service assesses need and provides a tailored support plan to people over the age of 50 who live in the City of Sunderland.**

Our dedicated team of Living Well Link social prescribers guide you through available support in the local community.

Whether your feeling lonely or isolated and want to get more connected, or worrying about finances and need help to claim benefit entitlements or have other queries about housing or bereavement, these are just some of the issues the team can help you with.

The Front Door service provides additional AUKS support and referrals are made to other available community services.

For more information contact  
AUKS Front Door Team

**Telephone: 0191 565 9045**

Email: [frontdooradmin@ageuksunderland.org.uk](mailto:frontdooradmin@ageuksunderland.org.uk)



*“I was so worried I would either have to face winter in a very cold home, or alternatively go into debt to pay for a replacement boiler. Your help and support in obtaining a grant for a new boiler has ensured I not only have a warm home but also peace of mind.”*



*“I now plan my week around my club and it helps to keep me organised.”*



*“It is lovely to have some company now you can visit once again.”*



*“I would have great difficulties getting to my regular medical appointments on my own on public transport.”*



## Front Door AUKS Support Available

### Advocacy

Our trained professional advocates are supported by volunteer advocates. The advocacy team liaise with and support older people aged 50+ through a range of situations. The support includes helping with issues around housing, bereavement and life transitions. Older people then have control over decisions that will affect them.

### Keeping in Touch (KIT)

Our KIT service offers befriending support to older people aged 50+ in their own home providing face to face or telephone companionship

### Community Support Clubs

Our community support clubs offer the opportunity for people aged 50+ to come together to socialise and stay connected with others. We have community support clubs in all areas of Sunderland.

### Dial a Driver

This service provides a cheaper transport option for older people aged 50+ to attend social and medical appointments using volunteer drivers. Older people are solely asked to reimburse the volunteer driver's petrol costs when using the service.

All volunteer drivers undergo a full DBS check.

### Who can access the Front Door services?

Anyone aged 50 and over who live in the City of Sunderland.

### How to access the service?

People can self-refer, ask a family member or friend, carer or health and social care professional to contact us on their behalf with consent.

Telephone **0191 5659045** or email [frontdooradmin@ageuksunderland.org.uk](mailto:frontdooradmin@ageuksunderland.org.uk)

## Additional AUKS Services

### Information and Advice

This service offers invaluable information and advice to people over 50 who live in Sunderland and wish to get help to claim welfare benefits or understand and comply with their tax obligations ensuring full entitlements are claimed. We also provide information on mainstream support services and community care issues.

#### Who can use the service?

Anyone aged 50 and over who live in the City of Sunderland

#### How to access?

To access our generic I&A service you can self-refer, ask a family member or friend, carer or health and social care professional to contact us on your behalf.

We also provide information and advice services via our Front Door and Essence services.

Contact us on **0191 514 1131** or email [informationandadvice@ageuksunderland.org.uk](mailto:informationandadvice@ageuksunderland.org.uk)

### Active Friends

Active Friends is a project that promotes access to leisure and learning opportunities for older residents living in sheltered accommodation and extra care schemes across Sunderland.

#### Who can use the service?

Anyone aged 50 and over who live in sheltered accommodation within the City of Sunderland

#### How to access?

Contact us on **0191 514 1131** or email [enquiries@ageuksunderland.org.uk](mailto:enquiries@ageuksunderland.org.uk) or [activage@ageuksunderland.org.uk](mailto:activage@ageuksunderland.org.uk)



### ActivAge

Providing a broad mix of activities ActivAge concentrates on the physical aspect of well-being; such as tai chi, yoga, line dancing, walking football and seated exercise.

For those that prefer to exercise their minds ActivAge also provide opportunities for learning via courses such as languages or calligraphy.

This is a charged for service, please contact us for information about the courses on offer and pricing information.

#### Who can use the service?

Anyone aged 50 and over who live in the City of Sunderland

#### Charges

ActivAge classes are chargeable, please contact us for further information on pricing

#### How to access?

Contact us on **0191 514 1131** or email [enquiries@ageuksunderland.org.uk](mailto:enquiries@ageuksunderland.org.uk) or [activage@ageuksunderland.org.uk](mailto:activage@ageuksunderland.org.uk)

“Thank you to all at AUKS for all the support that you have given me, you got me through the last year, I couldn't have done it without everyone here. I love attending my Dance Fit class and thank you for the tablet that I was given by the Age UK scheme that I participated in last year, I am now 'well up to speed with it!'”





