

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



## Your Guide to Later Life in Sunderland

ISSUE  
3

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



# All Together Better

Sunderland



All Together Better, or ATB, is an alliance of health and social care providers and commissioners in Sunderland. These organisations work together to provide high quality services to people across the city as close to their home as possible.

We know that in Sunderland we have more people with long term, complex health conditions. There is also a lower life expectancy for both men and women than the rest of England. ATB wants to change this.

By working together rather than as separate organisations, ATB is looking to improve people's experience of care. This involves making sure the right people are in the right place at the right time to care for each patient's individual needs. It is also about making services easier to access and sharing information so you don't have to tell the same thing to lots of people.

If the COVID-19 pandemic has taught us anything, it's how important working together can be. ATB partners have supported local residents in lots of ways throughout the pandemic, including:

- Co-ordinating Sunderland's vaccination programme and making sure all of our staff and residents in our adult care homes have received the vaccine.
- Using technology to monitor the health of some of our most vulnerable residents. Helping them to stay safe and well in their own homes.

- Contacting over 13,000 people who needed to shield and helping them to get essential food and medicines.
- Working with our local hospital to safely discharge people back to their own homes or into a place of care in the community.
- Setting up dedicated clinics to treat people who were unwell with COVID-19, but did not need to go to hospital.
- Providing face to face, video and telephone appointments for people who needed to see a GP.
- Working with communities to protect those most vulnerable from COVID-19, including older people and those with long-term conditions and disabilities.

We need to make sure that we continue to build on this great work. We have learned a lot during COVID-19. In the months and years to come our aim is to help the people of Sunderland to live longer, healthier and happier lives and stay independent in their own home for as long as possible. We can do this by making more services and support available in people's own homes and outside of hospital. We need a bigger focus on physical, mental and social wellbeing as well as more joined up services that provide better value for money.

We know that our patients and our staff want to make things better. We know that we need to do more to find out what matters most to you and understand the challenges that our local communities face. The ATB approach to joined up services that are based around neighbourhood areas in Sunderland will make a difference for you and your family. By working together, we can make a better future for Sunderland.

For more information about All Together Better, visit our website at [www.atbsunderland.org.uk](http://www.atbsunderland.org.uk).

**Health and care partners working together.**

Sunderland Care and Support (SCAS) // Sunderland City Council // Sunderland Clinical Commissioning Group (CCG) // Sunderland General Practice Alliance (SGPA) // South Tyneside and Sunderland NHS Foundation Trust (STSFT) // Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust (NTW) // Voluntary and community sector organisations, such as Age UK, Sunderland MIND and Sunderland Carers Centre // Other NHS service providers //



# Welcome to the third edition of 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, including support during the COVID-19 pandemic and beyond.

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, please note that some AUKS services may operate differently if government restrictions are in place due to Covid 19.