*“Essence have been the only ones to offer ongoing support and help through these tough times”*



*“Essence has been an absolute God send to my parents.”*

“

The support I gained through Phase 2 was amazing, at a time I was ready to give up I found a new reason to keep going, thank you so much.

”



*“The zoom sessions kept me positive during a very challenging time.”*

## Essence Service

We aim to keep as much of the ‘Essence’ of the individual to enable people to live well with dementia for as long as possible.

Our Essence service gives dedicated tailored support to help individuals gain a dementia diagnosis and offer those with dementia and their carers the right guidance and support at the right time.

We aim to ensure people with dementia and their carers continue to access mainstream services and support for as long as possible whilst also providing bespoke activities.

### Who can use the Essence service?

Anyone with a mild to moderate diagnosis of dementia and their carers who live in Sunderland.

### How to access the service

People can self-refer, ask a family member or friend, carer or health and social care professional to contact us on their behalf.

Contact us on **0191 522 1310** or email [essenceservice@ageuksunderland.org.uk](mailto:essenceservice@ageuksunderland.org.uk)

## Social Focus

The aim of the project is to tackle social isolation and look to reduce symptoms of mild depression and anxiety in older people. We provide one to one and group support, assessing needs to improve social opportunities to improve mood.

### Who can use the Social Focus service?

Anyone aged 50+ who live in Sunderland and are experiencing low level anxiety and mild depression.

### How to access the service

You can self-refer, ask a family member or friend, carer or health and social care professional to contact us on your behalf.

Contact us on **0191 522 1310** or email [socialfocus@ageuksunderland.org.uk](mailto:socialfocus@ageuksunderland.org.uk)



## Redwood Day Service

The Redwood Day Service provides a tailored experience for each individual, including transport to and from the session with an offer of a freshly cooked 2 course meal. There is also a full activity timetable available. Our Redwood day service provides both respite for carers and a safe day out for older people requiring some support to maintain independence.

### Who can use the Redwood service?

People aged 50 and over who have an assessed need

### Charges

This is a charged for service, please contact us for further information on pricing.

### How to access the service

You can self-refer, ask a family member or friend, carer or health and social care professional to contact us on your behalf.

Contact us on **0191 514 1131** or email [redwood@ageuksunderland.org.uk](mailto:redwood@ageuksunderland.org.uk)

## Metcalf Dementia Support Service

Our Metcalfe Dementia Service is newly refurbished and compliant with dementia friendly design. The service provides carer respite together with fun activities and support for people with a moderate dementia diagnosis.

### Who can use the Metcalfe Dementia service?

People aged 50 and over who have a moderate dementia diagnosis.

### Charges

This is a charged for service, please contact us for further information on pricing.

### How to access the service

You can self-refer, ask a family member or friend, carer or health and social care professional to contact us on your behalf.

Contact us on **0191 514 1131 / 0191 526 9274** or email: [metcalfe@ageuksunderland.org.uk](mailto:metcalfe@ageuksunderland.org.uk)



*“Redwood Day Centre is my lifeline, I wouldn’t get out the house and mix with other people if it wasn’t for the service.”*



*“The staff are very supportive and make my day enjoyable and full of fun.”*

“

It’s the first time my Mam has been positive since my Dad passed away over a year and a half ago.

*Daughter of Redwood Day Centre client*

”



*“Thank you for keeping in touch as it’s nice to know we’ve not been forgotten.”*

“

The Lifestyle worker works so hard and is a breath of fresh air. I look forward to him coming each week.

”



*“I am so grateful, and feel that you really cared about my situation you have helped me get things sorted. I was struggling.”*



*It's good to know we have AUKS to get in touch with if we need support.”*



*“I definitely feel that my mental wellbeing has improved since I started to receive visits from my volunteer. She makes me happy as she is such a lovely person and we have a lot in common.”*

## Lifestyle

The Lifestyle service provides support in relation to:

- Light housework
- Shopping support
- Accompanying older people on outings/ companionship
- General help and assistance to make life easier and more enjoyable

### Who can use the service?

People aged 50+ who live in the City of Sunderland.

### Charges

This is a charged for service, please contact us for further information on pricing.

### How to access the service

You can self-refer, ask a family member or friend, carer or health and social care professional to contact us on your behalf.

Contact us on **0191 5148344/07736155100** or email [lifestyle@ageuksunderland.org.uk](mailto:lifestyle@ageuksunderland.org.uk)

## Community Integrated Teams (CIT), Social Prescribing Living Well Link (LWL) Team

The CIT LWL social prescribing service is part of Sunderland's Community Integrated Teams providing care and community support to vulnerable local people who need it most, including older people with multiple health conditions.

### Who can use the CIT LWL service?

Usually people over 65 with multiple health conditions.

### How to access the service

People are referred into the service through the Community Integrated Teams.

Contact us on **0191 5141131** or email [lwladmin@ageuksunderland.org.uk](mailto:lwladmin@ageuksunderland.org.uk)

## Loneliness & Isolation Task Force (LITF)

Loneliness and isolation are life threatening issues which debilitate older people's health & wellbeing in all areas of their lives.

Due to the significant challenge of the increasing prevalence of loneliness and isolation, the LITF project provides support to older people experiencing these issues including those with mild to moderate dementia.

**Who can use the LITF service?**

Anyone aged 50 or over who live in the City of Sunderland experiencing loneliness and isolation.

**How to access the service**

You can self-refer, ask a family member or friend, carer or health and social care professional to contact us on your behalf. Contact the LITF project on **0191 514 1131** or email **LITF@ageuksunderland.org.uk**

**Volunteer Opportunities**

AUKS offer a range of volunteer opportunities. Anyone over the age of 16 can become a volunteer. If you would like to make a difference to older people’s lives and meet new people please contact us to find out more.

You can register to become a volunteer via our website or by contacting us on **0191 565 9045** or email: **volunteering@ageuksunderland.org.uk**



We are always developing new services, please check our website for more information

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

Contact us on **0191 514 1131** or email **enquiries@ageuksunderland.org.uk**



“I would recommend my friends and family to volunteer here, it’s a good and friendly place to be - And all the staff are lovely to work with.”



*“I look forward to your weekly call it really cheers me up.”*



*“Volunteering has given my life the structure I had lost, I now have something really positive to look forward to.”*



*“I have skills I can offer and I can see I am still making a contribution as a Volunteer of AUKS.”*

“

“I get excited for the visit every week to help with housework. You made my day coming to visit me, it improved my mood, I can't thank you enough”

”

“

It has been brilliant! I haven't been back in hospital since the Hospital Discharge Worker supported me, whereas I had been in and out every week!

”



## Hospital Discharge Service (HDS)



**Our hospital discharge team works closely with staff within Sunderland Royal Hospital (SRH) wards and discharge lounge.**

**The HDS focusses on support following discharge from hospital to avoid readmission.**

Our team offer a flexible range of advice and support within your home following discharge. Older people can be supported over a number of weeks via assistance in meal preparation, light domestic work, shopping support and signposting to other community services.

### **Who can use the service?**

Older people recently discharged from hospital who live in the City of Sunderland.

### **How to access the service**

People are referred into the service through the SRH wards and discharge lounge.

**Telephone: 0191 569 9797**

**Email: [hospitaldischarge@ageuksunderland.org.uk](mailto:hospitaldischarge@ageuksunderland.org.uk)**

# Keeping mobile and preventing falls

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

## Who is at risk?

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

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

## Assessing your level of risk

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

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

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

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

## Make your home safer

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

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

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

## Keeping yourself steady

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

## What to do if you have a fall

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

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

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



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

# Your right to social care and support

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

Your first step 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 require care & support needs.

The authority should:

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

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

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

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

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

### They should make clear:

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





- what process local people need to use to get care and support that is available

**Financial planning for future care needs**

Local authorities have to help people get independent financial advice, to enable planning and preparation for future care costs. This encompasses a range of services from generic sources of information and advice, such as websites or helplines, to tailored advice relating to specific financial products, which can only be provided by a regulated financial advisor. Some of these services may charge a fee.

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

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

If you are nearing retirement age, it's important that you take account of your likely care needs and plan accordingly. You may wish to consider setting up a Power of Attorney or an advanced

decision (living will). These will help people to take account of your preferences if you lose the capacity to make decisions. You will also want to ensure that you have thought about how you might pay for the care you need.

Many of us will put off planning for care and support arrangements until the last possible moment. Having an urgent need for care and support after a crisis may mean that we and our families feel pressured into making decisions quickly. Under such pressure, asking the right questions, thinking and planning for your future needs - including options for meeting the cost of care - are vital.