**Graeme Miller**  
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AUKS



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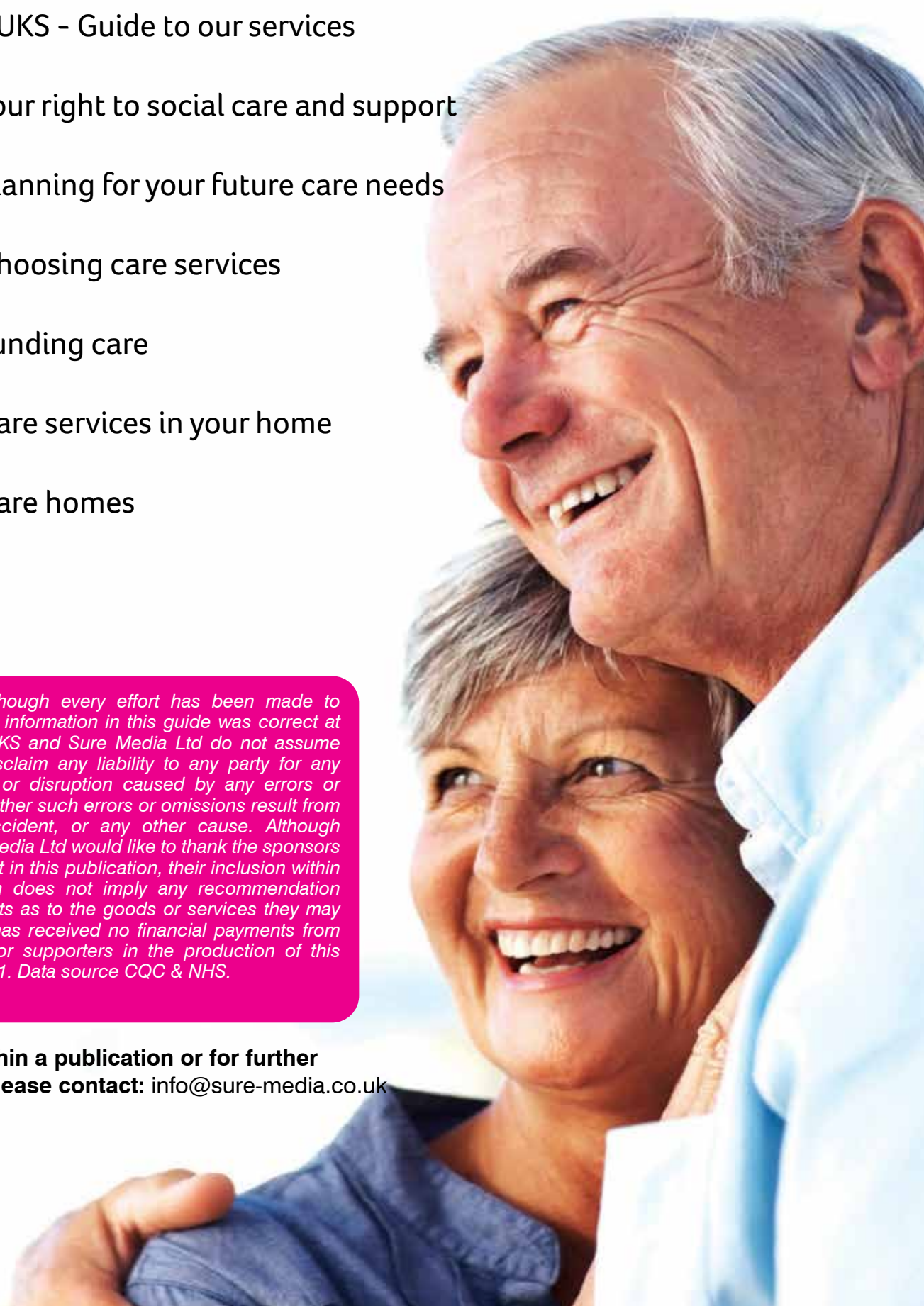


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**To feature within a publication or for further information please contact:** [info@sure-media.co.uk](mailto:info@sure-media.co.uk)





## The Front Door Service



“You have been simply marvellous and made such a difference with all the things you have put in place for me, and the connections you have helped me make has helped me so much through such a difficult period.”

“Thank you so much for putting my scooter application forward, this is going to make such a big difference to my independence and confidence.”

“Thank you so much for all the support you have given to me and my husband, it is very much appreciated.”

**Providing a single point of contact our Front Door Living Well Link Social Prescribing team assess needs and provide a dedicated support plan to people over 50.**

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

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

The Front Door service comes with dedicated AUKS support and referrals are also made to other available community support where needed.

For more information contact  
AUKS Front Door Team

**Telephone: 0191 565 9045**

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

For referrals please visit [www.auksfrontdoor.org.uk](http://www.auksfrontdoor.org.uk)



*"I don't know what I would do without AUKS."*



*"I liked playing bingo, lots of friends, good conversation, supported by club members and AUKS."*



*"I look forward to the befriender's telephone call, she's the only one who cares."*



*"I'm very happy coming to the men's group."*



## Front Door AUKS Support Available

### Advocacy

Our dedicated trained 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 visiting befriending support to older people aged 50+ in their own home or via the telephone. We also incorporate digital elements of KIT.

### Community Support Clubs

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

### Men's & Pityard Groups

Our Men's Group is an opportunity for men who may have become isolated or lonely to get together, chat and socialise in a relaxed environment, and our Pityard group is specifically for older men that previously worked as a Shipyard or Colliery worker.