It is important that you seek good advice on these subjects so that you can consider your best short-term and long-term options.

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

- the type of condition you have, and the best ways for you to stay healthy and independent



**YOUR CHILDREN HAVE ALWAYS BEEN YOUR JOY  
NOW THEY CAN BE YOUR VOICE**

**Lasting Powers of Attorney & Court of Protection**

Making a Will ensures that your wishes are met, and your family is protected when you die but a Will won't protect you if you lose capacity to make your own decisions during your lifetime.

**Putting your affairs in order**

A Lasting Power of Attorney (LPA) is a legal document that specifies who you trust (doesn't have to be your children) to make financial, health and welfare decisions on your behalf if you become incapable of doing so yourself.

Alternatively, if someone you care for has recently lost mental capacity and there is no LPA in place, it will be necessary to apply to the Court of Protection who will appoint a deputy or deputies to make those all-important decisions for a loved one.



**How we can help you?**

Our friendly team of Solicitors will guide you through the LPA or Court of Protection process and ensure the correct and legally binding documentation is put in place to make sure that any future decisions are made with your wishes in mind.

**Why choose us?**

- We are specialists in advising older and vulnerable clients
- We are friendly and compassionate experts that will tailor our services to meet your individual needs
- We are local to you and can offer meetings at our offices, at your home, over the telephone or via video conferencing
- We will ensure you and your loved ones are protected now and in the future.

Get in touch today: **0191 567 0465**  
3-6 Frederick Street, Sunderland

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

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

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

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

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

For more information read “**Choosing Care Services**” (p19).

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

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

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

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

### **Independent advice on planning your care**

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

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



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# Choosing care services

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



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

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

- location
- services
- standards and quality
- price

## Location of your care

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

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

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

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

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

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





### The kinds of care services on offer

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

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

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

If the service is not registered with the CQC, you may have to ask them directly for

information about the services, and you may want to get independent verification, if any is available. Your local council may have a list of local support providers, with information on each.

### Standards and quality of care

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

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

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

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

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

### The price of your care

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

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

### More information

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

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



# Funding care

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

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

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

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

Find out about support paid for by your local authority.

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

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

You will not be entitled to help with the cost of care from your local council if:

- you have savings worth more than £23,250
- you own your own property (this only applies if you're moving into a care home)

You can ask your council for a financial assessment (means test) to check if you qualify for any help with costs.

You can choose to pay for care yourself if you don't want a financial assessment.

## How the council pays for and arranges your care

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

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

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

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



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

You can:

- arrange and pay for care yourself without involving the council
- ask the council to arrange and pay for your care (the council will then bill you, but not all councils offer this service and they may charge a fee)

### Find out what care you need

Even if you choose to pay for your care, your council can do an assessment to check what care you might need. This is called a needs assessment.

For example, it'll tell you whether you need home help from a paid carer for 2 hours a day or 2 hours a week and precisely what they should help you with.

The needs assessment is free and anyone can ask for one.

### How much will care cost?

Social care can be expensive. Knowing how much you'll have to pay will help you budget.

### Paying for carers at home

A typical hourly rate for a carer to come to your home is around £20, but this will vary depending on where you live.

Having a carer who lives with you costs from around £650 a week. But it can cost as much as £1,600 a week if you need a lot of care.

### Paying for a care home

There are 2 types of care home:

- residential homes have staff that help with everyday tasks such as getting dressed and supply all your meals
- nursing homes also offer 24-hour nursing care

A room in a care home costs:

- £600 a week in a residential home
- £840 a week in a nursing home

The price will vary according to where you live and the type of care you need. For example, serious health problems like dementia and chronic obstructive pulmonary disease (COPD) can increase the cost.

## Benefits can help with care costs

You may be eligible for benefits, like Attendance Allowance and Personal Independence Payment (PIP), which aren't means-tested.

You can use them to pay towards the cost of your care.

### Can I avoid selling my home?

You won't have to sell your home to pay for help in your own home.

But you may have to sell your home to pay for a care home, unless your partner carries on living in it.

Sometimes selling your home to pay care home fees is the best option. But there may be other ways to pay care home fees if you don't want to sell your home straight away.

### Releasing money from your home (equity release)

Equity release lets you take money that's tied up in your home without selling it. It's available if you're over 55.

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

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

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

If you're planning ahead, you may consider arranging an investment or insurance plan to fund your care. Again, it may be worth taking independent advice on financial arrangements before making major changes.

Because of the new rules, there are likely to be more financial products emerging that are designed to help people pay for care.

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

### Renting out your home

You can rent out your home and use the income to help pay your care home fees.

## Telephone Help

### Get advice on paying for care from:

- Age UK Sunderland on 0191 514 1131
- Sunderland Adult Social Care & Support on 0191 520 5552
- Independent Age on freephone 0800 319 6789
- Money Helper on freephone 0800 138 7777

## A deferred payment scheme

A deferred payment scheme can be useful if you have savings less than £23,250 and all your money is tied up in your property.

The council pays for your care home and you repay it later when you choose to sell your home, or after your death.

Ask your council if you're eligible for a deferred payment scheme.

You can get more information from:

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

## Get personal advice on care funding

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

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

You can get advice from:

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

## Get expert financial help

You can get unbiased expert advice from a specialist care fees adviser. They'll help you compare all your options before you decide what's right for you.

Find a specialist care fees adviser in your area with:

- PayingForCare, a free information service for older people
- the Society of Later Life Advisers (SOLLA) on 0333 2020 454

## What you can get for free

You might be able to get some free help regardless of your income or if you're paying for your care.

This can include:

- small bits of equipment or home adaptations that each cost less than £1,000
- NHS care, such as NHS continuing healthcare, NHS-funded nursing care and care after you have been discharged from hospital

## If your savings run out

If your savings fall below £23,250, your council might be able to help with the cost of care.

Contact your local council about 3 months before you think your savings will drop to below £23,250 and ask them to reassess your finances. Councils provide funding from the date you contact them. You won't be reimbursed if your savings are less than £23,250 before you contact them.

### PLEASE NOTE:

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

Sunderland Adult Social Care & Support  
on 0191 520 5552 or

Age UK Sunderland on 0191 514 1131

# Services in your home

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

## Types of homecare

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

Homecare can suit you if you need:

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

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

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

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

- local homecare services and agencies
- a list of national homecare organisations
- services that can help you stay safe and well in your home on a long-term basis; these services, often known as “supported living services”, can include financial, help with medication, advocacy, social and practical support
- a place to live in a family who will care for you, known as “shared lives services” or adult placement services

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

To contact social services, go to GOV.UK: find your local authority.

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

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

## Independent homecare agencies

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

The agency will provide a service through a trained team of care workers, which means you may not always have the same person visiting your home, although the agency will do its best to take your choices into account. Independent homecare providers are regulated by the Care Quality Commission (CQC). Homecare agencies must meet CQC's national minimum standards and regulations in areas such as training and record-keeping. The CQC has the power to inspect agencies and enforce standards.

Homecare agencies must vet homecare workers before engaging them by taking up references and carrying out Disclosure and Barring Service (DBS) checks on potential employees.

Homecare agencies can also:

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

An agency will want to see you and the person you're looking after so that they can assess your needs. This also means that a joint decision can be made about the most appropriate type of care and support. You can find out more from the UK Homecare Association.



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

The main disadvantage is the cost of using an agency. The agency will charge a fee on top of the payment made to the care worker to cover their running costs and profit.

You normally have to make a regular payment to the agency, which includes both the worker's earnings and the agency's fee.

### Questions to ask when using a homecare agency

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

- Does the agency check references?
- What training and supervision do they provide?
- What is their complaints policy?
- Who will be responsible for insurance?
- Is there any out-of-hours or emergency contact if needed?
- Will they be able to provide staff if your own care worker is ill or away? (If an agency

contracts to provide care every day, it must ensure that it does.)

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

You can hire a "personal assistant" to act as a homecare worker for you. Personal assistants can offer you all that you'll get from an agency worker, but you'll also get the continuity, familiarity and ongoing relationship with your assistant. However, if you employ a personal assistant, you will then have the legal responsibility of an employer. This will include arranging cover for their illness and holidays. GOV.UK has more information on becoming an employer, while Which? Elderly Care also has advice on employing private individuals.