### Who can get support from the Front Door service?

Anyone aged 50 and over

### How to access?

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

For more information contact AUKS Front Door Team on **0191 565 9045**

or email

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





## Additional AUKS Service Provision

### Lunch on Wheels Service

This service ensures that a home cooked 2 course lunch is delivered directly to your door by our friendly drivers at a reasonable cost. To order your Lunch on Wheels contact us on **0191 514 1131**

*"AUKS Lunches on Wheels are fabulous. I enjoy them very much and I look forward to seeing the drivers however briefly as they are so lovely."*

### Information and Advice

This service offers invaluable Information and Advice to people over 50 who live in Sunderland and wish to claim welfare benefits to ensure they receive their full entitlement. We also provide information on mainstream services and community care issues.

### Who can use the Information & Advice (I&A) service?

Anyone aged 50 and over

### How to access?

We offer a confidential I&A service that can help check your benefit entitlements, advise about benefits and help you to complete forms and make claims. We also offer a dedicated I&A service via our Essence and Front Door Services. To access the 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.

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



### ActivAge

This service provides a broad mix of activities which concentrate on the physical aspect of well-being; such as tai chi, yoga, line dancing 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 on **0191 514 1131**

*"I think AUKS do an amazing job and I'm so grateful for any support you give my Mum and all the other ladies and gents in her group."*



### 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.



*"You can have a laugh and talk about different things."*



*"I can't thank Essence enough for the support and all of the groups. I am enjoying the groups and don't know where we would be without you."*



*"Thank you for keeping in touch as it's nice to know we've not been forgotten."*

“

I am very glad you put me in touch to get the links to all the Zoom activities. I have really enjoyed what I have taken part in which I found very enjoyable and quite supportive.

”

## Maintenance Stimulation Cognitive Therapy (MCST)

Our ActivAge MCST programme offers weekly sessions for people living with mild to moderate dementia to come together and take part in meaningful and stimulating activities, to help maintain memory and mental function. The groups provide a fun, supportive environment where people can build new friendships.

### Who can access ActivAge services?

Anyone aged 50 and over

### How to access?

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

ActivAge Services - Telephone **0191 514 1131** or email [activage@ageuksunderland.org.uk](mailto:activage@ageuksunderland.org.uk)

## 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 people with mild to moderate dementia and their carers to ensure they receive 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.

### 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 or over 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

Our Redwood Day Service provides carer respite and support for those individuals who require that little bit of extra assistance and time to socialise with others in a supported and fun environment.

### 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.

### 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)**

### Metcalfe Dementia Support Service

Our Metcalfe Dementia Centre 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.

### 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)**



*"If I didn't attend the Day Centre, I would be isolated from the world, it's my lifeline."*



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



*"Thank you for keeping in touch as it's nice to know we've not been forgotten."*

“

Just to say thank you for everything you've done for me. Not sure you can appreciate what a help you've been since you first got in touch with me.

”



I take one of my clients quite regularly to Newcastle Dental Hospital. She often comments that she feels comfortable using Dial a Driver as it is such a friendly service. It takes much of the stress out of the day.



*"I can phone Dial a Driver and familiar face will arrive and support me where I need it, it's a boon."*



*"The service is a godsend, I'm not sure how I would cope without you."*



*"You have put my mind at rest. You know what the next steps are. You are easy to talk to."*

## Dial a Driver

This service provides a cheaper transport option for older people using volunteer drivers.

All volunteer drivers undergo a full DBS check.

### Who can use the Dial a Driver service?

People aged 50 and over.

### Charges

Solely the reimbursement of volunteer driver petrol costs.

### How to access the service

Contact us on **0191 567 4135** or email [enquiries@ageuksunderland.org.uk](mailto:enquiries@ageuksunderland.org.uk)

## Lifestyle

The Lifestyle service provides support in relation to:

- Light housework
- Shopping for clients
- Accompanying people on outings
- Assistance with cooking
- General help and assistance to make life easier and more enjoyable

### Who can use the service?

Anyone can access this service but priority will be given to people aged 50 and over.

### Charges

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

### 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 LW social prescribing service is part of Sunderland's CIT All Together Better Programme 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 CIT.

Contact us on **0191 514 1131** or email **lwadmin@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, however the impact of Covid-19 has amplified this issue significantly.

Due to the challenge of the increasing prevalence of loneliness and isolation as a consequence to Covid-19 restrictions, the LITF project provides support to older people experiencing these issues including those with mild to moderate dementia across the City of Sunderland.

### Who can use the LITF service?

Anyone aged 50 or over 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 us 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 514 8330** or email: **volunteering@ageuksunderland.org.uk**

We are always developing new services, please check our website for more information **www.ageuk.org.uk/sunderland/**

“

You have been simply marvellous and made such a difference with all the things you have put in place for me, and the connections you have helped me make has helped me so much through such a difficult period.

”



*“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.”*



“

Thank you so much,  
it's lovely to know  
that someone is  
communicating and  
trying to arrange  
things and make sure  
my Dad is getting  
support.

”

“

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)



**The Hospital Discharge team works closely with staff within the SRH wards and discharge lounge.**

**The HDS focusses on prevention to avoid readmissions back to Hospital after the initial visit.**

The team offers a flexible range of advice and support within the home. Working with patients over a number of weeks after discharge. The service includes assisting in meal preparation, helping with light domestic work, shopping support and signposting.

### **Who can use the HDS?**

People aged over 60 recently discharged from hospital.

### **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)

# 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



“

***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.***

”

- 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 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
- 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**” (page 18).

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.

## **Helping you to plan for your future.**

## **Expert, friendly and local to you**

Based in Sunderland, our friendly and compassionate Wills, Trusts, Probate & Court of Protection team are experienced in providing specialist advice to older and vulnerable people, their families and carers.

Our team is made up of accredited members of both Solicitors for the Elderly and also STEP, the Society of Trust and Estate Planning Practitioners. Both accreditations, along with our own values, ensure that you will receive the highest standard of service and expertise at all times.



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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

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



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# Funding care

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

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

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

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

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

## Alternatives to care funded by the local authority

### NHS care

The NHS is responsible for funding certain types of healthcare equipment you may need. In some situations, the NHS is also responsible for meeting care needs. This is usually when your need is mainly for healthcare rather than social care

NHS care could be provided in hospital, but it could be in someone's own home or elsewhere in the community.

### NHS continuing healthcare

If the person you care for has very severe and complex health needs, they may qualify for NHS continuing healthcare. This is an ongoing package of care that's fully funded by the NHS.

In some areas of the country, you can arrange your NHS continuing healthcare using a personal health budget – similar to the personal budgets for social care outlined above.

### NHS-funded nursing care

You should receive NHS-funded nursing care if:

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

**NHS care could be provided in hospital, but it could be in someone's own home or elsewhere in the community.**

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.

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



## 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.

## Ask for help from your local authority

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

Few of us will have the income or ready access to the cash to pay for our ongoing care needs, and you may need to look at selling or re-mortgaging any property you may own. The new Care Act 2014 means more people may be able to benefit from “deferred payments”.

Deferred payments can help people avoid being forced to sell their home in a crisis in order to pay for their care by having the council temporarily cover the cost – usually until you sell your property.



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Following the Care Act, every local authority in England has to make deferred payment agreements available.

As an alternative, you may be able to enter an “equity release scheme” with a financial organisation. Equity release can pay for the fees from the value of property you own. However, you should consider which of these options best meets your needs, and what the overall costs to you will be. Before taking such significant financial steps as equity release, you might want to get independent financial advice.

You can find information on equity release for care at home from Which? Elderly Care or the Money Advice Service’s equity release information.

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

You may also want to explore whether the NHS would meet some or all of your care and support costs, or you may have entitlement to benefits that may help you meet costs. Read about other ways of funding care.

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

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

You can also get independent advice from:

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

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

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

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

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

If the local authority agrees to the deferred payment and pays the care home fees, it will take payment from the money raised once the property is sold. This can be:

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

All councils must offer people the chance to defer payment if they meet a set of eligibility criteria. A deferred payment scheme is only available if you don't have enough income to cover your care home fees, and you have less in savings than £23,250. In these circumstances, the savings don't include the value of your property, but does include money in bank accounts.