### 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.



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### 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
DH5 8JY	Cherry Tree Gardens	Orchard Place	Houghton Le Spring	01915 108366
DH5 9NE	Hetton Home Care Services	Welfare Road	Houghton Le Spring	01915 171479
NE37 3EU	Choice Care Services	1 Hall Road	Washington	01914 170770
SR1 2JH	Care at Home Wearside	The Old Orphanage	Sunderland	01915 100403
SR1 2JH	Care at Home Seafarers Way	Moor Terrace	Sunderland	01918 148750
SR2 9TQ	Sunderland Community Support Service	Carrmere Road	Sunderland	01915 614333
SR3 2FD	Haddington Vale Extra Care Scheme	Doxford Park Way	Sunderland	01915 255852
SR3 3XW	New Vision Care Services	Regus House	Sunderland	01613 272358
SR5 2AQ	Bluebird Care	Pickersgill Court	Sunderland	01915 672512
SR5 2TA	Allied Health-Services	Wearfield	Sunderland	01913 874477
SR5 2TA	Diamond Care & Support	Wearfield	Sunderland	01915 166223
SR5 2TA	Thornccliffe Home Care	Wearfield	Sunderland	01915 166777
SR5 2TA	Blue Ribbon Community Care	Wearfield	Sunderland	01915 141556
SR5 3AD	Sunderland Home Care	North Hylton Park	Sunderland	01915 108366
SR5 3PE	Westhome Care Services	5 Defender Court	Sunderland	01915 482637
SR6 0AN	North Haven Care & Support	St. Peters Gate	Sunderland	01915 561024

# Care homes & retirement living

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

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



## Consider other options for care first

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

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

- home care
- help to live independently at home

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

## Personal care or nursing care?

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

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

## Choice of care home

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

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

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

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

Read more about local authority funding for care and funding your own care

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

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

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

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

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

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

factors. Read on for tips on choosing your care home.

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

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

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

### Tips on choosing a care home

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



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- What involvement would you have in the care home? How would you communicate with staff? Are there any support groups or regular meetings?
- If safety and security are issues, what arrangements or supervision can the care home provide?
- Will the care home meet your specific religious, ethnic, cultural or social needs? Will the correct diet be provided? Will the right language be spoken? Will there be opportunities to participate in religious activities? Do they allow pets?
- When you are choosing accommodation it may be a lifelong decision, so you may want to think about planning for end of life care at the same time.
- You might also want to check what people who have used the care home say about it from online feedback and review services, such as those put together on NHS Choices Website.
- Ask for a temporary stay in the care home before you decide. Temporary stays in care homes can also be arranged in certain circumstances, such as after a stay in hospital.

#### **A good care home will:**

- offer new residents and their families or carers a guide (in a variety of accessible formats) describing what they can expect while they're living there
- have staff who have worked there for a long time, know the residents well, and are friendly, supportive and respectful

- employ well-trained staff, particularly where specialist care such as dementia nursing is required
- involve residents, carers and their families in decision-making
- support residents in doing things for themselves and maximising their independence
- offer a choice of tasty and nutritious food, and provide a variety of leisure and social activities taking residents' needs into account
- be a clean, bright and hygienic environment that's adapted appropriately for residents, with single bedrooms available
- respect residents' privacy, modesty, dignity and choices
- be accredited under the Gold Standards Framework for end of life care

#### **An unsatisfactory care home might:**

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

#### **If you move into a care home**

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

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

**You should also:**

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

**Rights of care home residents**

The Care Quality Commission (CQC) is the regulator of health and adult social care in England, whether it's provided by the NHS,

local authorities, private companies or voluntary organisations. Under existing rules, independent healthcare and adult social services must be registered with the CQC. NHS providers, such as hospitals and ambulance services, must also be registered. The registration of organisations reassures the public when they receive a care service or treatment. It also enables the CQC to check that organisations are continuing to meet CQC standards.

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

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

**NURSING HOMES**

Postcode	Name	Address	Town/City	Phone number
DH4 5NW	Pavillion Residential & Nursing	North View Terrace	Houghton Le Spring	01913 853555
DH4 7AW	The Mews Care Home	South Burn Terrace	New Herrington	01915 120097
DH5 9EQ	Regents View Care Home	Francis Way	Houghton Le Spring	01915 266776
DH5 9EQ	The Laurels Care Home	Francis Way	Houghton Le Spring	01915 173763
NE37 1EE	Donwell House	Wellgarth Road	Washington	01914 167663
SR2 0LS	Ryhope Manor Care Home	Stockton Road	Sunderland	01915 211980
SR2 9DJ	Marigold Nursing Home	Leechmere Road	Sunderland	01917 319431
SR2 9DJ	Bryony Lodge Nursing Home	Leechmere Road	Sunderland	01915 237530
SR3 3DJ	Archers Court	Archer Road	Sunderland	01915 282526
SR3 4JG	Thornbury Care Centre	58 Thorndale Road	Sunderland	01915 201881
SR4 7AB	Ashlea Lodge	Hylton Road	Sunderland	01915 109405
SR4 7QG	Barnes Court Care Home	Wycliffe Road	Sunderland	01915 202000
SR4 7YQ	St Marks Nursing Home	145 Hylton Road	Sunderland	01915 674321
SR4 8PQ	Sycamore Care Centre	Sycamore Lodge	Sunderland	01915 250181
SR4 8QA	Holy Cross	Ettrick Grove	Sunderland	01915 670862
SR5 2SH	Bryony Park Nursing Home	Thompson Road	Sunderland	01915 497272
SR5 3AF	Northview Lodge Nursing Home	Northview Road	Sunderland	01915 168605
SR5 5DD	Blossom Hill Care Home	Riga Square	Sunderland	01913 371520
SR5 5SF	Maple Lodge Care Home	Woolwich Road	Sunderland	01915 493672
SR5 5TP	Hylton View	Old Mill Road	Sunderland	01915 496568
SR6 9NQ	Falstone Manor	Cliffe Park	Sunderland	01915 496699
SR6 9NQ	Falstone Court	Cliffe Park	Sunderland	01915 483239

**RESIDENTIAL HOMES**

Postcode	Name	Address	Town/City	Phone number
DH4 4ES	Paddock Stile Manor	Philadelphia Lane	Houghton-le-Spring	01915 848159
DH4 4RB	Grangewood Care Centre	Chester Road	Houghton Le Spring	01913 856644
DH4 4TN	Springfield House Care Home	Springfield House	Philadelphia	01915 120613
DH4 5EH	Dairy Lane Care Centre	Dairy Lane	Houghton Le Spring	01915 843239
DH4 7ER	Valley View and Penshaw House	Back Lane	Houghton le Spring	01913 857776
DH5 0AT	Primrose Care Home	62-62A Station Road	Houghton Le Spring	01915 172496
DH5 9EQ	Regents View Care Home	Francis Way	Houghton Le Spring	01915 266776
DH5 9EQ	The Laurels Care Home	Francis Way	Houghton Le Spring	01915 173763
NE37 2DP	Washington Manor Care Home	Hollin Hill Road	Washington	01914 670015
NE38 8HZ	Washington Grange	Burnhope Road	Washington	01914 191955
NE38 9AH	St Georges Residential Home	13 Vigo Lane	Washington	01914 191878
SR2 7EN	Cedars Lodge	3 Cedars Court	Sunderland	01915 673541
SR2 7LA	Thornccliffe House	Thornccliffe	Sunderland	01915 109736
SR2 7TW	Ashbourne Lodge Care Centre	The Cedars	Sunderland	01915 651537
SR2 7TW	Cedar House Care Home	3-4 The Cedars	Sunderland	01915 655385
SR2 8JA	Belle Vue House	1-3 Mowbray Close	Sunderland	01915 673681
SR3 2BB	Marquis Court Residential Home	Tunstall Village Road	Sunderland	01915 210796
SR3 3DJ	Archers Court	Archer Road	Sunderland	01915 282526
SR3 3DJ	Archers Park	Archer Road	Sunderland	01915 225977
SR4 0LL	The Village Care Home	Hylton Bank	Sunderland	01915 342676
SR4 6QU	Ashton Grange Residential Home	St Lukes Road	Sunderland	01915 674003
SR4 7AB	Ashlea Lodge	Hylton Road	Sunderland	01915 109405
SR4 8QE	The Croft Residential Care Home	Ettrick Grove	Sunderland	01915 284668
SR5 3DF	Lansbury Court	Parkhouse Avenue	Sunderland	01915 493950
SR5 5SF	Maple Lodge Care Home	Woolwich Road	Sunderland	01915 493672
SR5 5SX	Highcliffe Care Centre	Whitchurch Road	Sunderland	01915 160606
SR6 9NS	Princess House Seaburn	19 Cliffe Park	Sunderland	01915 483723
SR6 9PU	Glenholme Residential	4 Park Avenue	Sunderland	01915 492594





**Age UK Sunderland**

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