The local authority will put a "legal charge" (similar to a mortgage) on the property and will then pay the remaining care fees in full. You will then be assessed to see whether they are able to pay a weekly charge to the authority. Your ability to pay is based on your income less a set "disposable income allowance.

Before considering deferred payments, you should look into whether the property will or won't be counted in how your capital is calculated. For instance, it may be disregarded because your partner still lives there, and if it is a deferred payment agreement wouldn't be necessary. It's wise to get independent financial advice before agreeing to a deferred payment, and it's worth bearing in mind that choosing deferred payments can impact on some welfare benefits.



### Protection for self-funders

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

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

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

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

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



# Care services in your home

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

## Types of homecare

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

Homecare can suit you if you need:

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

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

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

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

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

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

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

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

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

## Independent homecare agencies

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

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

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

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

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

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

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

### Questions to ask when using a homecare agency

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

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

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

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

### 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.



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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 Limited	1 Hall Road	Washington	01914 170770
SR1 1QX	Bluebird Care Sunderland	Athenaeum Street	Sunderland	01915 672512
SR1 2AN	North East Disabilities Resource Centre	Cork Street	Hendon	01915 659206
SR1 2JH	Care at Home	The Old Orphanage, Moor Terrace	Hendon	01915 100403
SR1 2JH	Care at Home	Moor Terrace	Hendon	01918 148750
SR2 9TQ	Sunderland Community Support Service	Carrmere Road	Sunderland	01915 614333
SR3 1EB	Abbeyfield Hope Bank View	Dene Street	Sunderland	07823 789653
SR3 2FD	Haddington Vale Extra Care Scheme	Doxford Park	Sunderland	01915 255852
SR5 2AL	City Care	8 Austin Boulevard	Sunderland	01915 486503
SR5 2TA	Blue Ribbon Community Care	Wearfield	Sunderland	01915 141556
SR5 2TA	Diamond Care and Support	Wearfield	Sunderland	01915 166223
SR5 3AD	Sunderland Home Care Associates	Unit 3, North Hylton Office Park	Sunderland	01915 108366
SR6 0QA	Lifeways Community Care	Liberty Way	Sunderland	01915 149000



# 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

## Safely welcoming new residents to Hope Bank View, Sunderland



Beautifully finished one and two bedroom apartments with tailored support packages available



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**www.abbeyfield.com**



*"I moved into Hope Bank View after I had broken my foot and was having to use a care at home service in my home.*

*I did not feel 'old' but felt I needed extra support and having care at home meant I was more isolated, waiting for carers to visit.*

*Hope Bank View gives me an active social life as well as the support I need. I love my two-bed flat which I have had the freedom to make my own. This is my forever home."* Valerie current resident



## 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
DH4 4ES	Paddock Stile Manor	Philadelphia Lane	Houghton Le Spring	01915 848159
DH4 5NW	Pavillion Residential & Nursing	North View Terrace, Colliery Row	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
NE37 2DP	Washington Manor Care Home	Hollin Hill Road	Washington	01914 670015
SR2 0LS	Ryhope Manor Care Home	Stockton Road	Sunderland	01915 211980
SR2 9DJ	Bryony Lodge Nursing Home	Leechmere Road	Sunderland	01915 237530
SR2 9DJ	Marigold Nursing Home	Leechmere Road	Sunderland	01917 319431
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	Nookside	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 371521
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, Whitburn Road	Sunderland	01915 496699
SR6 9NQ	Falstone Court	Cliffe Park, Whitburn Road	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	Bunker Hill	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 7LA	Thorncliffe House	15 Thornhill Park	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 1EB	Abbeyfield Hope Bank View	Dene Street	Sunderland	0191 7317589
SR3 2BB	Marquis Court	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
SR4 9HX	Laverneo	Pennywell Road	Sunderland	01915 286908
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 Care Home	4 Park Avenue	Sunderland	01915 492594



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

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

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



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